



**Relationship:** Sheen Fleet

**Accident Management:** Custom Fleet

**Insurer:** Self Insured

**Excess:** Self Insured

**Sheen Excess Reduction Offer:** n/a

**Pricing:** Sheen/Custom Fleet Pricing Schedule - See Custom Fleet Customer Sheet for all pricing

**Decals / Signwriting:** Initial have an exclusive supply arrangement with Transcal

**VERY IMPORTANT:** INITIAL/RENTOKIL HAVE REQUESTED THAT DECALS ARE FITTED **48 HOURS** AFTER YOU HAVE PAINTED THEIR VEHICLES. **UNDER NO CIRCUMSTANCES ARE INITIAL/RENTOKIL VEHICLES TO BE RETURNED TO DRIVER/SITE WITHOUT DECALS BEING COMPLETED** – IF THERE ARE ANY DELAYS OR ISSUES THIS NEEDS TO BE FLAGGED TO SHEEN FLEET TO ESCALATE WITH INITIAL/RENTOKIL FLEET TEAM.

1. Once initial inspection is carried out, photos and a description of repairs to be submitted to Transcal for quoting - [Orders@transcal.com.au](mailto:Orders@transcal.com.au)
2. After Transcal review, a COD invoice will be issued to the repairer to build cost into claim.
3. When approved, Payment of the COD invoice is required before the repair work commences, allowing time for production and scheduling.
4. A proposed repair start date and requested decal install date submitted to assist with timeline planning:
  - **REPAIR START DATE:**
  - **DECAL INSTALL DATE:**

If you could give us as much notice as possible that would be great as we do need between 5-10 working days for production and scheduling once payment has processed, subject to the repair request.

Decal Escalation Point: Lewis Battersby - 0404 247 001 | 1300 94 1000

**Replacement Vehicle:** To be arranged through Custom Fleet

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

**Escalation Point:** Contact Mark Salvadori / David Whitehead at Sheen Fleet

**Process:**

See Custom Fleet Customer Process Sheet for all Process Information

