



Relationship: Sheen Ocean Grove

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

- 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