

## Delivery Lead Time Guide

We are currently experiencing unprecedented delays in ordered vehicles coming into stock. This is due to a global shortage of components and parts in addition to a backlog created by COVID 19 which may be further impacted by the situation in Ukraine.

Due to the unpredictability of the market, we are keen to provide accurate information to the extent this is available and reliable. We have therefore removed the lead time guide on a make and model basis and are able to advise that most vehicles will require a lead time of at least 6 months with some makes and models taking longer than this.

### **What Fleetcare are doing to manage this situation:**

- Once an order is placed, we will keep in regular contact with the dealership for an update on the current expected date your vehicle will arrive and be available for delivery. We will communicate this to you via email and may need to come back to you after an initial estimated to advise a new date if this has changed.
- We will be unable to provide an estimated delivery date until the manufacturer has allocated a build slot for your vehicle and this is unlikely to happen until at least 12 weeks from the order being placed.
- If you are in an existing lease car on the scheme we will not arrange for the collection of your current vehicle until your ordered vehicle becomes available.

In the event you are looking at quotations and have a need for a vehicle sooner than the suggested time lines above we would recommend you contact the quotations team on [quotations@fleetcare.org](mailto:quotations@fleetcare.org) in order that they can look at vehicles with the shortest known lead times at that time.

We are working hard to keep our customers mobile and manage circumstances which are largely out of our control, and we appreciate your patience during this difficult time.