

NEWS RELEASE

J&P Cycles®

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J&P Cycles® Offers Live Chat to Further Assist Customers

FOR IMMEDIATE RELEASE

ANAMOSA, IOWA - There are plenty of perks for online shopping; one of which is that you never have to leave the comfort of your home; however, online shopping also has its disadvantages, such as, not being able to get one-on-one assistance when needed. But, that has all changed at J&P Cycles®.

J&P® recently enacted Live Chat, which allows customers to speak in real time with a customer service or technical service representative. What part do I need? Will this fit my bike? I placed my order three days ago, what is its status? These are all questions that have been answered courtesy of Live Chat.

Those wishing to use the Live Chat feature simply need to log onto the J&P Cycles® website at WWW.JPCYCLES.COM and click on the Live Chat button at the top of the screen. There you will be prompted to enter your first name, last name, e-mail address and chat selection (customer service, Harley® tech or Metric tech). Then, your request is submitted and wa-la, a J&P® representative is with you! The average wait time to speak with a representative is only 30 seconds.

“Live Chat has greatly exceeded our expectations already,” said J&P® President John Parham. “Customers have sought assistance regarding fitment of parts, assistance during checkout and order status. Those same customers might not have been able to complete their transactions with J&P® had this service not been available. For more than 30 years, J&P Cycles® has taken pride in offering the best customer service in the industry. The Live Chat feature is just another way to improve our service. Faster service equals happy customers and that is what we want!”



While Live Chat is not available 24 hours a day, seven days a week, it is available during some handy hours: 7 a.m. to 6 p.m. CT Monday through Friday.

J&P Cycles® is the World’s largest catalog retailer of aftermarket parts and accessories for Harley-Davidson® motorcycles. In business for more than 31 years, we also carry a full line of V-Twin Metric Cruiser and Sport Bike parts and accessories. Featuring tens of thousands of items in stock, in print and online, J&P Cycles® delivers the best customer service and return policy in the industry. Visit J&P Cycles® on the web at WWW.JPCYCLES.COM or call toll-free 800-397-4844.

This information is brought to you by J&P Cycles, your #1 choice for aftermarket Harley Davidson and Metric Cruiser motorcycle parts and accessories.