

private customers

chill  
out



# Cars And Vans Need Care...

...and care is a cost.

Think of SMR Evolution fixed price maintenance as private healthcare for your vehicle. It brings you total peace of mind and reassurance. It's easy to arrange, it simplifies your budgeting and controls your costs. It's there if you need it. **And when you need it, it can save you money.**

**SMR fixed price maintenance is the best way to look after your private car or van.**

It delivers actual savings not additional costs. You choose the level of cover you want including servicing, maintenance, repairs and tyres - separately or combined

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## Easy To Manage Maintenance Plans

for private customers.








Fixed and reduced rates instead of unexpected high price bills. And, because the cost is known and fixed it's easy to budget for - just like a household bill - with low monthly payments and no nasty surprises..

- **Savings through our national buying power**
- **Easy to digest as part of household budget**
- **Low monthly payments**
- **All payments collected monthly and protected by the direct debit guarantee scheme**
- **Manufacturer's warranty maintained**
- **Cover to meet your individual needs**



# With SMR Your Cover Is...

...as flexible as you  
want it to be.

|                        | Servicing   | Maintenance   |
|------------------------|---|---|
| <b>Gold</b><br>Cover   |  |  |
| <b>Silver</b><br>Cover |  |  |
| <b>Bronze</b><br>Cover |  | ×   |
| <b>Tyre</b><br>Cover   | ×   | ×   |
| <b>PVM</b><br>Cover    |  |  |

- the complete maintenance

SMR Evolution offers you fixed costs maintenance with flexible cover and delivered through professional pre-approved independent repairers and franchised dealers. It all adds up to the most comprehensive, competitive and cost-effective maintenance solution for the road ahead.








SMR Evolution offers a level of cover to suit your individual needs

ancillary options to personalise your service:

- UK & European AA Breakdown cover
- Relief vehicle after 24 hours
- No quibble tyre upgrade
- Road Tax Renewals
- Tom Tom Satellite Navigation Units
- Daily Rental Services

### contract options

- New and used vehicles up to 3 years old and 50,000 start miles accepted
- Cover from 18 months to 48 months
- Annual mileages from 10,00 to 50,000 miles per annum

| Repairs   | Tyres   | Breakdown   |
|---|---|---|
|  |  | ✗   |
|  | ✗   | ✗   |
| ✗   | ✗   | ✗   |
| ✗   |  | ✗   |
|  |  |  |

the package built for you.

private customers

# calm

save money and fix your maintenance  
into your household budget



**smr**<sup>®</sup>  
evolution

# Car Bills Can Be...

....high cost and unpredictable.

**With SMR Evolution you get the very best vehicle maintenance and servicing at discounted rates. And, because the cost is known and fixed it's easy to budget for - just like a household bill - with low monthly payments and no nasty surprises**

## **Let SMR Evolution take care of it**

A SMR Evolution agreement can offer you fixed price maintenance to cover all of your servicing, maintenance, repairs and tyre costs. When work is required, your appointed SMR garage will take care of it. All work covered by your agreement will be completed without further cost to you and SMR evolution network will reimburse the dealer direct.

**simple as that.**



### **Pay Less For Any Work On Your Vehicle**

As an individual motorist you have all the negotiating power of... an individual motorist. With SMR, you benefit from our bulk-buy bargaining.

**Our network of franchised dealers charge us less than industry-average hourly rates and we pass the savings on to you.**



### **Low Monthly Payments Make Easy Budgeting**

Fixed costs simplify your budget and means you can spread the cost of maintaining your vehicle evenly,

**Avoiding the horror of being hit with unpredictable or fluctuating bills, that can come at the worst possible time.**



### **As Flexible As You Want It To Be**

SMR Evolution fixed priced agreements are based on a mileage allowance over a flexible term. You pay a pre-agreed monthly amount and when authorised work is required, a visit to your nominated "home" SMR repairer takes care of everything.

**SMR Evolution then reimburse the dealer for the cost of the repairs\*.**

\*Should accident damage of repairs be required that are outside your agreed level of cover or were found to have occurred through lack of fair wear and tear, then these charges would be the responsibility of the customer.

welcome to SMR Evolution



### Total Peace Of Mind

We monitor all estimates and requests before approving work to ensure it's both necessary and is done in a timely manner. And we police our network to guarantee the highest standards at all time.

**Our professional repairers get a tough boss, but a lot of business so they like it. Our private customers get quality work done for lower than the expected retail price.**



### A National Network Of Approved Repairers

Each SMR Evolution garage has been rigorously vetted to ensure you receive exceptional quality service. As part of your agreement, you will be assigned a "home" network garage.

**Should you have an emergency outside your local area, you are FREE to visit any SMR Evolution garage across our UK network.**



### Manufacturer's Warranties Maintained

New EU regulations allow non-franchised dealers to maintain your car without invalidating the warranty cover. Block Exemption Regulations, or BER, now enable motorists to choose any appropriate garage to service and repair their vehicle.

In October 2003, EU legislation known as "Block Exemption Regulations 1400/2002" or "BER" gave the motorist additional freedom to choose who maintains their vehicles. Before the "BER" ruling, it was extremely difficult to service and maintain vehicles that were covered under the manufacturer's warranty outside of the franchised dealer network without invalidating the warranty cover. The "BER" EU regulation now allows the motorist a choice of any garage to service and repair their vehicle without invalidating the manufacturer's warranty.

**All SMR Evolution independent network repairers meet the requirements of "BER" and adhere to the criteria required that ensures your vehicle warranty is maintained.**



and to total peace of mind

# Customer Service



## [On-line 24/7 Coverage At www.smrevolution.com](http://www.smrevolution.com)

Clients are offered the facility to book on-line 24/7 365 days a year through the SMR Evolution Network booking portal, all bookings are confirmed back to the driver via e-mail and SMS text message.



## [Dedicated Driver Managers](#)

A highly trained team of driver managers are on hand to help and assist with any query or service booking you may have and are open Monday to Friday 9.00am to 5.00pm.

Our team can be contacted on the [Driver Helpline 0800 05 02 360](tel:08000502360) or via e-mail [customer.services@smrevolution.com](mailto:customer.services@smrevolution.com)

Or alternatively contact your local  
SMR Evolution accredited franchise



### **SMR Evolution**

part of lease 360 evolution plc.

5 Fryersway, Silkwood Park,  
Wakefield, West Yorkshire  
WF5 9TJ.

Tel: 0845 60 30 360.

Fax: 0870 360 360 2.

E-mail: [enquiries@smrevolution.com](mailto:enquiries@smrevolution.com)

[www.smrevolution.com](http://www.smrevolution.com)