



BENTLEY

FINANCIAL SERVICES



BENTLEY CONTRACT HIRE: Everything you need to know

ABOUT THIS GUIDE.

The guide explains everything Bentley Financial Services can do for you as a Contract Hire customer. It also details your responsibilities, so we ask you to read it as soon as you can.

For more information on your Contract Hire agreement, please visit bentleyfinancialservices.co.uk

CONTENTS

TAKING CARE OF YOUR BENTLEY	3
PAYING FINES AND CHARGES	3
FITTING NON-STANDARD EQUIPMENT TO YOUR BENTLEY.....	3
PERSONAL NUMBER PLATES.....	3
ROAD FUND LICENCE	4
FOREIGN TRAVEL.....	4
MOT CERTIFICATE.....	4
RETURNING YOUR BENTLEY AT THE END OF YOUR CONTRACT.....	4
BUYING YOUR BENTLEY	4
SERVICE AND MAINTENANCE.....	5
SERVICE AND MAINTENANCE PLANS	7



TAKING CARE OF YOUR BENTLEY.

When you become a Bentley Contract Hire customer, you assume responsibility for servicing your Bentley. This means ensuring that it is always serviced at a Bentley retailer or Bentley authorised repairer, and that those services take place at the recommended intervals. If your Bentley is three years old or more, you'll also need to ensure that it has a valid MOT certificate.

Please endeavour to keep your Bentley in good condition, because as the driver, you are responsible for any damage or deterioration, beyond reasonable wear and tear.

Essential tips for the upkeep of your Bentley

- Check the engine oil and coolant levels, refilling between services if necessary
- Check the pressure, depth of tread and condition of all four tyres
- Ensure that all lights and indicators are functioning properly
- Ensure there are sufficient levels of AdBlue (if applicable)

If your Bentley needs to be repaired for accidental damage or similar, please refer to the terms and conditions in your agreement.

The importance of oil

No Bentley driver wants the performance of their Bentley to deteriorate. But even Bentley performance can be adversely affected if you don't follow our guidelines on the type of oil you choose and the frequency with which it is topped up. In fact, failure to do so could affect your Bentley in any of the following ways:

- Increased wear or overheating – potentially leading to engine damage
- Exhaust poisoning – over time, the wrong oil can block or poison the exhaust catalysts
- Increased fuel consumption

PAYING FINES AND CHARGES.

You are responsible for any fines or charges relating to your Bentley, for example parking tickets, fixed penalty notices, traffic camera offences and congestion charges. If we are asked to pay a fine on your behalf, we will send you or your company a bill for the charge and an administration fee to cover our time.

Do bear in mind that if the police have any trouble identifying you, we are legally obliged to provide any details they need.

FITTING NON-STANDARD EQUIPMENT TO YOUR BENTLEY.

If you want to fit any equipment not manufactured by Bentley and designed specifically for your Bentley, you must ask for written approval beforehand. Please call us on 0330 100 8924 and select General Enquiries from the menu. Lines are open from 9.00 am to 5.00 pm, Monday to Friday (excluding bank holidays).

If you choose to go ahead, you must bear all costs of purchase, fitting and maintenance of the equipment. We recommend that all extras are supplied and fitted by an approved and qualified installer and, of course, that they conform to all legal requirements.

If any damage occurs as a result of the installation, you must ensure it is restored to its original condition before your contract ends. Any holes in the bodywork or trim should be repaired to the standard required by Bentley Financial Services and any electrical alterations should be restored to the original standard.

PERSONAL NUMBER PLATES.

If you wish to transfer to a personal plate number, please call us on 0330 100 8924. We'll then proceed with authorisation and confirm the next steps.





ROAD FUND LICENCE.

Every year, we will automatically renew your Road Fund Licence (RFL) for you, as part of your contract. Confirmation that the RFL has been renewed will be sent in the post annually, however, if you have a specific enquiry, please call 0330 100 8924 and select General Enquiries.

FOREIGN TRAVEL.

Before taking your Bentley outside the UK, please ask us for a letter of authority (Form VE103). Please apply at least 14 days before you need to travel, by emailing travelabroad@vwfs.co.uk with your departure and return dates, your registration number and the names and addresses of everyone who will drive your Bentley while you're away.

As well as ensuring you have adequate insurance cover for the country you're visiting, don't forget to inform your or your business's insurance company before you leave, so they can arrange a Green Card. To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit www.gov.uk/driving-abroad

Do note that we will not be liable for any cost arising from use of your Bentley outside the UK. This means that while you're abroad, it won't be covered for breakdown, repair or vehicle hire. To mitigate this, we recommend you take out extra breakdown cover in advance, as well as checking for any unexpected local conditions or laws.

MOT CERTIFICATE.

For the first three years of your Bentley's life, you don't need an MOT certificate, but after that, it will need to be inspected every year. When an inspection is required, an authorised Bentley retailer or authorised repairer should undertake it. Please send your certificate to our Fleet Client Services team, at the address below. If we don't receive one, we might not be able to issue your RFL.

Fleet Client Services

Volkswagen Financial Services (UK) Limited
Brunswick Court, Yeomans Drive
Blakelands, Milton Keynes, MK14 5LR

RETURNING YOUR BENTLEY AT THE END OF YOUR CONTRACT.

At the end of your agreement, we will contact you to remind you that your Bentley is due to be returned. Our collection company will also contact you, to arrange a convenient time. Please ensure that all documentation is available at inspection and returned with the vehicle as follows:

- Manufacturer's service book (if applicable)
- Spare key
- Driver handbook
- Satellite navigation memory card or disc (if applicable)

We also ask that you sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear, or if any documentation or other items are missing, you may be charged.

For a definition of fair wear and tear, please refer to the [BVRLA Fair Wear and Tear guidelines](#).

If either the agreed annual mileage or the maximum total mileage are exceeded, charges will apply. You can find more information in your Contract Hire agreement. If you are returning your Bentley and are interested in driving a new one, please contact your local retailer and arrange a test drive.

BUYING YOUR BENTLEY.

At the end of your contract, you may have the opportunity to buy your Bentley. Alternatively, a colleague or member of your family may be interested.

For more information on eligibility, purchase price and how to proceed, please call us on 0330 100 8924.

Do note that the vehicle will be sold without a warranty.

SERVICE AND MAINTENANCE.

Please ensure your car is serviced and maintained at a Bentley retailer or Bentley authorised repairer, in line with our recommended guidelines.

Maintained Contracts

If your agreement includes a service and maintenance plan, we will repair or replace faulty parts during your contract period, subject to reasonable wear and tear. The parts included in the plan are listed opposite.

The plan includes all routine servicing, as deemed appropriate to your car by Bentley Financial Services – and all engine oils and fluids required when your Bentley is serviced (e.g. brake fluid changes).

All work is carried out in accordance with the recommended change schedule for your Bentley, so please ensure you have it serviced at the correct intervals. The service light will come on to let you know when they are due. If you don't, you can invalidate your warranty – which could leave you liable for repair costs.

Included as part of your service and maintenance plan:

Electrical systems

- Alternator
- Battery
- Bulbs
- Central locking
- Engine Control Unit (ECU)
- Fuses
- Instruments
- Standard alarm
- Standard immobiliser
- Starter motor
- Window regulator
- Wiper motor
- Wiring

Brakes

- Callipers
- Cylinders
- Discs
- Pads

Engine

- Cambelt and tensioner (as stipulated in the Bentley schedule)
- Drive belts
- Exhaust
- Fuel pump
- Gaskets
- Injectors

- Oil pump

- Seals
- Turbo

Suspension

- Anti-roll bar
- Bushes
- Shock absorbers
- Springs
- Wishbones

Cooling system

- Coolant
- Heater components
- Hoses
- Radiator
- Reservoir
- Sender units
- Thermostat
- Water pump

Transmission

- Clutch
- CV joints
- Flywheel
- Gaiters
- Gearbox
- Differential
- Drive shafts
- Torque converter
- Wheel bearings





Other items included in the plan

- Hand brake adjustments
- Air conditioning service (max. one per contract if necessary)
- Key batteries
- MOT
- UK Roadside Assistance for the term of your maintained agreement (provided that your vehicle is serviced and repaired by a Bentley retailer or an authorised Bentley repairer in accordance with Bentley's instructions)
- Wiper blades

What we can't include

The following items are excluded from your service and maintenance plan:

- All non-standard service work
- Glass, including windscreens and all light units resulting from damage / outside influences
- Tyre replacement or puncture repair
- Oil, air and fluid top-ups between services
- Wheel alignment and geometry check
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken items/components
- Fuel and misfuelling
- Adblue
- Warranty work
- Any repairs that we do not believe constitute fair wear and tear (as defined in the terms and conditions)
- Body repairs
- Using the incorrect oil

- Damage caused by fitment of non-standard equipment such as:
 - In car entertainment (including audio, communications and navigation systems)
 - Anti-theft devices
 - Internal or external trim and bodywork
- Any damage caused by;
 - Negligence, abuse or misuse and accidents
 - Food, drink and cigarettes
 - Any form of corrosion (including pollution, water, chemicals, salt and weather)

If you have any questions about what is included or excluded from your service and maintenance plan, please call the maintenance control team on 0330 100 8924, selecting General Enquiries from the menu.

For a full list of inclusions and exclusions, please refer to the terms and conditions on your contract hire application form.

Non-maintained contracts

If you have chosen to maintain your Bentley yourself, please be aware of your responsibilities, based on the terms and conditions of your contract.

SERVICE AND MAINTENANCE PLANS.

A service and maintenance plan makes life significantly easier, eliminating the need to budget for routine repairs.

Here's how it works:

- When your Bentley needs servicing or maintenance, contact your local Bentley retailer (or Bentley authorised repairer) to book an appointment. It is advisable to contact your retailer in advance, as they will often require notice to fit work into their schedule. When making your booking, remember to mention that you have a servicing and maintenance plan as part of your agreement. Service or maintenance under this plan can only be obtained from an authorised Bentley retailer or Bentley authorised repairer
- The authorised retailer or repairer will contact us for authority to carry out the work required and you will be asked to sign to confirm the job has been completed
- Don't forget to have your service book stamped. Alternatively, ensure the digital service record is updated by the servicing retailer

A few last points to note:

- If you ask the retailer or authorised repairer to carry out any work not included within the recommended service and maintenance plan, you will be required to pay for it once the work has been completed
- Any services not carried out before the contract end or mileage limit cannot subsequently be claimed for
- Damage caused to your Bentley as a result of neglect of service requirements will be charged to you

Tyres

You must check your tyres regularly, to ensure they meet with all safety and legal requirements.

When your tyres become worn or damaged, they will need to be replaced. The load and speed rating of the new tyres must match the specification of the originals. For more information, please refer to the driver handbook supplied with your Bentley.

If your agreement includes tyres, brand new tyres will be provided whenever necessary, subject to any damage being due to fair wear and tear. We will specify the brand of replacement tyres to be used; do note that they can only be repaired or replaced by a tyre specialist authorised by Bentley Financial Services, and that the tyres will match the original tyre specification for your Bentley. If you have any questions, please contact your local Bentley retailer.

The tyre plan also includes:

- Repairable punctures (to be confirmed by our dedicated tyre repair specialists)
- Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for fitment
- Valves
- Wheel alignment and geometry check where necessary due to fair wear and tear
- Wheel balance

The tyre plan does not include:

- Accidental damage
- Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)
- Misuse or vandalism
- Replacement of tyres that differ from the originals
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives
- Wheel alignment as a result of kerb damage or any other negligence
- Winter and all season tyres



Bentley Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes, MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). Volkswagen Financial Services (UK) Limited financial services register number is 311988.

Registered office as above.

Registered in England number 2835230.

Version 1.0, May 2017.

