

## Rescheduling Frequently Asked Questions

### **I have requested a contract term extension, why does the term not match my request?**

Example: If you have requested a 12 month extension and there are still 3 months remaining in your current contract, the remaining term will be 15 months.

### **I have accepted the reschedule quotation that you have sent but I have now changed my mind. Can I revert to the previous contract?**

Unfortunately once you have signed and returned the documents and we have accepted the new contract in our system, we are unable to revert the contract back to the original. We are able to re-quote to the original terms of your contract, however we are unable to revert to the original payments.

### **The finance element of my new rental amount is higher than my current contract, even though I've not changed the mileage – why is this?**

This may be due to the payment plan on which your original contract was set up. If you have a reduced Rental plan, the original contract was set up with an upfront payment that allowed us to reduce the remaining rentals on the contract.

The reschedule quotation does not offer an increased initial payment and therefore the remaining monthly payments may be higher than your current contract.

### **My quotation has expired, if I request a new quotation will the new quotation be offered with the same rental price?**

We cannot guarantee that the pricing will remain the same as quotations are calculated using market variables that fluctuate on a monthly basis.

### **Can I add maintenance to my contract?**

Alphabet can add maintenance under specific circumstances, please contact us to see if this is a valid option for your vehicle.

### **I would like to keep my vehicle for an extra three months or less, can I formally extend my contract?**

If you would like to extend your contract term for less than 4 months, we can look into an informal extension instead of a reschedule as this is more flexible for you and will not incur an early termination fee should your circumstances change. This is referred to as Late Hire and is calculated as per your current contract together with any previous rescheduled agreements (including any upfront payments) on a daily pro rata basis.

**If you would like to discuss any of the above further, please do not hesitate to contact us on 0370 012 0341.**