



## Can including maintenance in your vehicle contract give you peace of mind? A driver's guide from Alphabet

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Greater control. Total piece of mind. Choose a Maintenance Inclusive Contract, and you can rest assured your vehicle will be safe, reliable, and roadworthy. Plus, you can forget about any unexpected bills for areas that fall under the BVRLA's Fair Wear and Tear guidelines when your vehicle at the end of its contract.

# Why should you choose a Maintenance Inclusive Contract?



Lease a vehicle with Alphabet, and you have the option to include servicing and repair costs for a fixed price.

This helps to keep your vehicle maintained within Manufacturer guidelines.





## At a glance: the benefits

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Fixed costs for regular servicing, plus repairs and maintenance costs for fair wear-and-tear



Fair usage tyre replacements and puncture repairs



Quality checks and proactive management by our Technical team to minimise vehicle downtime



Lets you budget with confidence for servicing and repairs



Support from our qualified Technical team via our 24/7 helpline, online and via the AlphaGuide app



Checks to ensure the vehicle meets the Manufacturer's warranty conditions



## What servicing and repairs are included in a Maintenance Inclusive Contract?

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Choosing a Maintenance Inclusive Contract means all work is carried out by the Alphabet network of expert technicians. It's supported by our dedicated helpline 24/7, 365 days a year. You can also contact us via our AlphaGuide app.





# Every type of servicing and repair



Here's a breakdown of every type of servicing and repair included in our contracts:

**Servicing and Repairs** – All regular servicing, plus maintenance and repairs resulting from fair wear-and-tear. This includes: MOT, batteries, exhaust, brakes, bulbs, wipers and tyres. We use genuine Manufacture parts to ensure the highest standards of quality.

**Tyres** – Tyres can account for over 40% of the cost of maintaining a vehicle, which can rise significantly for higher mileage users and performance vehicles. Safety is always of paramount importance for us, so we operate a fair usage policy which covers replacements and puncture repairs resulting from fair wear-and-tear. This excludes damage caused by negligence, inappropriate use, accidents, theft or vandalism.

**Brake Pads and Discs** – Brake maintenance costs are often underestimated, especially when it comes to high mileage drivers and vehicles with upgraded braking systems. That's why we cover replacement of all brake pads and discs.

**Breakdown and Recovery Cover** – We provide 24/7 cover throughout the UK and European Union. This includes: home start cover, roadside repair, recovery, onward travel, and 48 hour relief vehicle or overnight accommodation.



## Let's talk costs

### How much does a Maintenance Inclusive Contract cost?

The maintenance rental you will pay is calculated based on:

1. Vehicle model
2. Contract mileage
3. Length of contract

The cost is fixed for the duration of the contract, reducing the risks to your business of both vehicle depreciation and servicing as these are covered by Alphabet. Below are indicative examples of potential servicing, maintenance and repair costs for three different vehicles, based on Alphabet data for real world service and maintenance performance. Please note actual costs and potential savings will vary, depending on individual customer circumstances, usage, location and the condition of the vehicle.



The table below shows indicative potential servicing, maintenance and repair costs:

Vehicle	Toyota Corolla 1.8 Hybrid 122 Icon Tech CVT	Volkswagen T-Roc Hatch 1.5 TSI Evo 150 SEL	Ford Transit Custom 280L1 2.0TDCi 130 EcoBlue Leader
Term	36 months	48 months	36 months
Mileage	10,000 per annum	15,000 per annum	20,000 per annum
	<b>Potential Cost</b>	<b>Potential Cost</b>	<b>Potential Cost</b>
MOT	£41.02	£70.57	£42.11
Repairs	£70.39	£387.90	£378.86
Servicing	£382.04	£445.61	£401.60
Breakdown	£108.00	£144.00	£108.00
Tyres	£278.63	£988.42	£662.21
<b>Total potential costs</b>	<b>£880.08</b>	<b>£2,036.50</b>	<b>£1,592.78</b>
<b>Potential monthly maintenance cost if it's <u>not</u> included in your contract</b>	£29.34	£50.91	£53.09
<b>Potential monthly maintenance cost, if it <u>is</u> included in your contract</b>	<b>£24.45</b>	<b>£42.43</b>	<b>£44.24</b>

*Potential costs shown above include breakdown cover based on RAC and/or the AA, with MOT costs from [www.gov.uk](http://www.gov.uk). Figures for servicing, repairs and tyre costs based on average Alphabet maintenance budget per vehicle, plus any estimated savings on parts and labour rate that Alphabet benefit from due to economies of scale and increased purchasing power.*





To obtain a quotation tailored to you and your desired vehicle, please request a 'Maintained' vehicle quotation from your Alphabet contact.

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Disclaimer: The information provided in this guide is for general information purposes only and is correct to the best of our knowledge at the time of publication (January 2021). Neither Alphabet nor the author can be held responsible for any actions or consequences arising from acting or refraining from taking any action, as a result of reading this.