

Rentokil Initial

Relationship: Sheen Fleet

Accident Management: Custom Fleet

Insurer: Self Insured

Excess: Self Insured

Sheen Excess Reduction Offer: n/a

Pricing: Sheen Fleet Pricing Schedule

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 CUSTOM FLEET / INITIAL/RENTOKIL FLEET TEAM.

Decal Process:

1. Once initial inspection is carried out, photos and a description of repairs to be submitted to Transcal for quoting - 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 Sheen Fleet

Process: See Custom Fleet Customer Process Sheet for all Process Information