

# ONECALL

A driver's guide to the service

## 0844 879 6000

**OneCall** takes care of it

- › Single point of contact
- › Quick and convenient
- › Access to a national network of 2,000 garages
- › Reduced vehicle down-time
- › Instant response
- › Free collection and delivery



# SERVICING AND MAINTENANCE

## Open Monday – Friday 8:00am – 6:00pm

Book your vehicle in for servicing and mechanical repair using one of 2,000 Lex approved garages. We'll arrange for your vehicle to be collected between 8:00am and 11:00am and it will normally be returned to you – washed and with the footwells vacuumed – by 5:00pm. Our collection and delivery service is free of charge.

Just give us a minimum of 48 hours notice to book your service (a minimum of 5 working days is required for prestige models).

We'll be happy to book a courtesy car for you if you advise us when making your OneCall booking (a minimum of 5 working days notice is needed). Please remember that you will be required to show your driving licence and fully comprehensive insurance documentation.

We also offer mobile servicing which can take place at your chosen location. This service is available for both cars and vans. Please ask when booking your service.

## Replacement vehicles

OneCall can arrange a replacement vehicle for you whilst your vehicle is off the road. Please check your company car policy as this may be charged back to your company.

## 24 hour breakdown assistance

If your vehicle breaks down in the UK or abroad we can arrange for the RAC or one of their partners to reach you and help you get mobile again. This service is available 24 hours a day, 365 days a year and is free on all contracts with RAC cover.

## Windscreens

If you need a replacement windscreen our partner Auto Windscreens can help. Please check your company car policy as this service is chargeable.

## Accident management

In the event of an accident, Claims Solutions will take control of the situation immediately, including the recovery and repair of your vehicle, completion of your claim form and onward travel. Please check your company car policy to confirm this service is available to you.

## Tyres, batteries and exhausts

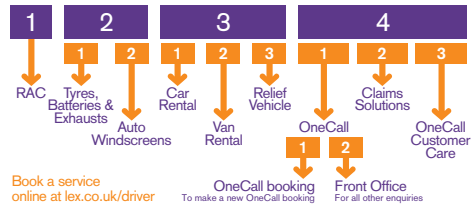
Through OneCall you can arrange an appointment with your nearest Kwik Fit outlet or for one of Kwik Fit's mobile units to come out to you.

## Use OneCall online

You can also make your OneCall booking over the internet at [www.lex.co.uk/driver](http://www.lex.co.uk/driver) Simply fill in the details required, submit your booking and we will reply to you within 4 working hours.

## OneCall One Number Solution

# 0844 879 6000



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LOOK AT THINGS DIFFERENTLY