



Our Quality Commitment

01 What is it?

At LeasePlan we work with total transparency to guarantee and deliver the highest standard of service to our clients.

Hence, we do not hesitate to put into writing all we are able to offer: highest client attention in the shortest of service in the shortest amount of time.

To be more specific on this commitment, we have defined some Service Levels, which have been divided into the following categories:

- Mobility services (time spent in the repair shops)
- Customer and driver request handling
- Incident management

02 Mobility Services

Delivery of brand new vehicles

Compliance with initial delivery date

90%

Scheduled appointment

Without pick-up and delivery
With pick-up and delivery

2 days
3 days

Time spent at the repair shop for mechanical repair

Fast mechanical repair and/ or maintenance
Wear and tear (with or without additional maintenance)
Repair (with or without additional maintenance)
Complex repair or combination of two repairs

On the day
2 days
5 days
10 days



Time in the repair shop due to window and body repair

Window: Repair/Replacement	On the day
Fast body repair	2 days
Minor repair	5 days
Medium repair	10 days
High repair	15 days

Time at the repair shop due to repair/ tyre replacement

Tyre repair/replacement	On the day
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Road assistance

Assistance duration	45 min
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Replacement vehicle

Replacement vehicle availability	1 hour
Special authorizations (replacement vehicle)	1 hour

03 Customer and driver service request

Deadline to send the commercial

Standard offer	1 day
Offer with special conditions	3 days

Sales price or cancellation costs

Used car sales price and/or cancellation costs	1 day
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04 Incident Management

Incident management (client/driver)

Incidents affecting driver mobility	1 hour
Incidents related to service deadlines	1 day
Incidents due to disagreement on the service quality	3 days
Incidents due to invoice disagreement	5 days

Mobility Commitments

Specified repair times are subject to scheduled appointment requirements and include diagnosis, parts procurement and repair. They are measured from the time the vehicle enters the garage to the repair completion date. These times do not apply to warranty

Request Handling

Response times refer to vehicles currently on offer and at prices available from manufacturer. Rent-Back deals or vehicles requiring conversion work are excluded.

Incidents Management Commitments

Response times include registering, gathering information, resolving the issues and reporting the outcome to the user.

Issues involving missing documents where an official duplicate must be applied for (e.g. technical data sheet and roadworthiness certificate, maintenance book, etc.) are excluded due to unavailability of guaranteed deadlines from the document issuer (e.g., Department for Transport or other official body).