

# ONECALL

A driver's guide to the service

## 0844 879 6100

**OneCall Commercial** takes care of it

- › Single point of contact
- › Quick and convenient
- › Access to a national network of 2,000 garages
- › Technical Support Coordinators to reduce vehicle down-time
- › Out of hours servicing
- › Dedicated team of commercial vehicle advisors
- › Free collection and delivery





# SERVICING AND MAINTENANCE

## Open Monday – Friday

8:00am – 6:00pm

Book your commercial vehicle in for servicing, MOT and mechanical repair using one of 2,000 Lex approved garages. We can arrange collection and delivery free of charge.

Recognising that down time is business critical, we can offer out of hours servicing at approximately 200 garages within our network. Just give a minimum of 48 hours notice to book your service. We also offer mobile servicing which can take place at your chosen location.

We have a dedicated team of OneCall Commercial Vehicle Advisors that have undergone a unique training and development programme so they have the knowledge and ability to 'get it right first time' and talk the commercial vehicle language.

In order to reduce vehicle downtime we also have a team of Technical Support Coordinators. As soon as we are advised that your vehicle is off the road, a Technical Support Coordinator will actively manage the downtime and keep you updated throughout. The key objective is to get the vehicle back on the road in the minimum time.

## 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

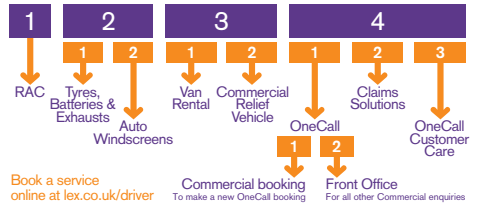
Through OneCall you can arrange an appointment with your nearest Kwik Fit outlet or for one of Kwik Fit's mobile units to come out to you.

## 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 Commercial Vehicle Solutions

# 0844 879 6100



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LOOK AT THINGS DIFFERENTLY

