

Regulated 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.

Will my payment date change if I reschedule?

Yes, if you have previously changed your payment date this will return back to its original date as shown on your reschedule paperwork. If you would like to amend this please email your preferred payment date to creditcontrol@alphabet.co.uk or accepted.reschedules@alphabet.co.uk. Please note, the first payment of your reschedule cannot be changed. This will always be the date specified on your original paperwork.

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 due to the fact the original contract no longer exists and has been super-seeded by the amended agreement.

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?

If an upfront payment was made at the beginning of the agreement, this would have reduced the remaining monthly payments on your original contract. The finance element of the contract is also affected by a number of factors that can fluctuate over time such as the residual value of the vehicle.

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.

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