



**YOUR FLEET
YOUR WAY**

**Welcome to
Your New Vehicle**



AGILITY FLEET



Welcome to Agility Fleet

We hope you're already enjoying your new vehicle.

To help make sure you have everything you need throughout your contract this document provides key information you can refer to, we recommend you keep this information somewhere easily accessible inside your vehicle.

If you have any other questions or if you need any help or support, our customer care team can be contacted on **01527 571605**.

Thank you for choosing Agility Fleet to supply your new vehicle.



Agility Fleet Maintenance Summary

With our Agility Fleet Maintenance package, we give you complete peace of mind that your vehicle will be properly maintained throughout its lease. Our package is provided at a fixed cost to you throughout your vehicle term, to enable you to spread your motoring costs out and budget accordingly. As well as this, you will have access to a breakdown package with roadside assistance, repairs, technical support and more.

Our technical and customer service team are on hand to assist you 24 hours a day, 7 days a week, every day of the year:

Agility Fleet Helpline:
01527 571605

Our Agility Fleet Maintenance package will cover all routine work as set out by the manufacturer guidelines and your mileage agreement. To make it simple, see below for what is and isn't included.

Covered

- Routine services
- Breakdowns
- Maintenance
- Repairs
- Batteries
- Exhausts
- Tyre replacement at 2mm and under*

*Punctures are chargeable

Not Covered

- Accidental damage
- Windscreens / windows
- Damage caused from missed servicing or maintenance
- Driver mishaps e.g. tyre wall damage



MOT & Service

We operate with a wide network of service centre partners, so when your vehicle is due an MOT or a service just give our friendly team a call on the helpline number provided. We will ensure your vehicle is dealt with appropriately and in a timely manner.

Breakdown Cover

Our breakdown cover, provided as part of the Agility Fleet maintenance package covers:

- Roadside assistance
- Breakdowns even if you are at home or a work address
- Attendance and attempt to fix the vehicle
- National recovery if the vehicle cannot be fixed
- A relief vehicle if your car needs to be recovered*

Accidents

In the unfortunate event of any accidents taking place in your vehicle, our helpful team can guide you through the process. Make sure you contact us on the helpline number provided so we can record it against the vehicle and help you.

Technical Support

Our established team of advisors are here to assist with the maintenance requirements of any fleet. They can validate and authorise work so that your vehicle remains in the best condition possible. If you have a technical issue the team are always on hand to provide professional advice.

Windscreens & Tyres

We will ensure your tyres are replaced once tread reaches 2mm or under**. Tyres can be checked or replaced at our primary supplier.

Agility Fleet Helpline:
01527 571605

* Subject to availability, a like for like vehicle can't be guaranteed. Vehicle will be provided on a 48-hour hire.

** Punctures are chargeable and these charges will be invoiced.

Customer Maintenance

If you have chosen to take your lease vehicle without an Agility maintenance package, then you will be responsible for servicing and maintaining the vehicle throughout your contract.

Routine servicing must be carried out in line with the manufacturer's recommendations or else the warranty of the vehicle could be voided. If you're unsure when your vehicle's service schedules are due, then please contact the team on **01527 571605**.

Your first service must be carried out by a franchised dealer, following services and maintenance can be carried out by independent garages but the garage must be VAT registered, use genuine manufacturer parts and receipts must be kept.

Breakdown cover is provided during the first year of your contract by the manufacturer of your vehicle, the contact details will be included in your vehicle's book pack. If you cannot locate it please contact the team on **01527 571605**.

End of Contract

At the end of your contract your vehicle will be returned to us, we will contact you 6 months prior to the end date to discuss your available options. If you do not receive any contact please call the team on **01527 571605**.

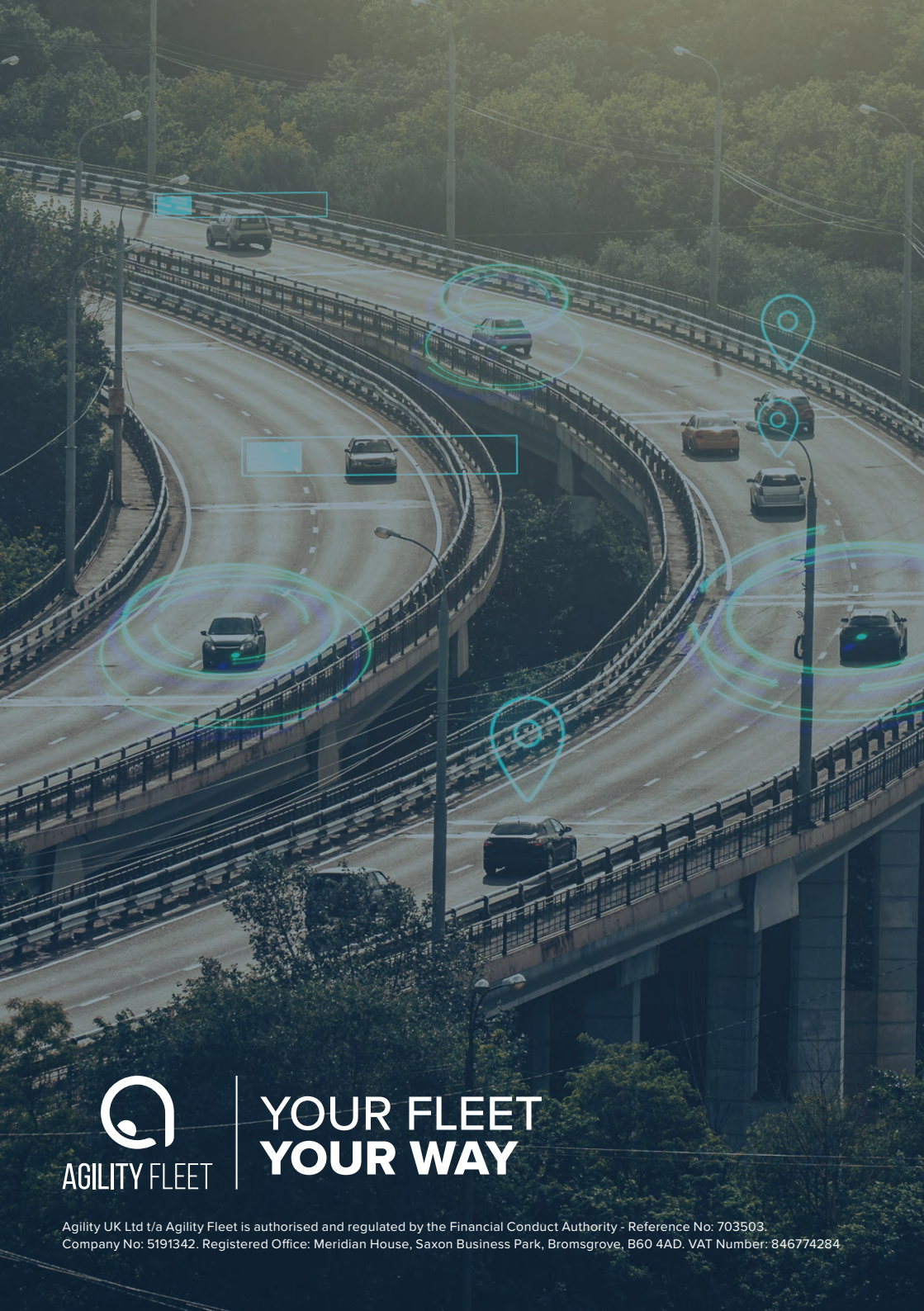
Before collection, you should ensure your vehicle is clean and all personal items have been removed. You should check that all items provided originally are returned with the vehicle, including but not limited to: vehicle manuals, service book, a full set of keys, parcel shelf, tyre jack & kit or tyre repair kit.

Your vehicle collection will be arranged by our operations team and your vehicle will be returned to our remarketing centre, where it will be evaluated by our BVRLA trained technicians. Your vehicle must be returned in a fair condition, any damage that is deemed not to be fair wear and tear will be chargeable. Once your vehicle has been evaluated a condition report will be sent to you via email, if you wish to query the report you will have 48 hours to do so.

We adhere to the BVRLA fair wear and tear guidelines, you can view a copy of the guide on our website **agilityfleet.com**.

Excess mileage charges will apply if the vehicle is returned over your contracted mileage, the charges are defined on your contract schedule.

If you have a private plate on your vehicle, you should contact our team prior to your vehicle being collected to arrange for it to be removed.



YOUR FLEET YOUR WAY

Agility UK Ltd t/a Agility Fleet is authorised and regulated by the Financial Conduct Authority - Reference No: 703503.
Company No: 5191342. Registered Office: Meridian House, Saxon Business Park, Bromsgrove, B60 4AD. VAT Number: 846774284