**MAINTENANCE SERVICE LEVEL AGREEMENT**

**About this tool:** This tool is an outline of a maintenance service level agreement.

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| **Method of Obtaining Authority** | |
| Order numbers must be obtained immediately after the vehicle diagnosis has taken place and an estimate has been created. No work must be commenced without an order number. The information required to obtain an Order number is: | * Vehicle Registration Number * Odometer Reading * Full details of work required * Estimated cost * Defect note number |
| Upon acceptance, the Transport Coordinator will issue an order number and value. This must be quoted on the relevant invoice and/or correspondence. Further work found to be required during the course of repairs not covered by the original authority must be referred to the Transport Coordinator for further authority.  Failure to adhere to the above procedure may result in non-payment of invoices.  All invoices for correctly authorised work must be submitted for payment promptly to the Transport Coordinator. Any undue delay in invoice submission could result in a payment query.  If any invoices are returned to you due to incorrect or queried authority, you must immediately contact the Transport Coordinator. | |
| **Vehicle Inspection** | |
| Inspections should be carried out along with relevant service where time and distance intervals coincide. Any defect found during inspection must be checked by a supervisor and signed off if serviceable. All defects must be checked against correct standards for wear limits and those that exceed these limits must be rectified before the vehicle is returned to service.  The Transport Coordinator is to be advised immediately in all instances when vehicles are taken from the workshop where defects of a potentially dangerous nature have not been rectified. This instruction includes all serious accident damage. | |
| **Downtime** | |
| The Transport Coordinator is to be advised immediately if it becomes apparent that a vehicle will not be returned to service within eight hours of the vehicle being presented to the workshop. | |
| **Tyre Inspection** | |
| Tyres must be checked during the inspections and services and tread depths and conditions reported on the inspection/service sheets. Any tyre found to be defective must be referred to the Transport Coordinator to authorise the repair or change by the same process as outlined above. | |
| **Defect Reports** | |
| Vehicle defects will be reported to the repairer on defect notes when the vehicle is presented at the workshop. All defect notes must be signed or stamped to certify that the reported defect has been rectified or that the vehicle is fit to continue service.  Defect notes must be returned to the Transport Coordinator. Authority procedures as per above. | |
| **Warranty Procedures** | |
| The workshop is to be aware of manufacturers warranty and identify all possible warranty claims to the Transport Coordinator, who will instruct on the action to be taken. Where vehicles are sent to another Agent/Dealer for Warranty Rectification, the controlling workshop must notify the Transport Coordinator. | |
| **Collection and Delivery Arrangements** | |
| The Operator is responsible for collection and delivery of all vehicles for service or repair, unless agreed otherwise. | |
| **Accident Procedure** | |
| All accidents that make the vehicle unsafe must be reported immediately to the Transport Coordinator. | |
| **Spare Parts** | |
| All parts must be genuine parts designed for that particular vehicle model. If genuine parts are not available then the Transport Coordinator must be contacted to discuss alternative arrangements. | |
| **Rechargeable Items** | |
| The Customer will be responsible for all accident damage outside the fair wear and tear. The Transport Coordinator must be informed of any rechargeable items when order numbers are being sought. The Transport Coordinator will then authorise these repairs. | |
| **Special Arrangements** | |
| All completed Legal documents must be sent within 24 hours under separate cover to the Transport Coordinator. | |
| **No amendments will be made to these procedures without written authority from the Transport Coordinator.** | |

**Signatories**

On behalf of <insert company’s name>:

Signature:

Date:

Name:

Job Title:

On behalf of <insert workshop’s name>:

Signature:

Date:

Name:

Job Title: