

Brother's Auto Sales

255 East New Circle Road

Lexington, KY 40505

Phone: (859) 294-9222

FAX: (859) 294-0664

www.brothersautosales.com***BBB Accredited since
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Customer referrals are part of the key to success for many businesses, and it is certainly true for Brother's Auto Sales, according to General Manager Ed Sanslow. "Many of our customers tell their friends to come see us, and our commitment to BBB Accreditation is a big reason for that," he says.

Brother's Auto Sales has been in business since January of 1999. The majority of their cars are late model, one-owner, off-lease units. "Not only do we pride ourselves on dealing with all customers in a straightforward, honest manner, we also are proud of our after-sale follow up," Sanslow says. "We have a full-service facility right here on the premises using certified mechanics to take care of any issues a customer's vehicle may have....we typically do not have to send them off to another repair shop like some pre-owned lots do."

Sanslow values his BBB Accreditation in part because of all the out-of-state business Brother's Auto Sales does. "We sell many of our vehicles via the Internet," says Sanslow. "Shoppers have told us they checked out our reputation with the BBB before deciding to buy from us. So our BBB Accreditation has been a big plus for us."

"All customers are treated respectfully, no matter what their financial situation is," Sanslow adds. "We have a strong, exclusive relationship with a local credit union to assist them in financing. We also know that ethics is important when closing a deal. Some customers have been burned before, being misled about what their interest rate will be and so on. They can trust that what we tell them is what goes. That's how we keep customers and referrals."

"Our BBB Accreditation shows that we will deliver on our promises. When we offer our handshake, we stand behind the promises that come with that. Our word is our bond."