

Vehicle Service Management – Advice and Guidance

General Booking Advice

Please ensure you remove all valuables from your vehicle. Leave your locking wheel nut key/s and service book (if you have one) on the passenger seat so they are available to the garage to carry out their work.

Please be advised that a booking does not necessarily guarantee that the requested work/repairs will be authorised.

MOT Bookings

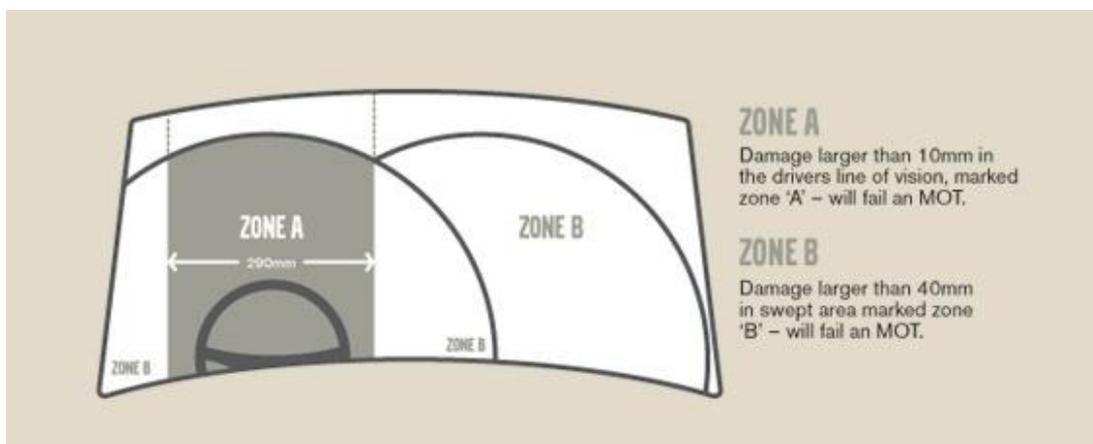
Please carry out the below checks at least 2 weeks before taking your vehicle for an MOT. You may need to make arrangements for additional work to be carried out before you can proceed.

- Tyre tread must be above the legal limit of 1.6mm
- No rattles or knocking noises coming from the exhaust. It should be in good condition to pass the MOT

If you're unsure on how to check either of the above please take your vehicle into your local Kwik Fit Centre and they will check both of these items for you.

- No chips or cracks in your windscreen

If there are any cracks in the windscreen, the MOT will fail. The below diagram will help you assess whether you need a windscreen chip repaired prior to the MOT booking.



If you require a windscreen repair please refer to the number on your driver card for guidance on how to arrange this.

Please be aware that it's **your responsibility** to arrange for your vehicles MOT test to be carried out. Should your MOT expire it's important you know that the vehicle will be **illegal to drive** (other than driving it to a pre-arranged MOT appointment) meaning your **vehicle insurance will be invalid**. If you're unsure about anything relating to your vehicle MOT please refer to the number on your driver card and seek clarification immediately.

Accident Damage and Repair

Please be aware that accident repairs **should not** be requested via our web booking process. For more information you should contact your companies Fleet Manager in the 1st instance otherwise please refer to the number on your driver card.

Collection and Delivery

Collection will take place before 11am and your vehicle will normally be returned to you on the same day before 5pm. If the vehicle needs to remain at the garage for longer, the garage will make you aware before 3pm on the day of the booking. Please be aware that the address for collection and delivery address is required to be at the same location.

Should you want your booking to take place over the weekend please refer to the number on your driver card as bookings cannot be made for weekends via our web booking process.

Courtesy Vehicles

To collect a courtesy car from the garage, you will be required to present the following:

- Driving licence
- Insurance certificate
- DVLA code

To create and view a one-time pass code, please visit <https://www.gov.uk/view-driving-licence> . You will be asked to submit the following information at which point you'll be given a DVLA code:

- National insurance number
- Your postcode
- Driving licence number

If you have a company/scheme car and you do not have access to a copy of your insurance certificate please contact your companies Fleet Manager in the 1st instance.

If you're unable to obtain a pass code, please call the DVLA customer contact centre on 0300 083 0013, lines are open Monday to Friday from 8am until 7pm, and Saturday 8am to 2pm.

Booking Notifications and Cancellations

We will notify you via your preferred method of communication (email or SMS) once your booking is confirmed. We will then send you a reminder the day before your booking is due to take place.

Should you want to cancel your booking you must provide us with a minimum of 24 hours notice so that we can notify the garage in question, again we will send you a cancellation notice to this effect.

Please be advised that should you want to cancel your booking within 24 hours of it taking place you will not be able to do this via our web booking process. In order to cancel the booking you will need to refer to the number on your driver card and provide verbal confirmation over the phone to one of our advisors.

Kind regards, Vehicle Service Management