

Terms of Business

Understanding Initial Rental

The initial rental amount to be paid is determined by the payment profile you have selected and is not a deposit. For example, if your payment profile is 3+35, this means you will be required to pay 3 rentals as your initial rental amount, followed by 35 monthly payments of your agreed rental amount. The payment profile selected impacts the amount of the agreed monthly rental. For example, if you select a payment profile of 6+35, by paying for 6 monthly rentals as your initial rental, the cost of the subsequent 35 monthly rentals is likely to be lower than it would be if you selected a payment profile of 3+35.

Understanding Maintenance

It is important that you understand the difference between a Maintained and Non Maintained agreement.

If Maintained appears next to Maintenance, the quotation includes maintenance. This means the finance provider will cover the cost of maintenance and servicing as outlined in the finance agreement, but you are still responsible for taking the car to a dealership/garage approved by the finance provider for repair, regular servicing in line with the manufacturer's service intervals, MOT inspections, etc.

If Non Maintained appears next to Maintenance, the quotation does not include maintenance. You should understand that by opting for a Non Maintained agreement you are responsible for maintaining your vehicle and that you may incur additional costs for regular servicing, MOTs and any repairs required throughout the duration of the agreement.

Tell me why a Maintained agreement is a good idea

All vehicles must be maintained to manufacturer standards and adhere to the specific vehicle servicing schedule. For many of the vehicle finance options offered, you have the option to cover all service and maintenance requirements. This costs extra but provides certainty on your motoring costs – no unexpected cost exposure that could adversely affect cash flow.

It is important to note that in the event that you decide not to include maintenance in your contract, you are responsible for maintaining the vehicle at an additional cost over and above the monthly finance rental cost.

What are the benefits of choosing Maintenance?

- Covers the cost of any repairs required throughout the duration of the contract term. This includes tyres, brakes, exhausts, wipers, and batteries. This is subject to BVRLA Fair Wear & Tear Guidelines.
- Includes breakdown cover, roadside assistance and roadside repairs
- Includes servicing and MOTs
- Benefit from fleet purchasing power of parts and service
- Peace of mind in relation to vehicle repairs

What are the potential risks of choosing No Maintenance?

- Does not cover any accidental damage to the vehicle, vandalism or windscreen breakages. These must be repaired via insurance cover
- The cost of maintenance varies depending on the vehicle type, contract type and expected mileage

- Does not cover driver abuse or neglect such as, but not limited to, vehicle damage as a result of the vehicle not being serviced according to manufacturer's guidelines, or Diesel Particulate Filter warnings being ignored.

Understanding Excess Mileage

The total contract mileage you agree to at the beginning of your contract has an impact on the overall rental cost over the term of the agreement. The higher amount of mileage you select, the more likely you will be to have a higher monthly rental cost. It is important to select an accurate mileage amount at the beginning of the agreement in order to avoid paying rental costs for mileage that you do not use by the end of the agreement term, and to avoid paying any excess mileage charges.

Excess mileage charges occur when you go over your agreed mileage. The reason the charge is applied is that the total mileage of the vehicle is used to calculate the resale value of the vehicle. A greater mileage will affect this calculated resale value. This excess mileage charge is calculated at the end of the contract period and will vary depending on the vehicle type and the contract type. Please see your contract, which will be provided by the finance provider, for full details of the pence per mile charge that may be applicable.

The following is a typical example of an excess mileage charge:

Excess mileage charge per mile	£0.08p
Agreed total contract mileage	60,000 miles
Actual end of contract mileage	65,000 miles
Excess mileage charge (5000 miles x £0.08p)	£400.00

Excess mileage charge shown for illustrative purposes only.

Understanding End of Contract Charges

The residual value of a car at the end of a contract is based on an assumed condition that it is close to 'ready to retail' and that it meets industry standard BVRLA Fair Wear and Tear guidelines. Major dents, scratches and kerbed wheels, for example, are outside these guidelines. The charges are applied to rectify these faults and will be passed onto you.

Important Notes for Diesel Vehicles

Diesel Particulate Filters (DPF)

Diesel vehicles with DPFs require regular and sustained motorway driving in order to burn off the diesel particulate matter collected (a process known as 'regeneration'). If you intend to use your vehicle for city-based or stop/start style driving you may want to consider a petrol vehicle or an alternative fuel vehicle which may be better suited to your needs. Ignoring a DPF warning light will result in damage not covered under a Finance Provider Maintained contract, resulting in costly repairs at driver's expense. Refer to manufacturer's guidelines for more information.

AdBlue

Some diesel vehicles are now fitted with tanks that contain AdBlue which is a liquid fuel additive designed to reduce harmful Nitrous Oxide emissions. AdBlue is considered to be a consumable, similar to fuel. It is therefore the driver's responsibility to ensure that AdBlue is kept topped up, and to pay any costs associated with doing so. Any damage incurred as a result of low AdBlue levels or its misuse will not be covered under a funder maintained contract or any included recovery arrangements. Finance Provider Maintained contracts do not cover AdBlue costs. However, depending of the finance provider of your vehicle AdBlue may be topped up as part of routine servicing. You should

consult your vehicle handbook to ascertain whether or not your vehicle uses AdBlue and understand your responsibilities.

In-Car Connected Technology

Many vehicle manufacturers are introducing connected services into their vehicles that provide drivers with services like roadside/emergency assistance, service reminders and booking, etc. However, these connected services may be disabled by the finance provider prior to delivery as they could result in service provision from unauthorised third parties that is not in keeping with the terms and conditions of your contract agreement. Whilst a manufacturer may state that a particular connected service is featured, at present there is no reasonable way we can check if the service/s will be disabled. We will endeavour to identify, through experience or research with the finance provider, any connected services that may be affected by this general policy, however, this courtesy cannot be considered a guarantee that any connected services fitted as standard or optionally specified, will not be permanently disabled by the finance provider prior to delivery.

Impacts of Non-Payment

Non-payment of credit agreements may affect your credit rating and may result in the vehicle being repossessed by the finance provider or action being taken via the County Courts. This may also affect your chances of being accepted for credit in future. Alternative sources of finance may be available to you (for example, from other credit brokers or finance providers, or through banks or internet aggregators).

Remuneration

You are entitled at any time to request information regarding payment which we may receive as a result of placing your finance with a finance provider.

Customer Responsibilities

In order for us to fulfil our responsibilities to you, you must:

- Read the documentation provided to you, and let us know if anything is unclear or does not represent your needs and requirements
- Comply with the terms and conditions of agreements we may arrange for you.