

Key information

- **Maintenance:** Our order form will list either a Customer maintained contract, or a fully maintained contract. If Customer maintained, you will be responsible for any wear or tear parts, including tyres, as well as servicing. A full maintenance package provides tyres, wear and tear parts, and servicing based on the annual mileage you have listed.
- **Mileage:** Your order form (and any quotations initially supplied) will list the annual mileage for the contract. Should you exceed the mileage limit total for the term of your contract, you will receive on hand back an excess mileage penalty, which is a pence per mile cost as listed on your order summary. If you reach the end of the contract and hand the vehicle back under mileage, there is no rebate for unused miles. If you are a regulated customer (Regulated under the Financial Conduct Authority – which means you are either an individual entering in to a personal contract hire, or personal finance with us, or a business sole trader or partnership of 3 or less partners) then it is not possible in all cases to adjust your mileage mid-term should your initially predicted mileage change by more than 5,000 miles over the contract, either way. If you are a Limited company, LLP, or
- Partnership of 4 or more partners, then it may be possible to adjust your contractual mileage at any point from 12 months in to the lease term, up to there being at least 6 monthly repayments left. We will contact you to remind you to look at your actual mileage versus contractual obligations, at a minimum of 12 monthly intervals.
- **Road tax:** is included for the full term of any contract hire.
- **Early termination:** A contract hire is a fixed term contract for the use of a vehicle. Before committing please be sure you are happy to take the risk of being locked in to the contractual term listed on your order summary. Terms vary from funder to funder, though it is typical that anywhere from 50% to 100% of the remaining monthly rentals due, will be the early termination charge should you wish to cancel your contract before it reaches expiry.
- **Condition of vehicle on hand back:** We only work with premium funders who work to the BVRLA (our trade body) fair wear and tear guidelines. When providing you a lease cost, a large factor in the rental reached is the residual value calculated by the funding partner we have used. Their residual value allows for the 'fair wear and tear' condition of their vehicle upon hand back by you. Therefore, upon collection of the vehicle at the end of your lease, an inspection will be carried out to highlight any damage so that a damage invoice can be raised if applicable. See point 8 below for fair wear and tear guides.
- **Personal Contract Hire:** As per Contract Hire terms above, though Personal Contract Hire rentals are quoted inclusive of VAT.