

## Early Termination – FAQs

### 1. How is my Early Termination quote worked out?

Your quotation is based on the vehicle's value at the point of termination, compared to what we anticipated the vehicle to be worth at the point when the contract was taken out.

Furthermore, if you are over your contracted mileage at the termination point, this cost will also be included in your Early Termination quotation.

### 2. What do I need to do if I want to accept an Early Termination quote?

If you would like to proceed with returning the vehicle, please complete page 3 of the quote and return it to our Vehicle Collections team at [vehiclecollections@alphabet.co.uk](mailto:vehiclecollections@alphabet.co.uk). Please allow 5-10 working days for the vehicle to be collected. The collection date must be on or before the expiry date of the Early Termination quote.

### 3. What do I do if my Early Termination quote has expired?

If your quote expires, we can provide you with a new quote which will be valid for 28 days. We will require the reason for early termination and the up to date current mileage. Please send your request to [calculations@alphabet.co.uk](mailto:calculations@alphabet.co.uk)

Please note; we are unable to process an Early Termination quote once it has past the expiry date.

### 4. Why does my Early Termination quote cost the same/more than my remaining rentals?

Your quote may be the same as your remaining rentals due to the figures being based on the current market value. If your vehicle is not meeting the expected value that was anticipated at this point, your quote could be equivalent to your remaining rentals.

In addition to this, if you have exceeded your mileage allowance, then this cost will be added into the quote.

### 5. Why does my Early Termination quote exceed more than 50% of my remaining rentals?

Your quote is calculated based on a true cost methodology and as such; this looks at what has been paid vs what should have been paid.

### 6. I think I will exceed the mileage on the quote, what do I do?

Please contact us at [calculations@alphabet.co.uk](mailto:calculations@alphabet.co.uk) in order to request a revised quotation based on the higher mileage.

### 7. Why is there extra mileage added to my quote over the next 28 days?

Additional mileage is added to allow your vehicle to be driven over the next 28 days. The mileage is based on a pro- rated calculation in line with your current mileage usage.

### 8. Is my Early Termination quote negotiable?

The quote is calculated based on a true cost methodology and as such; this looks at what has been paid vs what should have been paid. Therefore, the cost is non-negotiable.

### 9. When will my Early Termination payment be taken?

The payment will be invoiced in line with your current payment terms once the vehicle has been returned and processed in our system.

**10. Another rental has been deducted since receiving my Early Termination quote, what does this mean?**

If your rental was invoiced to you prior to providing your quote to you, this rental will not be included within your quote and is payable. However, if a rental is invoiced to you after receiving your quote, this will be taken in line with your payment terms and the rental will be deducted from your Early Termination costs.

**11. I have requested and received my Early Termination quote but wish to keep my vehicle, what do I do?**

No further action is required.

**12. Will the condition of my car impact the Early Termination quotation?**

The condition of the vehicle is not a factor in the Early Termination calculation, however we do expect the vehicle to be returned in accordance with the BVRLA Guidelines. Your vehicle will be inspected by our collection agent, who will provide you with a copy of their inspection report. If your vehicle does have damage that is outside of the BVRLA guidelines, you may incur a charge. A copy of the guidelines can be found here <http://www.alphabet.com/en-gb/bvrla>

Alphabet (GB) Limited, Alphabet House, Summit Avenue, Farnborough, Hampshire, GU14 0FB. Tel: 0370 50 50 100.

Registered office address: Alphabet (GB) Limited, Alphabet House, Summit Avenue, Farnborough, Hampshire GU14 0FB. Registered in England and Wales 3282075.

Disclaimer: The information provided in this document is for general information purposes only and is correct to the best of our knowledge at the time of publication (November 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.

ALMAR 396\_1  
Expiry: 25/11/2022