

FLEET EVOLUTION PRE-COLLECTION GUIDE

DEAR DRIVER,

Your current salary sacrifice vehicle is nearing the end of its contract and is due to be returned shortly.

PREPARATION

In preparation for the return of your vehicle, we recommend that you take some time to thoroughly appraise the internal and external condition of your vehicle a minimum of 5 weeks prior to the planned end of contract date to identify any damage that may be considered outside of the industry standard BVRLA Fair Wear & Tear guide, a copy of which is enclosed. This guide identifies what is considered inside and outside of fair wear and tear.

In order to avoid end of contract charges for items considered outside of normal fair wear and tear, we strongly recommend that you review the enclosed and check your vehicles interior, exterior, windscreen, service booklet and tyres to establish whether you have any items of wear and tear and or damage that fall outside these guidelines. Items of damage fall outside of the vehicles maintenance package and therefore are not covered as part of your contract.

Below are examples of items that fall outside of the BVRLA fair wear and tear policy and will be rechargeable to you if not rectified prior to collection.



SERVICING/MECHANICAL MAINTENANCE

Your vehicle must be returned with its manufacturer's service book present*. We recommend that you also check the service book where applicable in your vehicle to ensure that all services throughout the vehicle's time with you have been recorded correctly and the appropriate service stamps have been added. If you discover any missing service records, please contact the relevant garage in question directly and arrange for the vehicle's service book to be correctly stamped. If you are unsure as to the name of the garage, please contact Fleet Evolution for assistance at operations@fleetevolution.com or call us on **0300 302 0540**. *An increasing number of manufacturers such as BMW and Mini typically record the service history on their vehicle electronically. If any of these records are missing, please contact our operations team for further guidance.

Returning your vehicle with any overdue service message, such as the example on the right, is not acceptable and impacts upon the resale value of the vehicle. This will incur a recharge for a missed service and warranty work required is no longer covered as the warranty will be void; the recharge value is variable and is subject to the impact on the resale value of the vehicle. If any service message such as this displays on your vehicle, please contact our operations team immediately on operations@fleetevolution.com or call **0300 302 0540**.



There must be no warning lights of any description displayed on the dashboard of your vehicle at the end of contract collection. If a warning light/message does display, please email operations@fleetevolution.com immediately with an image of the warning light/message in question; we will then advise further and if necessary, postpone collection until the issue is rectified. Returning a vehicle with any warning lights activated that has not been communicated and agreed with Fleet Evolution in advance will incur a recharge.

All known manufacturer recalls must be completed before the end of contract collection. Any incomplete recalls may be rechargeable, depending on the finance company of your vehicle. Fleet Evolution will always notify you of any manufacturer recalls known to us and request your cooperation in making the vehicle available to be booked into the closest manufacturer dealership for this to be rectified. However, there may be occasions where your vehicle's finance company contacts your employer directly to notify them of outstanding recalls. Therefore, we recommend that you also check with your employer's salary sacrifice scheme leader to check if any correspondence of this nature has been received from the finance company.

WARRANTY

Please take particular care in checking for corrosion, rusting and damage to any paintwork or alloy wheels. This must be rectified as part of a warranty claim via your local manufacturer's dealership or independently before the end of contract inspection/ collection if the warranty has expired. Corrosion of any kind is rechargeable if not rectified prior to collection. If your vehicle has any outstanding or yet to be reported warranty items, we would advise that you approach your vehicle's normal servicing garage direct on a walk-in basis for further assistance.

Upon arrival at the garage, please report to the Service Reception and advise them of any missing service records or warranty issues and they will ask their warranty administrator to inspect the vehicle whilst you wait (we can provide the dates of each service to you if necessary). They will then advise you on the next step in the process, which often results in a claim being submitted to the manufacturer with a response received up to a week later. If you are subsequently advised that your claim has been unsuccessful, please notify the Fleet Evolution Operations Team.

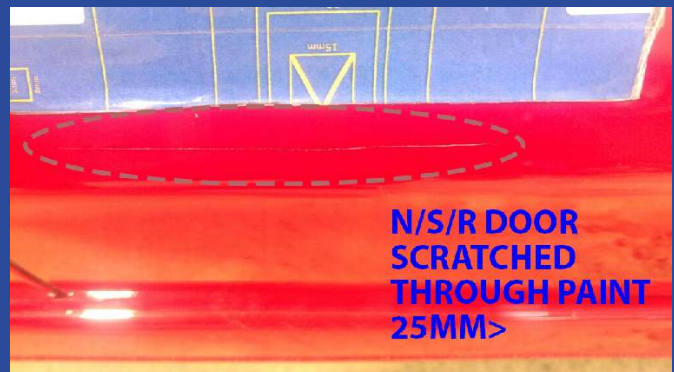
CORROSION

Below are examples of corrosion to the paintwork and alloy wheels that can be rectified free of charge under the manufacturer's warranty, but is rechargeable in full if the corrosion is present at the point of collection.

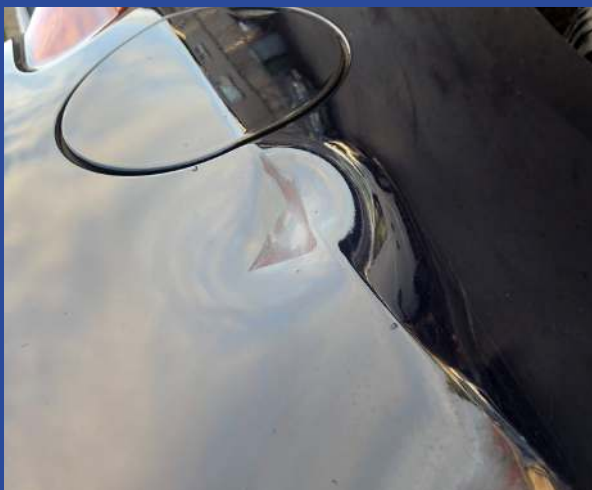


BODYWORK SCRATCHES

Scratches that measure 25mm or less in length are acceptable, providing that no primer or bare metal is showing. Any scratch above 25mm is rechargeable. Below are examples of rechargeable scratches that you should look out for.



BODYWORK DENTS



POOR-QUALITY REPAIR

Evidence of poor-quality repair is not acceptable and any further repairs required to rectify a poor-quality repair will be rechargeable in full. Below are examples of poor-quality repair that would be rechargeable.



ALLOY WHEELS & WHEEL TRIMS

Scuffs up to 50mm on the total circumference of the wheel rim are typically considered acceptable under fair wear and tear, any more than this incurs a recharge for a wheel refurbishment / replacement. Any damage to the wheel spokes, wheel fascia / trims and wheel hub, is unacceptable. Corrosion on any part of the alloy wheel is not acceptable and must be rectified via a warranty claim at a manufacturer dealership in advance and prior to collection. In some cases, wheel refurbishments are not possible either due to the extent of the damage on the wheel or due to the design of the alloy wheel itself, if this is the case then the recharge amount will be for the replacement of the alloy wheel at manufacturers cost along with any other associated costs for removing, refitting and rebalancing the tyre along with any downtime for the vehicle repairs / waiting for replacement parts.

If you are unsure if any action is required for your alloy wheel, we are always happy to assist and provide guidance in advance of the vehicle collection provided you notify us with sufficient notice to allow for us to review and provide feedback and to book your vehicle into your chosen supplier for repairs please email us high definition image(s) of each alloy wheel in question to operations@fleetevolution.com and we will review the images and provide our feedback as to how we believe these items should be actioned.

Images below.

ALLOY WHEELS & WHEEL TRIMS



PAINT WORK CHIPS

Chips of 3mm or less in diameter fall within fair wear and tear, however, any chips which have rusted are rechargeable. Your vehicle is allowed up to four chips on any panel, six chips per door edge and eight chips on any forward-facing panel. Examples of rechargeable chips are below.



SCUFFS

Scuffs up to 25mm or less are acceptable, provided the moulding or trim is not broken in any way. Anything above this is rechargeable. Below are examples of rechargeable scuffs.



INTERIOR DAMAGE & MATS

All upholstery and interior trim must be clean and odour free with no staining, rips, scratches or burns. Any damage of this nature is rechargeable. All carpets and mats must be present as originally supplied with no holes whatsoever. Examples of rechargeable interior damage are below.



DOOR SILLS/APERTURES

Light surface scratches where the paint surface is not broken that reflect normal every day use are acceptable. Anything over and above this level is rechargeable. Below are examples of rechargeable door sill damage.



Please be advised, this list of damage is not exhaustive and merely covers the most common damage that is present on vehicles when returned.

If you would like a second opinion and/or further guidance before contacting the dealer, please take some photos of the vehicle using a smart phone or digital camera and email the images to operations@fleetevolution.com. A member of our Operations team will then review the images and provide additional support and feedback as appropriate.

RECTIFICATION

If damage is identified that may be considered as unfair wear and tear, we recommend that any items are rectified in advance and prior to your vehicle's inspection/collection appointment as you may not get the opportunity to rectify any damage identified after the appointment has been arranged or completed.

All repairs undertaken must be completed to a satisfactory standard. We have included some nationwide repairer's details below that offer refurbishment services on a mobile basis.



CHIPSAWAY



AUTOGLASS

We would also recommend that all warranty items are also rectified prior to the inspection/collection appointment as any outstanding warranty items may be considered chargeable items.

TYRES

The tyres on your vehicle should be no less than 2mm of remaining tread depth and be in good condition with no damage, butts or bulges. If you are unsure as to the condition of any of your tyres, you should approach any branch of ATS or Kwik Fit at your convenience for the condition of your tyres to be assessed. If any tyres require replacement you should instruct the branch to lookup CLM Fleet management on their back-office system where their contact details will be stored, the centre will then contact CLM for the necessary authorisation.

VEHICLE INSPECTION/COLLECTION

The inspection and collection are carried out on the same day, this involves an initial inspection on site at the address specified by you when agreeing the booking with Fleet Evolution. The inspection will identify any obvious visible damage that falls outside of the BVRLA fair wear and tear policy and you will be required to sign a collection appraisal form. The signing of this form indicates that you are in agreement with the inspector's initial assessment.

CLM Fleet Management will then carry out a more detailed inspection of the vehicle under controlled conditions when the vehicle arrives back at their premises. This may identify further additional damage not identified by the original inspector, particularly if your initial inspection was carried out under wet conditions or poor lighting. If further additional damage is identified during the detailed inspection, then you will be held liable for the cost of necessary repairs.

You are also liable for any informal extension contract rental triggered by your vehicle being off the road for end of contract repairs, this will be charged at a pro rataed daily rate as per your original end of contract rentals (e.g, if your regular rental is £400 per month you will be charged £13.15 for each day the vehicle is off the road for end of contract refurbishment).

We strongly recommend that you appraise the condition of your vehicle thoroughly, both the exterior and interior, and arrange for any repairs to be completed prior to inspection/collection. Below are example prices of the menu pricing for repairs for damage identified upon inspection/collection.

REPAIRS	COST
Repainting of Front Panel/Rear Panel	£131.00
Repainting of Bonnet/Boot/Tailgate	£150.00
Repainting of Doors	£143.00
Repainting of Wings	£134.00
Repainting of Sills	£150.00
Repainting of Bumpers	£150.00
Repainting of A, B, C, D Posts	£119.00
Repainting of Door Apertures	£119.00
Paintless Dent Repair <75mm	£45.00
Paintless Dent Repair >75mm	£75.00
Smart Paint Repair	£95.00
Alloy Wheel Refurb (Standard)	£75.00
Alloy Wheel Refurb (Specialist Finish)	£95.00
Windscreen Chip	£40.00
Wheel Trim Replacement	Manufacturer Retail Price
Valet (Normal/Upgrade)	£40.00/£60.00
Missing Key	Manufacturer Retail Part Price/Labour Cost
Missing Handbook	Manufacturer Retail Price
Missing Locking Wheel Nut Key	£100.00
Missing Jack Tools/Inflation Kit	Manufacturer Retail Price
Missing Spare Wheel	Manufacturer Retail Price

FleetEvolution

Please be advised that vehicle inspection and collection appointments are all day appointments between 8:00am and 6:00 pm, so the vehicle must be made available at the arranged location on the booked appointment date throughout these hours to prevent any failed collection charges being issues.

*If we can be of any further assistance, please do not hesitate to contact us on **0300 302 0530** or send an email to operations@fleetevolution.com.*

Operations Team
Fleet Evolution Limited

0300 302 0540
OPERATIONS@FLEETEVOOLUTION.COM

