



## Frequently asked questions

**Q When does my car need servicing?**

A Every car has different servicing intervals. To avoid confusion please refer to your service manual or contact your main dealer.

**Q Is the servicing my responsibility?**

A Yes, you must ensure the car is serviced at its allotted mileage. Failure to do so will result in a charge being issued to you for invalidating the warranty.

**Q Where do I take it for servicing?**

A Contact Fleet Assist on 0333 241 2600 and they will book it in for you.

**Q Who pays the bill?**

A CA Cars will cover the cost of your service, make sure you book through Fleet Assist to ensure this.

**Q Are my tyres covered?**

A Yes but for general wear and tear only. Please contact Fleet Assist to get this covered.

**Q What do I do if I breakdown?**

A Firstly, call your breakdown assistance number, located overleaf. The contacted dealer must then notify CA Cars on 01162 849067. Once the vehicle has been retrieved and the problem diagnosed, if the vehicle is going to be off the road for more than 48 hours, we will endeavour to deliver you a replacement vehicle.

**Q When do I get a replacement vehicle?**

A You will receive a replacement car 48 hours after you have reported to our breakdown department the car is off the road and at the garage.

**Q I want to change my direct debit details, what do I do?**

A Please call customer payments and they will arrange a new form to be sent to you.

**Q What do I do when my road fund license/ car tax expires?**

A CA Cars re-tax your car and confirm by email. However, as a safeguard, please make a note of your tax expiry date and if you have not received this notification, at least 4 days before expiry, please contact us.

**Q What do I do if I have lost my key?**

A Please contact us. A refundable deposit of £50.00 is payable before a spare key can be dispatched to you. You will then need to need to replace the key at your own cost and return the spare key to us within 7 working days.

**Q I am travelling abroad with my contract vehicle, do I need any additional paperwork?**

A Yes, contact us and we will issue you an authority letter.