

How our car and van rental can help your company.



Competitive, flexible and dependable.



Lex Autolease Car and Van Rental gives you a total rental solution. We have a comprehensive range of vehicles offering you a flexible and competitive service for all of your rental needs.

Take a look at how we will work closely with you to keep your drivers on the road.

We'll keep you moving.

We guarantee delivery of standard vehicles to any UK business or home address - usually within 2 hours of making the booking. We also offer a comprehensive money-back guarantee if we are unable to deliver in this time.

Expert advice - a phone call away.

Your dedicated Daily Rental Sales Executive (DRSE) will manage your account with us and make sure you are making the most of all our services during regular review meetings.

Booking a vehicle is easy.

To book, terminate or extend a rental just call our dedicated call centre on **0844 879 6666**. You can also book online, just let us know if you would prefer this service and we will create you an individual online log on.

We'll help you to control your costs.

By adding passwords and policy restrictions to your account we can make sure that the correct vehicle group is booked at all times. Our comprehensive management reports will help you see at a glance your rental spend and vehicle usage.

These features give you a clearer picture of your account while keeping you in control over your rental costs.

Our invoices are usually with you within 7 days of the vehicle termination reducing administration.

We'll go that extra mile to make your life as easy as possible.

We pride our business on understanding your needs while building long term relationships and working together to ensure you have the most efficient fleet.

Why not see if we could help your business?



Nigel Stead
Managing Director
Lex Autolease

Making a booking.

Booking by phone.

You can make a booking over the phone with our call centre on 0844 879 6666 or, if you prefer, you can book online.

We'll need to know:

- Your account number
- Vehicle group required
- Driver name
- Contact telephone numbers
- Date and time the vehicle is required
- Length of hire
- Delivery address, including postcode
- Collection details
- Insurance details

Once the booking has been made, we will let you know the reservation details either by fax or email. Your vehicle will then be delivered as requested.

Please keep a note of the reservation number as this should be quoted for any enquiries.

Account management.

Our team of Daily Rental Service Executives (DRSEs) will proactively manage your account, monitoring your on-hire bookings and making sure these are returned on time or extended if you still need them. By monitoring your hires for you we can help to control your costs making sure you are not paying for vehicles that are no longer being used.

Arranging collection.

'To be advised' collections.

If you don't know when or where the vehicle is to be collected you can arrange for the collection to be left as 'to be advised'. We will continue to charge you for the vehicle until you advise us you would like it collected. Once the booking is terminated you will receive a termination number.

It's easy to arrange a collection of the vehicle, just call our team on **0844 879 6666**

Automatic collection.

If you already know the collection date, time and address when making the booking these details can be added to your reservation and we will collect the vehicles as requested.

It is important that the vehicle and keys are available for the collection as if we are unable to collect the vehicle as requested then additional charges may apply. For further details please ask for our terms and conditions.

Insurance.

All vehicles must be covered by fully comprehensive insurance and most companies choose to use their own cover. However, we can arrange this if you prefer, just ask your DRSE for more details.

Please note - insurance must cover the vehicle until 12.00hrs on the working day following hire termination.

Booking online.

Putting you in control.

With your Interactive Fleet Manager (IFM) password and username you can access our online Daily Rental booking system.

Putting you in control of your whole rental fleet it enables you to book, off hire, modify or view rental bookings whenever you want.

Booking made easier.

Once registered, the online system takes you through three simple steps providing a rental summary for you to review before making the booking.

Other functionality includes:

- Automatically displaying vehicle groups within your company policy
- Choice of either pick up or deliver option, storing the last 10 addresses previously used to speed up the booking process
- Addition of special delivery instructions if required
- Search bookings by driver name, employee or account name and date.

At-a-glance online reporting.

Our online reporting suite enables you to access a number of reports including;

- Overdue bookings
- Vehicles due back on the current day
- Vehicles awaiting authorisation.

You can also search based on the vehicles status e.g confirmed, delivered etc.

Online daily rental booking for your employees.

Lex Autolease Daily Rental is now available for your employees to make a hire booking online. This allows your employees to make bookings themselves giving you more time for your core role.

Features include:

- Ability to restrict bookings to specific vehicle groups, meaning you are unable to book larger or higher specification vehicles than permitted
- Automated reminder sent to the driver 4 hours before delivery
- Vehicle reservation status e.g on or off hire, confirmed, delivered etc.



Service Level Agreement.

We pride ourselves on the standard of service we provide. By working closely with our suppliers we are confident we can deliver the vehicles and service you need.

There are a number of service levels agreed which are detailed below so you can be sure we will always meet your expectations. And if we don't, we can offer a credit for any inconvenience caused.

Speed of response.

Calls to the Lex Autolease Car and Van Rental central number **0844 879 6666** are answered within 15 seconds on average.

Billing accuracy and speed.

Lex Autolease invoices with over 98% accuracy and generally within 7 days of termination. Minilease rentals are billed every 28 days.

Queries.

We will endeavour to resolve all queries within 5 working days.

Collection.

Vehicle not collected within:

- 4 working hours of termination £10 credit per incident
- Over 4 – 8 working hours of termination £20 credit per incident
- Over 8 working hours of termination £50 credit per incident

Standard vehicles booked with 2 working hours notice or 4 working hours for non standard vehicles. Specialist vehicles not delivered at agreed times	Up to 30 minutes late £10 credit 31 to 60 minutes late £20 credit 61 to 239 minutes late £25 credit 240 minutes plus will be classes as non delivery of a confirmed reservation
Vehicle group downgraded from confirmed reservation	£25 credit per incident
Delivery error or special instructions not adhered to	£10 credit per incident
Customer complaint regarding cleanliness of vehicle	£25 credit per incident
Vehicle delivered with faulty/ missing equipment or with excessive damage	£25 credit per incident
Vehicle delivered in illegal or in un-roadworthy condition	£25 credit per incident plus any costs occurred by driver
Non-delivery of a confirmed reservation	£100 credit per incident plus full reimbursement of the full cost of the customer's reasonable alternative arrangements along with any costs incurred as a direct result of the of the supplier failing to deliver

If you would like to find out more about our
rental service please call us on

0844 879 6666

Or visit our website

www.lexautolease.co.uk