



CLM AlphaDrive has been designed to provide you with fixed cost and trouble-free motoring. Under CLM AlphaDrive, you take out a Credit Sale Agreement whereby ownership of the car transfers to you on day one. At the end of the Agreement, you can choose to pay the final instalment and keep the car or return it to CLM AlphaDrive, subject to it meeting the required standards and having covered no more than the agreed mileage.

Some of the key benefits of CLM AlphaDrive are outlined below:

### **COMPETITIVE PRICES**

Competitive prices have been achieved for CLM AlphaDrive through the bargaining power of CLM with vehicle manufacturers and service providers. By taking a car through the CLM AlphaDrive scheme you benefit directly from these prices.

### **NO DEPOSIT**

When comparing the scheme with other types of purchase finance, it is important to remember that CLM AlphaDrive requires no deposit.

### **OPTION TO CHOOSE OR DECLINE MAINTENANCE PACKAGE**

If you choose a maintained contract, all routine servicing and repair costs arising from normal usage of the car are included in your payment. This includes cover for the normal wear and tear of exhausts, batteries and tyres. Please see the Servicing, Repairs and Breakdowns section of this web site for details.

If you choose a non maintained contract please note road fund licence and European breakdown cover is also included for the full contract period.

### **BREAKDOWN ASSISTANCE**

CLM AlphaDrive cars are covered by full UK and European breakdown assistance and include cover for you in the event of mis-fuelling your car.

### **EASY ORDERING AND HIGH SERVICE LEVELS**

A dedicated team is in place at CLM AlphaDrive in order to provide a smooth and efficient service to everyone who joins the scheme. You can contact the team via the CLM AlphaDrive Helpline on 01908 219311. Most cars are ordered to a particular specification and delivery times may therefore vary between manufacturers and models.

## **GETTING A QUOTE**

Quotes are available via the CLM Alphadrive online quotation and ordering system; you can create quotes, save quotes in your 'garage', compare different vehicles and order your new car.

## **CHOOSING OPTIONS AND ACCESSORIES**

If you require a particular option or accessory on your car, CLM AlphaDrive will endeavour to satisfy your reasonable requirements, depending on the manufacturer or supplier's ability to supply and fit the option. As you add options to your car, your payment will change accordingly.

## **CHOOSING A TERM AND MILEAGE**

You can choose to take your car for either two, three or four years at an annual mileage to suit your needs.

As long as your car does not exceed the maximum agreed mileage over the term, there is no limit to the number of miles that can be covered in any one year. For example, a car on a 10,000 miles per annum Agreement for two years could cover 19,000 miles in the first year and only 1,000 miles in the second year and still be within contract.

If you exceed the mileage agreed in the Agreement you will be charged an amount per additional mile, which will be invoiced and deducted from your bank account by direct debit after the end of the Agreement.

The additional mileage fee is shown in the Agreement and is calculated to cover the increased maintenance and depreciation costs associated with the extra use of your car. At the end of the Agreement, if you choose to pay the final instalment and keep your car, only additional charges in respect of maintenance (where appropriate) will be made.

No penalty is chargeable or rebate payable in respect of mileage or maintenance payments if a car is returned having covered less than the total agreed mileage.

## **ORDERING YOUR CAR**

Once you are happy with your quotation you will need to accept it by clicking the 'Accept' icon. You will then be asked to complete a direct debit mandate. This will allow CLM AlphaDrive to obtain a credit proposal, referring back to you if any further information is required.

You will be notified by email within a few days as to whether your application has been successful.

Following your application approval one of the team at CLM AlphaDrive will contact you within 24 hours to progress your order.

We will confirm your final specification to you by email, and give you an indicative forecast delivery date. If the details in your order confirmation are incorrect please notify the team

at CLM AlphaDrive immediately. We will then place your order with our nominated supplier and keep you updated with any changes to forecast delivery dates, and advise you once your car arrives into stock. Once your order has been placed you will be sent the credit sale agreement for you to sign and return in the pre-paid envelope provided.

## **RECEIVING YOUR NEW CAR**

Once your car has arrived with our supplier, the team at CLM AlphaDrive will make contact to advise you of the registration number and agree a provisional delivery date.

You will then be asked to arrange your insurance cover and send the original insurance certificate to our supplier to enable your road fund licence disc to be purchased. In addition, you will be asked to send a copy of your driving licence to CLM to enable us to maintain accurate records.

Once this documentation has been received, we will contact you to agree a convenient delivery date and location.

Please note you must attend the handover of your new car in person and will be asked to present some form of identification such as a passport or driving licence.

## **MAKING PAYMENTS**

The first payment will be taken by direct debit from your bank account shortly after you have received your car, and payments will be collected by direct debit one month after receipt of the car and then on the same date each month thereafter.

## **ELIGIBILITY**

Eligibility for CLM AlphaDrive is subject to the following:

- Age 18 years and over to enter into a Credit Sale Agreement
- Subject to a satisfactory credit assessment

Please note that CLM AlphaDrive reserves the right to decline any application.

## **NUMBER OF CARS**

You can take a maximum of two CLM AlphaDrive cars for yourself or a family member.

## **YOUR RESPONSIBILITY**

You are responsible for regular checks on fluid levels, lights and tyres between services. Any consumables (oil, antifreeze, brake fluid etc.) required as a result of these checks will be your responsibility.

In addition it is your responsibility to ensure your car is covered by fully comprehensive insurance for the duration of the agreement. You will need to provide your insurance cover

note to us prior to receiving your new car in order for us to purchase your road fund licence disc.

### **THE END OF THE AGREEMENT**

Five months before the end of the Agreement, CLM AlphaDrive will contact you to discuss your current end of term options. You can choose to pay the final instalment and keep the car or return it to CLM AlphaDrive, subject to it meeting the required return standards and having covered no more than the agreed contract mileage.

In addition we can provide you with detailed information about how to order your next car.

### **CHANGE IN EMPLOYMENT**

If you leave your employment during the period of your Agreement you are free to continue until the end of the term. Please note once your Agreement has ended you will not be allowed to take another car on the scheme.

If you decide not to continue with your Agreement, you will need to request an early settlement figure from us.

