

Lookers Operational Handover Standards

Please see the below Looker's requirements for all deliveries

Delivery Process

As a minimum, the following measures **MUST** be implemented

Collections

- Please ensure to liaise with the collection site prior to arrival to ensure vehicle(s) are ready and to arrange a suitable collection time.
- Vehicles must be checked at collection point and any issues with the condition which would impact the customers handover i.e., dirty vehicles / damages must be reported to your Lookers contact prior to leaving site with the vehicle(s). Please do not leave site or try to rectify the issue yourselves, it is very important that our teams are able to assist in resolving the issue prior to the delivery taking place.
- Collection Paperwork must be completed and signed for at the Dealer/PDI Centre on uplifting the vehicle(s). Please ensure collection photographs are taken of the vehicle. You must sign the compounds collection report as well as your own.
- All Lease Company packs / mats, SD Cards, and additional accessories etc should be in the vehicle at collection point as detailed on the Delivery Instruction, where applicable (see notes section on Delivery Instruction). If you notice that there are any missing items, this must be communicated to Lookers prior to leaving site so that we can make an informed decision otherwise.

Handover/Delivery

- The delivery driver should be of smart appearance and conduct themselves professionally, as well as being able to communicate clearly.
- The delivery driver should be aware that vehicles may be tracked and speeding or other offences in the vehicle will be noted and challenged.
- Please ensure that the delivery driver is impartial to the make, model, engine, colour of the vehicle they are delivering.
- The customer should be contacted by the delivery driver prior to departure or during the journey with an estimated time of arrival.
- There should be no eating, drinking, smoking, or vaping within the vehicle.
- Vehicles must always be presented to the customer to the highest standard of cleanliness and presentation all following Safety Procedures. Vehicles should be jet washed prior to handover where required to prevent customer complaints.
- As a minimum, a handover process is required either physically or virtually and must include basic driving and safety-related controls, as well as Bluetooth, navigation, and other key features.
- Safety items should be shown to be present including spare wheel location, repair kit, locking wheel nut location and bonnet release.
- Guidance on refuelling, charging and additives should be provided. For EVs, this should cover charging cables.

- Inspection condition and handover documents should be provided, either on paper or electronically
- Please note, it is mandatory for these photos to be taken.
 - Front & Rear of the vehicle (showing the registration plates)
 - Left and Right sides of the vehicle
 - Inside the front of the vehicle
 - The dashboard showing mileage on delivery
 - Rear cabin / payload (if commercial vehicle) area
 - VIN number

Please ensure the Lease company pack is photographed – If unsure of what this is please ask your Lookers contact.

- Vehicles must be delivered on the agreed date of delivery and within the agreed timescale, with a call at least 1 hour prior to arrival a call the day prior would be beneficial as this is where any problems can be highlighted.
- Where an AM or PM delivery is requested (see Notes below), ensure any potential delays or problems with the delivery are communicated to the customer and the Lookers team as soon as possible.

AM Time Slots are 09:00 - 13:00 for all Lease Companies unless otherwise stated
PM Time Slots are 13:00 - 17:00 for all Lease Companies unless otherwise stated

- All vehicles **MUST** be signed for by the customer advised on the handover paperwork, if there is an exception where they are asking for someone to sign on their behalf this must be communicated and signed off by your Lookers contact.
- All vehicles must be delivered within working hours 09:00 – 17:00 unless pre agreed by Lookers and the end user.

Condition / Damage

- All vehicles should be free of damage and fully clean on handover to customer. If any damage is noticed on handover, please ensure to report this to Lookers immediately before asking the customer to sign and ensure that this is documented on the delivery paperwork. Damage reported on handover that has not been reported on collection from site would become the responsibility of the Transport agent.
- Any damages reported following delivery (up to 48 hours) where it is not marked on the paperwork, with a clean collection note would be challenged with the customer, however, we may request assistance on investigation and resolution in these cases.
- The vehicle should be thoroughly checked for damage, and the driver given time to evaluate the vehicle and photograph any damage if necessary. A MoDel or alternative PDA unit should be used where possible.
- There should be a formal damage and compliant rectification process that is designed to minimise inconvenience and disappointment.
- Once the vehicle has been signed for, it is accepted that any issues outside of warranty must be dealt with by the customer, this **MUST** be explained.

Paperwork and MoDEL Usage

- Please ensure all **Lease Company/Customer Paperwork/MoDEL** is fully completed, signed, and dated by your driver and the end user. All non-MoDEL delivery paperwork should be emailed to your Lookers contact within 24 hours.
- Where a MoDEL handheld delivery is requested, this **MUST** be completed. Any issues with the delivery upload at point of handover must be communicated to Lookers immediately
- Note that **Substitute Paperwork** should only be used by prior agreement with Lookers. Failure to deliver prompt paperwork within 24 hours (48 hours maximum)