



# GOLD Cover

## Service, Maintenance, Repair and Tyres

Contracts include for fair wear & tear all scheduled servicing in line with the manufacturer's recommended intervals, general maintenance and repair work, in addition all tyres on a premium brand policy are included. Fixed cost budgeting is ensured via single Monthly, Annual or Contract In Advance Payment via Direct Debit. A dedicated driver helpline is available 0800 05 02 360 24 hours, 7 days a week, 365 days a year with a speed dial service to the appropriate repairing agent who will cover any requirement or emergency a driver may have out of hours.

### Included

- Scheduled servicing.
- General maintenance repairs.
- Electrical components.
- Brake & exhaust components.
- Steering components.
- Premium brand tyres.
- Dedicated driver helpline & manager.
- 24hr internet service booking facility.
- 24hr out of hours emergency service.
- National network of repairers.

### Optional Extras

- **RV24** - Relief vehicles. (after 24hrs & mechanical breakdown).
- **UKAA** - AA breakdown cover.
- **EURAA** - European AA breakdown cover.
- **TTUK** - TomTom One UK satellite navigation unit.
- **TTEU** - TomTom One Euro satellite navigation unit.
- **SRT** - Subsequent road tax service.
- **NQTU** - No quibble tyre upgrade.
- **AC** - Air Conditioning Service/Re-gas
- **AW** - Alloy Wheel Upgrade
- **TP** - Towing Pack
- **PMI** - Preventitive Maintenance Inspections

### Gold Cover in brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.  
\*used vehicles maximum start age is 36 months and 50,000 start miles.
- Comprehensive cover with no restriction on how you purchase your vehicle.
- 95% UK coverage guaranteed on all makes.
- Incorporate fixed monthly costs in to your household budget or companies profit and loss account.
- Protects from unexpected repair costs.
- Single annual invoice per vehicle.
- Online quotation & ordering system.
- Flexible terms from 18 to 48 months. Fixed mileage parameters from 10000 to 50000 miles per annum.

Agreements operate on a time/distance basis where cover ceases once total mileage is complete, see contract terms and conditions for full details of Gold Cover).

Agreements specifically exclude all glass, catalytic converters, DPF and FAP filters, ECU units and in-car entertainment/satellite navigation systems.

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# SILVER Cover

## Service, Maintenance, Repair (no tyres)

Contracts include for fair wear & tear all scheduled servicing in line with the manufacturer's recommended intervals, general maintenance and repair work. Silver Cover specifically excludes tyres. Fixed cost budgeting is ensured via single Monthly, Annual or Contract In Advance Payment via Direct Debit.

A dedicated driver helpline is available 0800 05 02 360 24 hours, 7 days a week, 365 days a year with a speed dial service to the appropriate repairing agent who will cover any requirement or emergency a driver may have out of hours.

### Included

- Scheduled servicing.
- General maintenance repairs.
- Electrical components.
- Brake & exhaust.
- Steering components.
- Dedicated driver helpline & manager.
- 24hr internet service booking facility.
- 24hr out of hours emergency service.
- National network of repairers.

### Optional Extras

- **RV24** - Relief vehicles.  
(after 24hrs & mechanical breakdown).
- **UKAA** - UK AA breakdown cover.
- **EUAA** - European AA breakdown cover.
- **TTUK** - TomTom One UK satellite navigation unit.
- **TTEU** - TomTom One Euro satellite navigation unit.
- **SRT** - Subsequent road tax service.
- **AC** - Air Conditioning Service/Re-gas
- **AW** - Alloy Wheel Upgrade
- **TP** - Towing Pack
- **PMI** - Preventitive Maintenance Inspections

### Silver Cover in brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.  
\*used vehicles maximum start age is 36 months and 50,000 start miles.
- Comprehensive cover with no restriction on how you purchase your vehicle.
- 95% UK coverage guaranteed on all makes.
- Incorporate fixed monthly costs in to your household budget or companies profit and loss account.
- Protects from unexpected service & repair costs.
- Single annual invoice per vehicle.
- Online quotation & ordering system.
- Flexible terms from 18 to 48 months.  
Fixed mileage parameters from 10000 to 50000 miles per annum.

(Agreements operate on a time/distance basis where cover ceases once total mileage is complete, see contract terms and conditions for full details of Silver Cover)

Agreements specifically exclude all glass, catalytic converters, DPF and FAP filters, ECU units and in-car entertainment/satellite navigation systems.

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# BRONZE Cover

## Servicing Only Contract

Contracts include scheduled servicing in line with manufacturer's recommendations only, All maintenance, repair and tyres are specifically excluded. Associated repairs or maintenance that are linked to services like cambelts, antifreeze changes, brake fluid and gearbox oils are specifically excluded. No cover for DPF / FAP Filters is applicable and these are specifically excluded from Bronze contracts. Fixed cost budgeting for servicing is ensured via single Monthly, Annual or Contract In Advance Payment via Direct Debit. A dedicated driver helpline is available 0800 05 02 360 hours, 7 days a week, 365 days a year with a speed dial service to the appropriate repairing agent who will cover any requirement or emergency a driver may have out of hours.

### Included

- Scheduled servicing in line with manufacturer's recommended schedules.
- Dedicated driver helpline & manager.
- 24hr internet service booking facility.
- 24hr out of hours emergency service.
- National network of repairers.

### Optional Extras

- **RV24** - Relief vehicles.  
(after 24hrs & mechanical breakdown).
- **UKAA** - UK AA breakdown cover.
- **EUAA** - European AA breakdown cover.
- **TTUK** - TomTom One UK satellite navigation unit.
- **TTEU** - TomTom One Euro satellite navigation unit.
- **SRT** - Subsequent road tax service.
- **AC** - Air Conditioning Service/Re-gas
- **AW** - Alloy Wheel Upgrade
- **TP** - Towing Pack
- **PMI** - Preventitive Maintenance Inspections

### Bronze Cover in brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.  
\*used vehicles maximum start age is 36 months and 50,000 start miles.
- Comprehensive cover with no restriction on how you purchase your vehicle.
- 95% UK coverage guaranteed on all makes.
- Incorporate fixed monthly costs in to your household budget or companies profit and loss account.
- Protects from unexpected servicing costs.
- Single annual invoice per vehicle.
- Online quotation & ordering system.
- Flexible terms from 18 to 48 months.  
Fixed mileage parameters from 10000 to 50000 miles per annum.  
(Agreements operate on a time/distance basis where cover ceases once total mileage is complete, see contract terms and conditions for full details of Bronze Cover)  
  
Agreements specifically exclude all glass, catalytic convertors, DPF and FAP filters, ECU units and in-car entertainment/satellite navigation systems.

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# TYRE

## Tyre Only Contract

Contracts include the replacement of premium brand tyres for fair wear & tear. Fixed cost tyre budgeting is ensured via single Monthly, Annual or Contract in Advance Payment via Direct Debit. A dedicated driver helpline is available 0800 05 02 360 24 hours, 7 days a week, 365 days a year with a speed dial service covering any tyre requirement / emergency a driver may have out of hours.

### Included

- Tyre replacements due to fair wear & tear.
- Stem valves.
- Wheel balancing.
- Premium brand\* tyres inc fitment of Michelin, Pirelli, Dunlop, Bridgestone, Continental, Goodyear, Firestone.
- National coverage.
- Mobile service at home or at the work place.

\* Premium brands are subject to change in line with availability and the stated makes are not always guaranteed to be fitted.

### Optional Extras

- **NQTU\*\*** - No quibble tyre upgrade which includes: All costs\*\*\* associated in prematurely replacing tyres through Kwik Fit & Kwik Fit Mobile punctures, run flat damage standard steering alignment \*\*\*\*impact damage, uneven Tyre Wear.  
\*\*\* new vehicles only \*\*\* excludes replacement of tyres due to theft, vandalism or malicious damage \*\*\*\* excludes 2 or 4 wheel steering geometry (KDS) checks and adjustments.
- **TTUK** - TomTom One UK satellite navigation unit.
- **TTEU** - TomTom One Euro satellite navigation unit.

### Tyre Cover in brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.  
\*used vehicles maximum start age is 36 months and 50,000 start miles.

- Comprehensive cover with no restriction on how you purchase your vehicle.
- National coverage through major tyre providers.
- Added convenience with home or workplace mobile service.
- Incorporate fixed tyre costs in to your household budget or companies profit and loss account.
- Protects from unexpected tyre costs.
- Single annual invoice per vehicle.
- Online quotation & ordering system.
- Flexible terms from 18 to 48 months. Fixed mileage parameters from 10000 to 50000 miles per annum.

(Agreements operate on a time/distance basis where cover ceases once total mileage is complete, see contract terms and conditions for full details of Tyre Cover)

Agreements specifically exclude all glass, catalytic convertors, DPF and FAP filters, ECU units and in-car entertainment/satellite navigation systems.

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# FMA

## Fleet Management Agreement

Are ideal for clients who require the “fleet management” national coverage, services and invoicing facilities that are included in our fixed cost agreements, but do not wish to commit to a long term fixed period contract. (FMA) contracts have a 30 day termination notice period and therefore are ideal for vehicles where the owner wishes to change vehicles prior to the end of their finance agreement. Full driver management services are supported by a National Network of Repairers and tyre providers including mobile units throughout the UK. This card attracts a monthly charge (subject to fleet size) regardless of usage within the month and all repair requests must be booked either online via our on line booking in facility or through our driver management team on 0800 05 02 360.

Authorisation is issued on your behalf by our maintenance control team who cost control the repair to ensure labour times, parts and all necessary work is authorised, with any unnecessary or overcharged / non required work being rejected (exceptions apply if the repair is safety or emergency related). Repairs are invoiced to the client at the cost amount authorised plus an administration charge (subject to fleet size). (FMA) contracts require a mandatory recharge authority limit from the client and payment by Direct Debit, any transactions that are in excess of the agreed amount will be referred to the client for additional authorisation. (Out of hours exceptions apply)

### Included

- Access to SMR Evolution repair network.
- Professional cost control & authorisation.
- Access to 24 / 7 emergency services.
- Dedicated driver helpline & manager.
- Monthly credit account\*.

\*Monthly Credit Accounts are subject to underwriting, financial bond or indemnity may be required

### Recharge Options

- (FMA) contracts are bespoke to each client's needs and they can select which products and services they wish to have cost controlled from the following services.
- Servicing / Maintenance / Repairs / Tyres.
- Relief Vehicles / Daily Rental Vehicles.
- UK AA breakdown cover.
- Windscreens & body glass.
- Road tax management.
- Vehicle movements/logistics.
- Vehicle refurbishment and disposal.
- Fines and penalty notice management.
- MOT diary management.

### FMA in brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.  
\* No age restriction applicable on used vehicles
- Comprehensive cover with no service shortfall and no restriction on how you purchase your vehicle.
- 95% UK coverage guaranteed on all makes.
- Driver management provides continuity and reduces driver downtime/administration via one freephone number.
- Flexible terms with professional cost control that protects from repairers charging for unnecessary repairs.
- SMR Evolution contracts cover your duty of care responsibilities by professionally maintaining your vehicle.
- 30 day rolling contracts (no early termination).
- Reduces administration & staff processing costs.
- Scalable monthly card fees and administration charges rewarding larger fleets.
- Single monthly VAT invoice with itemised schedule per vehicle.
- Online quotation & ordering system.

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# PVM

## Personal Vehicle Management

(PVM) contracts have a 30 day termination notice period and therefore are ideal for vehicles where the owner wishes to change vehicles prior to the end of their finance agreement. Full driver management services are supported by a National Network of Repairers and tyre providers including mobile units throughout the UK. A driver card which is subject to an annual fee regardless of usage within the agreement is applicable and all repair requests must be booked either online via our on line booking in facility or through our driver management team on 0800 05 02 360.

Authorisation is issued to the repairer on your behalf by our maintenance control team who cost control the repair to ensure labour times, parts and all necessary work is authorised, with any unnecessary or overcharged / non required work being rejected (exceptions apply if the repair is safety or emergency related). Repairs are invoiced to you at the cost amount authorised plus an administration charge. (PVM) contracts require a mandatory recharge authority limit from you and payment by debit / credit card within 24 hours of job completion. A Direct Debit Mandate will be held to collect payment within 3 days should debit / credit card payment not be available, any transactions that are in excess of the agreed amount will be referred to you for additional mandatory authorisation. (Out of hours exceptions apply)

### Included

- Access to SMR Evolution repair network.
- Professional cost control & authorisation.
- Access to fleet discounted rates.
- Access to 24 / 7 emergency services.
- Dedicated driver helpline & manager.
- Monthly credit account\*.

\*Monthly Credit Accounts are subject to underwriting, financial bond may be required

### Recharge Options

- (PVM) contracts are bespoke to each client's needs and they can select which products and services they wish to have cost controlled from the following services.
- Servicing / Maintenance / Repairs / Tyres.
- Relief Vehicles / Daily Rental Vehicles.
- UK AA breakdown cover.
- Windscreens & body glass.
- Road tax management.
- Vehicle refurbishment and disposal.
- Fines and penalty notice management.
- MOT diary management.

### PVM in Brief

- Contracts for all makes of cars & LCV's up to 3.5t.
- New and used\* vehicles can be covered.
- Comprehensive cover with no service shortfall and no restriction on how you purchase your vehicle.
- 95% UK coverage guaranteed on all makes.
- Driver management team supports the driver to assist with any enquiries in managing their vehicle.
- Flexible terms with professional cost control that protects from repairers charging for unnecessary repairs.
- 30 day rolling contracts (no early termination).
- Reduces risk of repairers overcharging.
- Low annual membership card fee and admin costs.
- Itemised schedule for all works completed.
- Online quotation & ordering system.

\* No age restriction applicable on used vehicles

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# Used Car Restrictions

## Used Vehicle Quotation/Cover

Quote profiles are allowed with a minimum of 3 in advance payment profiles only with no option to quote 1 in advance.

### Summary of Restrictions in cover within the first 60 days

- No scheduled servicing.
- No major component repairs/replacements.
- No relief vehicle coverage (if selected in your agreement).
- No tyre replacements or no quibble tyre upgrade coverage (if selected in your agreement).
- No road tax relicensing.

### Used Vehicle Terms & Conditions

**All cover inclusions and restrictions are detailed in full within the terms and conditions of the used contractual agreements, below are the extracted clauses relating to used vehicles. These are highlighted to the client at quote stage.**

- The Company will accept used vehicles onto this Agreement provided always that the vehicle is no older than thirty six months in age from the vehicles first registration date and has covered no more than 50,000 miles at the inception date of the Agreement.
- The Customer accepts that scheduled servicing, major component repairs or replacements, any relief vehicle coverage, tyres or no quibble tyre upgrade coverage are excluded from this Agreement in the initial sixty day period from the inception date.

- The Company shall not be liable for the cost of any repairs upon the expiry of the sixty day initial period to the vehicle or any part thereof should the Customer delay any servicing or repairs that are required during the initial sixty day period and further, should any warranties be invalidated as a result then The Company will have no liability on any future repair that would have been covered under such a warranty.
- The Company shall not be liable for the cost of any repairs upon the expiry of the sixty day initial period to vehicles that, at that time, are "off road" or that are in disrepair and are awaiting repairs, and/or where the vehicle is not roadworthy to legislative standards.
- The Company shall not be liable for the cost of any repairs to non standard or ancillary fitted accessories at any time throughout the Term.
- The Company shall not be liable for the cost of part or full month Road Fund Licence - Vehicle Excise Duty (VED) renewals in the initial sixty day period, or for any part month shortfalls at the expiry of this Agreement.
- The Company will require a copy of the vehicles service history at the inception of this Agreement to validate the vehicles condition, mileage and warranty status. The Company reserves the right to reject an Agreement should an acceptable service history not be available or where the manufacturers warranty has been invalidated.

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