



**LEX AUTOLEASE**

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**CAR AND VAN RENTAL**  
**HOW CAN WE HELP YOUR BUSINESS?**



# COMPETITIVE, FLEXIBLE AND RELIABLE

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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 to most UK business or home addresses - usually within 2 working hours for standard vehicles. We also offer a comprehensive service level agreement if we are unable to deliver in this time.

## Expert advice - a phone call away

Your dedicated Car and Van Sales Executive 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 team on 0344 879 6666. You can also book online, just let us know if you would prefer this service and we will create an individual online login for you.

## We'll help you to control your costs

Policy restrictions can be tailored to your account to ensure that the correct vehicle group is booked at all times. Our comprehensive management reports will also help you review your rental spend and vehicle usage at a glance.

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

## We are there when you need us most

We pride our business on understanding your needs and working with you to ensure that you have the most efficient

fleet. We understand what's important for your short term car and van rental needs. When you need a wide choice of vehicles, competitive rates and a flexible service, you can rely upon Lex Autolease.

Why not see if we could help your business?



**Tim Porter**  
Managing Director, Lex Autolease

# MAKING A BOOKING

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## BOOKING BY PHONE

You can make a booking over the phone with our call centre on 0344 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 a booking has been confirmed, we will email the reservation details to you. Your vehicle will then be delivered as requested.

Please keep a note of the booking reference number as this should be quoted in the event of an enquiry.

### Account management

Our managing partner team will proactively manage your account, monitor your bookings and help you ensure they are returned on time or extended if necessary. By monitoring your hired vehicles we can help to control your costs, making sure you are not paying for vehicles that are no longer being used.

# ARRANGING COLLECTION

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## 'To be advised' collections

If you don't know when or where the vehicle is to be collected when placing your booking, you can arrange for the collection to be left as 'to be advised'. Until you are able to confirm collection details, we will continue to charge you for the vehicle. Once the booking is terminated you will receive confirmation.

It's easy to arrange a collection of the vehicle, just call our team on 0344 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 within 4 working hours of the requested time.

It is important that the vehicle and keys are available for the collection as if we are unable to collect the vehicle then additional charges will 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 Car and Van Sales Executive for more details.

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

# BOOKING ONLINE

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## 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 business policy
- Choice of either pick up or delivery option, storing the last 10 addresses used, speeding up the booking process
- Addition of special delivery instructions if required
- Search bookings by driver name, employee or account name and date

## Management Information

We can provide comprehensive reporting, tailored to your requirements, including:

- Open hire reminders
- Spend summary

You can also search based on the vehicles status e.g confirmed, delivered, P11D etc.

## Online daily rental booking for your employees

Lex Autolease Car and Van Rental is now available for your employees to make a booking online.

Features include:

- Ability to restrict bookings to specific vehicle groups, meaning your drivers are unable to book larger or higher specification vehicles than permitted
- 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 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 0344 879 6666 are answered on average within 15 seconds.

## Billing accuracy and speed

Lex Autolease invoices within 7 days of rental 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

SLA Issue	Credit (per incident)
Standard vehicles booked with 2 working hours notice or 4 working hours for non standard vehicles.	Up to 30 minutes late: £10 credit 31 to 60 minutes late: £20 credit 61 to 239 minutes late: £25 credit
Specialist vehicles not delivered at agreed times	240 minutes plus will be classed as non delivery of a confirmed reservation.
Vehicle group downgraded from confirmed reservation	£25 credit
Delivery error or special instructions not adhered to	£10 credit
Non-delivery of a confirmed reservation	£100 credit plus full reimbursement of any reasonable alternative arrangements and costs incurred as a direct result of the supplier failing to deliver.

# CONTACT US

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In partnership with our suppliers, we provide a comprehensive selection of cars, commercials and specialist vehicles from over 1,400 locations in the UK including terminal desks at all UK airports.

This gives you a flexible addition to your fleet when you need it. We can also offer overseas rentals from over 4,000 locations worldwide.

Typically, standard vehicles can be delivered to most UK business or home addresses within 2 working hours, keeping your drivers mobile at all times.

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If you would like to find out more about our Car and Van Rental service please call us on

**Call: 0344 879 6666**

**Visit: [lexautolease.co.uk](https://www.lexautolease.co.uk)**

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