



**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**

Labor Component	Excess Reduction
≤\$3000	\$300
\$3000 - \$7,000	\$500
\$7,000 - \$10,000	\$750
≥\$10,000	\$1000

**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