

## **Materials for Quote and Website**

### **Service Descriptions**

The text from the following options 1-5 would be selected for a quote if the relevant service was specified. The general conditions in 6 would be included in every quotation, with whichever option 1-5 was selected.

In addition, all the following language will be posted at the T&Cs website link.

#### **1. Full Maintenance**

Subject to the general conditions below, includes:

- Breakdown Cover
- Routine Servicing
- Cover Trucks

Thorough examination services are not included, but are available to purchase from Barloworld by separate arrangement.

#### **2. All-In Maintenance**

Subject to the general conditions below, includes:

- Breakdown Cover
- Routine Servicing

Thorough examination services are not included, but are available to purchase from Barloworld by separate arrangement.

#### **3. TruckServe**

Subject to the general conditions below, includes:

- Routine Servicing only

#### 4. **TruckServe Plus**

Subject to the general conditions below, includes:

- Routine Servicing
- Thorough Examination Service

#### 5. **Thorough Examinations**

Subject to the general conditions below, includes:

- Thorough Examination Service only

#### 6. **General Conditions**

All services are subject to the following:

- |                      |  |
|----------------------|--|
| customer obligations | • customer shall perform all daily inspections (see <a href="http://www.barloworld.co.uk/about-us/terms-and-conditions">http://www.barloworld.co.uk/about-us/terms-and-conditions</a> ) and any other of its Statutory duties in a professional, competent and timely manner.  |
| out of hours service | • provision of any services outside normal working hour is subject to agreement on a case by case basis at Barloworld's sole discretion.<br>• are subject to payment of additional fees at Barloworld's then current standard rates unless alternative rates have been expressly agreed in writing prior to commencement of the relevant services. |
| service availability | • during normal working hours – being those hours defined as such in the Quotation or, if not so specified, shall mean: 08.00-16.30 Monday to Friday, excluding public holidays.   |

Service Descriptions and Related Conditions:

- |                              |   |
|------------------------------|---|
| breakdown cover              | <ul style="list-style-type: none"><li>• call out to repair broken down truck.</li><li>• labour and parts included, for fair wear and tear only.</li><li>• does not cover any general exclusions.</li></ul>  |
| broken down or breakdown     | <ul style="list-style-type: none"><li>• an item of equipment which is inoperable EXCEPT as a result of a general exclusion.</li></ul>   |
| cover trucks                 | <ul style="list-style-type: none"><li>• where included in the applicable service and requested by a customer on a case by case basis, Barloworld shall provide a replacement standard truck of similar or better capacity for any truck(s) which are out of service.</li><li>• such truck(s) shall be provided at no additional charge.</li><li>• Barloworld will use reasonable endeavours to supply stock trucks within twenty four (24) hours of customer request. Customer accepts delivery to or from remote locations may required an extended period.</li><li>• does not include any replacement special equipment, specialist attachments etc.</li></ul>  |
| general exclusions           | <ul style="list-style-type: none"><li>• accidents.</li><li>• abuse, misuse or negligence.</li><li>• overloading.</li><li>• alteration or modification made otherwise than by Barloworld or its third party sub-contractor.</li><li>• failure to operate in accordance with instructions in the Owner &amp; Operator's Guide or equivalent.</li><li>• failure to report to Barloworld and fix defects promptly and in any event within ten (10) days of first discovery; any damage resulting directly or indirectly from such an un-remedied defect is excluded.</li><li>• without limiting the above, any items which are not non-fair wear and tear (see Barloworld's fair wear and tear policy: <a href="http://www.barloworld.co.uk/about-us/terms-and-conditions">http://www.barloworld.co.uk/about-us/terms-and-conditions</a>)</li></ul> |
| out of service               | <ul style="list-style-type: none"><li>• equipment which is currently broken down and not yet repaired or which is under-going routine servicing</li></ul>   |
| routine servicing            | <ul style="list-style-type: none"><li>• periodic scheduled servicing in accordance with manufacturer's recommendations and according to the particular environment/application in which the relevant equipment is used.</li><li>• the specific dates for performance of such servicing shall be notified by Barloworld unless expressly agreed otherwise by the parties before the scheduled date(s).</li><li>• does not cover breakdowns or any general exclusions.</li></ul>  |
| thorough examination service | <ul style="list-style-type: none"><li>• thorough examination of the equipment and provision of a certificate of through examination in accordance with LOLER 1998 (or its successor)</li></ul>  |