

The time for returning your vehicle has finally come. We hope you are pleased with your leasing experience with logical and would like to offer you a **£50 gift card** for completing the customer satisfaction survey attached to this document. We strive to provide our customers with the highest service quality available in our industry so your feedback is very much appreciated.

As your lease is up in 6 months we would recommend beginning the search for your next vehicle. Our website is a good place to start as it holds details of nearly every car available in the UK, but if you can't find your vehicle here contact our sales team who will be very happy to assist you with your search. Every month we have an abundance of different vehicles on special offer so please ask one of our team for details on these cars. We reward all returning customers with a **£50 gift card** upon completion of the new contract as a thank you for continuing to choose logical as your vehicle supplier.

We will also provide you with another **£50 gift card** for every referral you pass on to us upon completion of the order, meaning you can easily build up enough credit to buy your new vehicle some fancy toys!

Tips for a Successful Appraisal

When you return your vehicle it will be examined to ensure it is in the required condition as disclosed in your contract, which includes things like general appearance, paintwork, windows, tyres, interior, equipment and mechanical condition. All of our suppliers operate a fair wear and tear policy which takes deterioration caused by normal usage into consideration. End of contract charges will only be made above this level and will reflect the loss in value in the vehicle to the supplier caused by the poorer than contracted condition.

Below we have used our countless years' experience in the industry to summarise the top tips to follow to ensure your vehicle passes its appraisal with no end of contract charges.

- Carry out the appraisal ten weeks before the vehicle is due for return. This will allow you time to have any damage or faults rectified.
- It is important to appraise a vehicle as honestly as you can – be objective. Ask a friend or colleague to help you.
- Choose a time and place with good, natural daylight. This is how they will examine your vehicle. Appraisals carried out in poor light invariably miss some faults.
- Before appraising the vehicle make sure that it has been washed and is thoroughly clean but remember to allow time for it to dry. Water on the paintwork masks faults.
- Walk all the way around the vehicle and examine closely each panel including the roof, bonnet and boot/hatchback. Observe where the light is reflected differently from dents and scratches.
- Crouch or kneel down at the front and rear of the vehicle and look along each side. This will help you pick up marks and dents that may otherwise be difficult to spot.
- Inspect lamps, lenses, windows and mirrors for chips, cracks or holes.
- Check the tyres (including the spare) for damage and that the wear on the tread across each tyre is even. Inspect wheels and wheel trims (if fitted) for scratches, dents or gouges.
- Clean and vacuum the interior.
- Check upholstered areas for tears, burns, excessive marking or wear.
- Inspect all controls, including audio equipment and accessories, for damage.