

# RENAULT BUSINESS PROMISE CUSTOMER GUIDE

<p><b>YOU TOLD US WE LISTENED</b></p>	<p><b>SPECIALIST BUSINESS NETWORK</b> A SPECIALIST VEHICLE DESERVES SPECIALIST TREATMENT FROM A... YEP YOU'VE GUESSED IT, SPECIALIST.</p>	<p><b>FREE WASH</b></p>	<p><b>FREE COLLECTION AND DELIVERY</b> WITHIN 20 MILES (10 MILES IN URBAN AREAS) THE WORDS 'PICK UP VAN' ARE HEREBY BANISHED FROM YOUR DIARY... FOREVER.</p>
<p><b>97%</b> AVAILABILITY OF PARTS WITHIN 24 HOURS BECAUSE THE WORST PART IS THE WAITING PART.</p>	<p><b>FREE WIFI IN SELECTED DEALERS</b> SO YOU CAN KEEP WORKING... IF YOU REALLY WANT TO.</p>	<p><b>3 YEARS AA COVER</b> BECAUSE A CLIENT RELATIONSHIP IS THE LAST PLACE WE'D WANT A BREAKDOWN.</p>	<p><b>GUARANTEED DELIVERY DATE</b> FOR EVERY VEHICLE IN THE FLEET NO ROAD-A-BOOTS NO U-TURNS.</p>
<p><b>120 MINS PIT STOP SERVICING</b> WHEN YOU NEED IT FAST, ASK FOR THE IMAGINATIVELY NAMED - PIT STOP SERVICE.</p>	<p><b>DEDICATED CUSTOMER SERVICE HOTLINE &amp; ONLINE</b> BE PREPARED FOR A CONVERSATION WITH A REAL HUMAN BEING.</p>	<p><b>3 YEAR WARRANTY</b> WARRANTY THERE - THREE, YEAR AND WARRANTY.</p>	<p><b>LESS THAN 72 HOURS BOOKING LEADTIME</b> OH, FOR ALL YOU NON-HOUR FANS, THREE DAYS.</p>
<p><b>FULLY TRANSPARENT PRICING</b> SCREENWASH, BULBS &amp; BLADES FITTING THROWN IN (NOT LITERALLY.) During scheduled dealer servicing.</p>	<p><b>COURTESY VEHICLE</b> WELL, IT'S ONLY COURTEOUS.</p>	<p><b>LIKE4KIT</b> CAR 4 CAR, VAN 4 VAN.</p>	<p><b>THE RENAULT BUSINESS PROMISE</b></p>

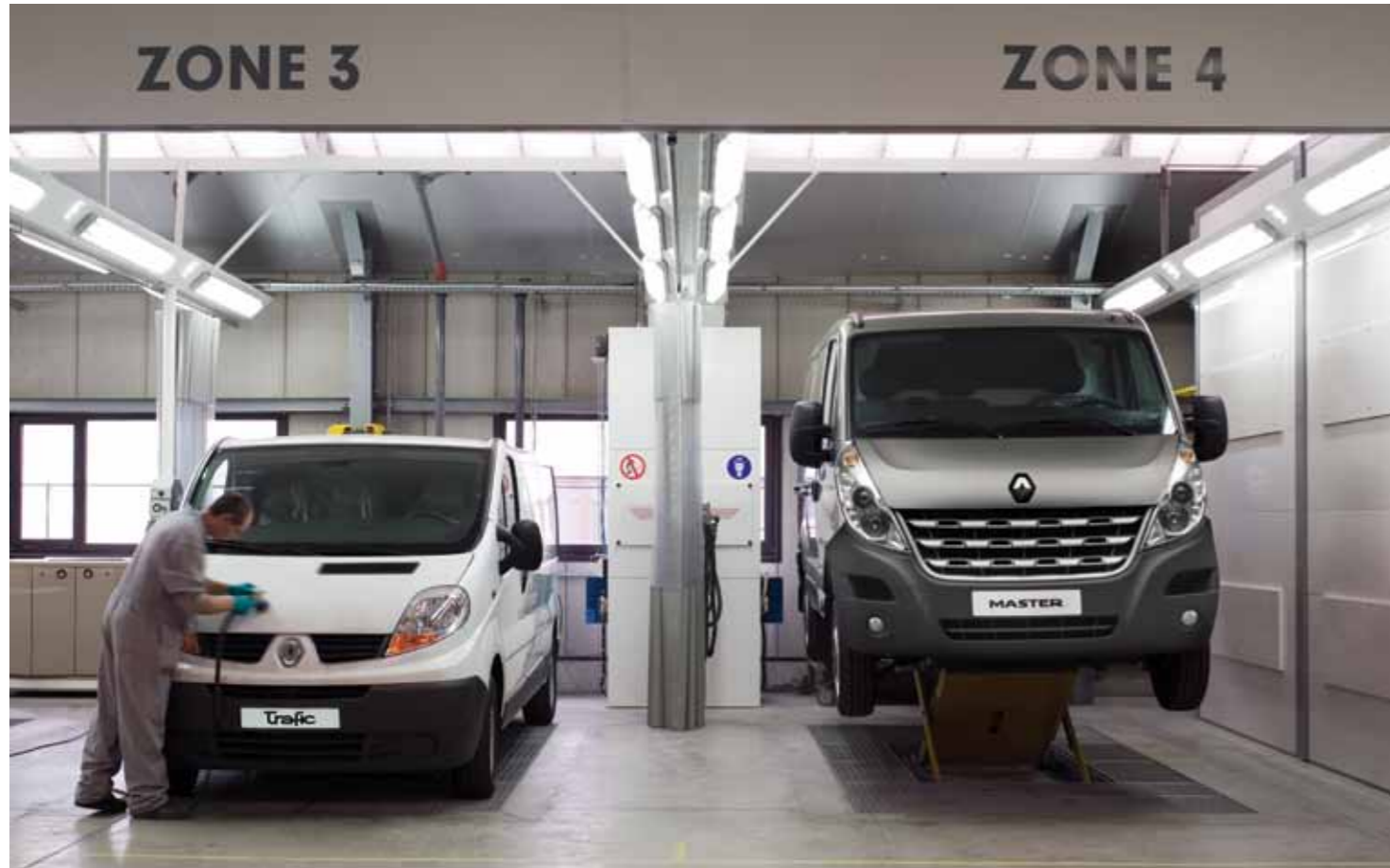
**RENAULT  
BUSINESS**

**TRUST US TO KEEP YOU MOVING**



# OBJECTIVE OF THE RENAULT BUSINESS PROMISE

The objective of the Renault Business Promise is to provide our Business customers market-leading levels of customer service; giving you confidence in the quality of our range and reduced cost of ownership.



# CUSTOMER COMMITMENT

The Business Customer Commitment will provide class leading levels of service with 3 years guaranteed mobility. The key elements of this are:

- 1. You're Covered - Warranty**
- 2. Guaranteed Mobility**
- 3. Transparent Pricing**
- 4. Minimal Downtime**
- 5. First Class Service**
- 6. Specialist Dealer Network**

## 1. YOU'RE COVERED - WARRANTY

### 3 year new vehicle warranty

- All cars (except Laguna, Espace and Koleos) benefit from a 3 year/60k mile (2 year unlimited mileage) warranty, whichever comes first.
- Laguna, Espace, Koleos and all LCVs benefit from a 3 year/100k mile (2 year unlimited mileage) warranty, whichever comes first.

## 2. GUARANTEED MOBILITY

From the moment an order for a new Renault vehicle is placed, you can be confident that Renault will keep you mobile to continue your business for the next 3 years with a car-for-car, van-for-van offer.

### Guaranteed delivery date

The Dealer will agree a handover date with you based on the vehicles delivery leadtime.

Should it not be possible to achieve the handover date, then the Dealer will provide you with a vehicle (from the day following your agreed handover date).

The following conditions apply:

- Vehicles must be registered within 28 days of the arrival at a Dealership.
- The Customer Order is for a vehicle, which is yet to arrive at a Dealership.
- New product ordered within the first 3 months of launch is excluded.
- All non Renault factory conversions are excluded.
- Any non-standard specification or left hand drive vehicles are excluded.
- Direct Supply Vehicles are excluded.

### Like-for-like replacement vehicles

It is a testimony to the high levels of quality now offered by the Renault product that the break-down levels or vehicle off-road times are now amongst the very best. However incidents do happen so we have simplified and enhanced the support we can provide to give 3 years of car-for-car, van-for-van coverage.

A replacement vehicle sourced by the Dealer will be provided free of charge, in the event of:

- Warranty work over 3 hours – applies to vehicles up to 3 years old and within mileage limitation and covers vehicle hire up to 3 days duration. This is included in the Renault Roadside Assistance car and van provision and is not in addition to. For any vehicle recall, separate mobility conditions may apply.
- Vehicle off the road due to non availability of mechanical parts\* – applies to vehicles up to 8 years old and starts within 24 hours of the part being back ordered.

\*Excludes plip keys and does not cover vehicles immobilised through accident or water damage.

Please consult your Dealer for full terms and conditions

In both cases the vehicle has to be in a Renault workshop/Dealership to qualify. Your Renault Dealer will be able to assist you with any further information.

### 3 Years Renault Roadside Assistance

All customers will receive 3 years cover (for a breakdown resulting from manufacturing defect) backdated to registrations from 1 March 2010 for ease of recognition. The AA will provide a courtesy vehicle or provide another form of mobility, if the fault cannot be repaired at the roadside and includes European cover and home start. Renault Roadside Assistance cover excludes non-warranty related incidents such as mis-fueling, tyres, lost keys etc.

Further information is available from your Renault Dealer or from Renaultbusiness.co.uk.

## 3. TRANSPARENT PRICING

### Free Fit Items

Under our Fleet Service Commitment the following parts will be "Free Fit" with no labour charges if carried out as part of a service:

- Front and rear wiper blades
- Screen Wash
- Exterior bulbs

No "Environmental Charges" will be invoiced.

## 4. MINIMAL DOWNTIME

### "Pit Stop" Service Bookings

All dealers can provide a "While You Wait" service by appointment. Customers requiring a quick turn around can opt for a "Pit Stop" service. This service will be available to all customers and the vehicle, where possible, will be serviced and returned in 120 minutes while the driver waits.

Aimed at work with duration of <2hours, and covers as a minimum:

- Routine Service\*
- MOTS
- Brake pads / discs
- Wipers / bulbs / top ups
- Glass repair
- Tyres
- Air conditioning (clean/re-gas)

\*excluding: cabin filter, air filter, fuel filter & spark plugs

Note that if the Pit Stop work requested will take longer than 120 minutes e.g. service plus tyres, then you will be advised of the actual Pit Stop duration.



#### WiFi access in dealerships

To improve your waiting experience and make it more productive, free WiFi Internet access will be rolled out across the Renault Dealer network during the second half of 2010 (subject to availability).

#### <72 hours lead time for service bookings

Appointments can be booked with a lead time of 72 hours or less, and for Renault Pro+ dealers is 48 hours. Please note that the lead time could be up to 5 days if a courtesy car or collection and delivery is required.

### 5. FIRST CLASS SERVICE

The Business Customer Commitment provides higher levels of convenience for Renault business customers:

#### Business Customer Contact

A service and sales business customer contact has been appointed in each dealership. This contact will answer any queries concerning your vehicle, service bookings and repairs.

#### Free collection and delivery

For vehicles up to 4 years old, free collection and delivery within 20 mile radius will be offered to all customers. The radius is reduced to 10 miles for major urban areas. This service is available to all customers giving 5 day booking lead time. There may be some restrictions placed on the provision of collection and delivery by the Dealer depending on the length of time of the operation and vehicles over 3.5 tonnes.\* In these cases please use either the "While You Wait" or "Pit Stop" options.

#### Courtesy vehicles

Courtesy vehicles will be available to all customers giving a 5 day booking lead time, however, courtesy vehicles may be charged for. Where possible the Dealer will try to supply a like for like replacement i.e. replacement car for car and van for van.\*

#### Offer of wash and vacuum on every visit

A service wash, and a vacuum of the vehicles foot wells is automatically offered to all business customers.

### 6. SPECIALIST DEALER NETWORK

In addition to the excellent service levels offered by all the Renault Dealers via the Renault Business Promise, there are additional services available at Renault Pro+ Business Dealerships. Please consult the Renault Pro+ section of [renaultbusiness.co.uk](http://renaultbusiness.co.uk) for details of your nearest Renault Pro+ dealer.

\*Please be aware there are legal restrictions on driving vehicles in excess of 3.5 tonnes. The necessary operators licence must be held by the driver. Restrictions may apply to the offer of courtesy vehicles if used for commercial hire. Please consult your dealer for full terms and conditions.

# RENAULT PRO+

**At Renault, we understand that your vehicles are your most important work tool and so the RENAULT PRO+ network is guided by three main principles:**

## 01

### The expertise of your advisor who has an extensive understanding of your trade

At Renault Pro+ you are dealing with professionals: all of our employees are trained with your professional needs in mind. With their knowledge of commercial vehicles and fleet business, they are able to take care of your operational needs and create mobility solutions tailor made for you.

## 02

### A "One Stop Shop" where all your service needs are taken care of to guarantee your mobility

Because you need to save time, all Renault services have been relocated to a bespoke centre, providing new and used vehicle sales, after sales, finance, service and maintenance.

## 03

### The business customers promise

In order to optimise your commercial vehicle investments and to guarantee the continuity of your business, Renault Pro+ promises to offer you:

- Specialist cars and commercial vehicles sales and after sales advisors.
- A comprehensive display of cars and commercial vehicles, including converted vehicles.
- A large choice of cars and commercial vehicles available for test drives.
- A personalised finance proposal in under 48 hours.
- Extended Service hours for business users.
- A detailed invoice and an estimation of work time for all repair work.
- A courtesy vehicle, most applicable to your needs.
- Maintenance and repair work up to 7 tonnes.
- Within the hour diagnostics.



# CUSTOMER SUPPORT

Renault UK has a dedicated team designed to ensure that we help you.

## Contact Us

### Renault Business

For information and enquiries regarding the Renault range of products and services, please contact:

Customer freephone number: **0800 040 7344**

Our opening hours are Monday to Friday **8.30am to 6.00pm** excluding public holidays.

Or contact us online at:

[www.renault.co.uk/business/businesscontact.aspx](http://www.renault.co.uk/business/businesscontact.aspx)

### Renault Customer Services

Should you have an issue with your vehicle or are dissatisfied with the service you have received from our network, our dedicated Customer Service Team is here to assist you on:

Customer freephone number: **0800 072 3372**

Our opening hours are Monday to Friday **9.00am to 5.30pm** (from **10.00am on Wednesdays**) excluding public holidays.

Or contact us online at:

[www.renault.co.uk/ownerservices/customerservice.aspx](http://www.renault.co.uk/ownerservices/customerservice.aspx)

Please have the following details ready in order to obtain a speedy response :

- Vehicle Details.
- Registration number.
- Vehicle Mileage.
- Renault Dealer / Authorised Repairer details.
- Your contact details.
- Brief summary of the current situation.
- Contact made to date with Renault.
- Details of the assistance you are seeking.

The Renault Customer Services team is dedicated to supporting business customers and has the experience to help resolve any customer issues through quick and decisive action.

Our dedicated Customer Services team will be the single point of contact for all issues and complaints and they will keep you up to date with progress and on any developments.



# RENAULT ACCIDENT SUPPORT LINE

Renault Accident Support Line (RASL) will be offered as a “free added value service” to all Renault Customers through an extension to the Renault Assistance Programme

Renault Accident Support Line (RASL) is a **dedicated service** with trained claim handlers that will deal with your insurance claim in the event of an accident, giving you total support, convenience and peace of mind.

RASL provides the **expertise to assist you** at the scene of any accident and to subsequently help with any claim and repair work to get you back on the road with minimum hassle and inconvenience, regardless of fault.

To benefit from this comprehensive service, please call the Renault Accident Support Line

**RENAULT ACCIDENT SUPPORT LINE: 0800 085 8005**

The RASL service is available 24 hours a day, 7 days a week, 365 days a year, covering the UK including Northern Ireland and the Channel Islands.

Guaranteed Benefits when your claim is handled by:	RASL	Other Insurance Companies
Renault Genuine parts fitted to safeguard your warranty	✓	✗
Vehicle taken to a Renault Approved Accident Repair Centre	✓	✗
5 year Repair guarantee	✓	✗
Vehicle repaired to original Euro NCAP safety standards	✓	✗
Like for like replacement vehicle* if the accident is not your fault	✓	✗
Arrangement of a replacement vehicle if yours is written off	✓	✗
Free nationwide recovery **	✓	✗
Access to a replacement car whilst your total loss claim is being settled ***	✓	✗
Provision of a team of highly trained claim handlers to manage the claim process from start to finish	✓	✗

\* please note “like for like” is engine and vehicle size

\*\*charges will be to your insurer on fault cases.

\*\*\* provided you are not at fault for the accident

RASL offers a comprehensive service regardless of who is at fault for an accident.

# THE RENAULT BUSINESS PROMISE



([www.renaultbusiness.co.uk](http://www.renaultbusiness.co.uk))  
0800 040 7344

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