



# SERVICE LINE

## CONVENIENT AND THE ONLY WAY TO ORDER SERVICE FOR VEHICLES

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Dear Driver/Business Lease Vehicle User,

Let us inform you that, with effect from **the 1<sup>st</sup> of June 2020**, we will accept service orders for vehicles owned or managed by Business Lease **exclusively by telephone via the 840 840 500 Service Line**.

The Service Line is available **24/7**.

### You can order the following service operations:



Vehicle  
maintenance



Vehicle  
repair



Damaged  
vehicle



Cracked or  
damaged glass

### We will be pleased to take care of you and your vehicle:

- We will select a specialised repair shop for you based on your needs.
- We will schedule the service according to your wishes – you do not have to waste your time searching for an available repair shop.
- We will pick up your car and bring it back again afterwards.
- We will provide you with a replacement vehicle for the duration of the repair.
- We will return your car washed and clean.

**From the 1<sup>st</sup> of June 2020, our service partners will not be authorised to accept a service order without an order number pre-assigned via the Service Line!**

We believe that you will appreciate this innovation and that our uniform ordering system will be beneficial for you.

Your Business Lease team

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These terms do not apply to contracts for roadside assistance and minor operational maintenance orders (e.g. bulb replacement, refilling of operating fluids, etc.).