

Customer Service



On-line 24/7 Coverage At www.smrevolution.com

clients are offered the facility to book on-line 24/7 365 days a year through the SMR Evolution Network booking portal, all bookings are confirmed back to the driver via e-mail and SMS text message.

In addition clients can locate on-line their local approved SMR Evolution accredited franchise if assistance is required, and review the features and benefits of SMR Evolution network.



Dedicated Driver Managers

a highly trained team of driver managers are on hand to help and assist with any query or service booking you may have and are open Monday to Friday 9.00am to 5.00pm.

our team can be contacted on the **Driver Helpline 0800 03 02 360** or via e-mail driver.services@smrevolution.com

Your approved SMR Evolution
accredited franchise is



**UK Vehicle
Network Ltd**

UK Vehicle Network Limited,

The Car Centre, 7 Petre Court,
Petre Road, Accrington,
Lancashire BB55HY

Tel: 0870 803 3406/08

Fax: 0870 803 3407/09

Email: marc@ukvehiclenetwork.co.uk



SMR Evolution

part of lease 360 evolution plc.
5 Fryersway, Silkwood Park,
Wakefield, West Yorkshire
WF5 9TJ.

Tel: 0845 60 30 360.

Fax: 0870 360 360 2.

E-mail: enquiries@smrevolution.com

www.smrevolution.com

private users

calm

save money and fix your maintenance
into your household budget



private users
chill
out



Cars And Vans Need Care...

...and care is a cost.

Think of SMR Evolution fixed price maintenance as private healthcare for your vehicle. It brings you total peace of mind and reassurance. It's easy to arrange, it simplifies your budgeting and controls your costs. It's there if you need it. **And when you need it, it can save you money.**

SMR fixed price maintenance is the best way to look after your private car or fleet

It delivers actual savings not additional costs. You choose the level of cover you want including servicing, maintenance, repairs and tyres - separately or combined

Easy To Manage Maintenance Plans

for private customers.

Fixed and reduced rates instead of unexpected high price bills. And, because the cost is known and fixed it's easy to budget for - just like a household bill - with low monthly payments and no nasty surprises..

- Savings through our national buying power
- Easy to digest as part of household budget
- Low monthly payments
- All payments collected monthly and protected by the direct debit guarantee scheme
- Manufacturer's warranty maintained
- Cover to meet your individual needs



smr[®]
evolution



Car Bills Can Be...

...high cost and unpredictable.

With SMR Evolution you get the very best vehicle maintenance and servicing at discounted rates. And, because the cost is known and fixed it's easy to budget for - just like a household bill - with low monthly payments and no nasty surprises

Let SMR Evolution take care of it

A SMR Evolution franchised dealer can offer you fixed price maintenance agreements to cover all of your servicing, maintenance, repairs and tyre costs. When work is required, your appointed SMR garage will take care of it. All work covered by your agreement will be completed without further cost to you and SMR evolution network will reimburse the dealer direct.

simple as that.



Pay Less For Any Work On Your Vehicle

As an individual motorist you have all the negotiating power of... an individual motorist. With SMR, you benefit from our bulk-buy bargaining.

Our network of franchised dealers charge us less than industry-average hourly rates and we pass the savings on to you.



Low Monthly Payments Make Easy Budgeting

Fixed costs simplify your budget and means you can spread the cost of maintaining your vehicle evenly,

avoiding the horror of being hit with unpredictable or fluctuating bills, that can come at the worst possible time.



As Flexible As You Want It To Be

SMR Evolution fixed priced agreements are based on a mileage allowance over a flexible term. You pay a pre-agreed monthly amount and when authorised

work is required, a visit to your nominated "home" SMR repairer takes care of everything.

SMR Evolution then reimburse the dealer for the cost of the repairs*.

*Should accident damage of repairs be required that are outside your agreed level of cover or were found to have occurred through lack of fair wear and tear, then these charges would be the responsibility of the customer.



Total Peace Of Mind

We monitor all estimates and requests before approving work to ensure it's both necessary and is done in a timely manner. And we police our network to guarantee the highest standards at all time.

Our professional repairers get a tough boss, but a lot of business so they like it. Our private customers get quality work done for lower than the expected retail price.



A National Network Of Franchised Dealers

Each SMR Evolution garage has been rigorously vetted to ensure you receive exceptional quality service. As part of your agreement, you will be assigned a "home" network garage.

Should you have an emergency outside your local area, you are FREE to visit any SMR Evolution garage across our UK network.



Manufacturer's Warranties Maintained

New EU regulations allow non-franchised dealers to maintain your car without invalidating the warranty cover. Block Exemption Regulations, or BER, now enable motorists to choose any appropriate garage to service and repair their vehicle.

In October 2003, EU legislation known as "Block Exemption Regulations 1400/2002" or "BER" gave the motorist additional freedom to choose who maintains their vehicles. Before the "BER" ruling, it was extremely difficult to service and maintain vehicles that were covered under the manufacturer's warranty outside of the franchised dealer network without invalidating the warranty cover. The "BER" EU regulation now allows the motorist a choice of any garage to service and repair their vehicle without invalidating the manufacturer's warranty.

All SMR Evolution network repairers meet the requirements of "BER" and adhere to the criteria required that ensures your vehicle warranty is maintained.



welcome to SMR Evolution and to total peace of mind



With SMR Your Cover Is...

...as flexible as you
want it to be.

SMR Evolution offers you fixed costs maintenance with flexible cover and delivered through professional pre-approved independent repairers. It all adds up to the most comprehensive, competitive and cost-effective maintenance solution for the road ahead.















SMR Evolution offers a level of cover to suit your individual needs

ancillary options to personalise your service:

- UK & European RAC Breakdown cover
- Road Tax Renewals
- Reduced maintenance costs
- Tom Tom Satellite Navigation Units
- Accident Management
- Daily Rental Services

contract options

- New and used vehicles up to 24 months old and 40,000 start miles accepted
- Cover from 18 months to 48 months
- Annual mileages from 10,00 to 50,000 miles per annum

	Servicing	Maintenance	Repairs	Tyres	Breakdown
Diamond Cover					 **
Gold Cover					✗
Silver Cover				✗	✗
Bronze Cover		✗	✗	✗	✗
Tyre Cover	✗	✗	✗		✗

* No quibble tyre upgrade **UK RAC Cover

- the complete maintenance package built for you.