

**Relationship:** Sheen Fleet

**Communications:** All store communication directly with driver

**Escalation Point:** Sheen Fleet team

**Service Level Commitment**

* Reduced vehicle time off road through fleet priority process
* Free pick up and delivery from any location in Melbourne / Geelong / Bellarine Peninsula / Mornington Peninsula
* Onsite vehicle inspections & quoting service available
* Accident Replacement Vehicles at no cost including “tool of trade” vehicles (excluding tolls and fuel)
* Access to Sheen Towing 24 hours
* Genuine dealership parts
* Lifetime Repair Warranty

**Excess Reduction:** $300 per claim

T&C’S

-Reduction is not applicable if job is private and no insurance claim is made

-Not applicable to not at fault claims where there is no excess payable

-Maximum discount is up to the value of excess

-Must have choice of repairer