

# RENAULT AFTERSALES LCV COMMITMENT





# Renault aftersales LCV commitment

When you choose a Renault van, you're choosing more than a vehicle. You're choosing a partner that's built for business, to keep your van moving.

From dependable performance, to dedicated support when you need it most; everything is designed around keeping you on the road and on track. Because with Renault, your work never stops and neither do we!

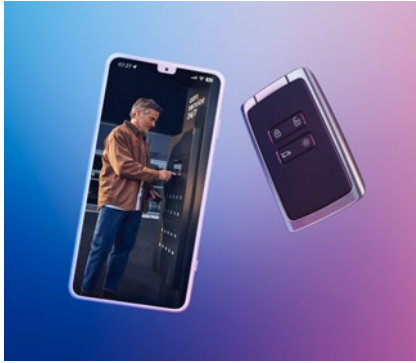
Dedicated support for you:

-  Specialist LCV retailer network
-  Overnight servicing
-  12 months parts and labour warranty\*
-  Collection & delivery
-  3 Years 100,000 mile warranty\*
-  3 Years 24/7 roadside assistance\*
-  Dedicated fleet customer service team
-  Service plans and extended warranty\*
-  Mobile servicing
-  Connected services
-  Vehicle accessories

\*Terms and conditions apply.



# Renault Pro+ commitments



## overnight servicing keeps your business moving

Drop your van off by 4pm for overnight servicing and hit the road again from 10am the following morning!<sup>(1)</sup>

Need more in-depth maintenance? Our hire vans are ready to roll.<sup>(2)</sup>



## price match guarantee

We know your van best, so maintain and service through **Renault Pro+** for expert technicians, special equipment and genuine parts – all at a competitive price. Find a similar deal cheaper in your area? We'll match it!<sup>(3)</sup>



## dedicated experts at your service

Our dedicated Renault experts are at hand nationwide, to guide you through servicing and maintenance.



## 12 months parts and labour warranty - pride in our work

Get your van serviced or maintained through **Renault Pro+** and you'll get a 12 months parts and labour warranty as standard.<sup>(4)</sup>

(1) Pro+ dealers only. Subject to availability and prior booking. Time restrictions apply.

(2) Subject to an additional cost. Subject to availability.

(3) Price match guarantee is subject to verification.

(4) Applies to Renault approved parts and original equipment for 12 months from the date of invoice.

Terms and exclusions apply: <https://business.renault.co.uk/pro-promise-terms.html>

# Pro+ retailers 2026 roadmap

 Pro+ Centre

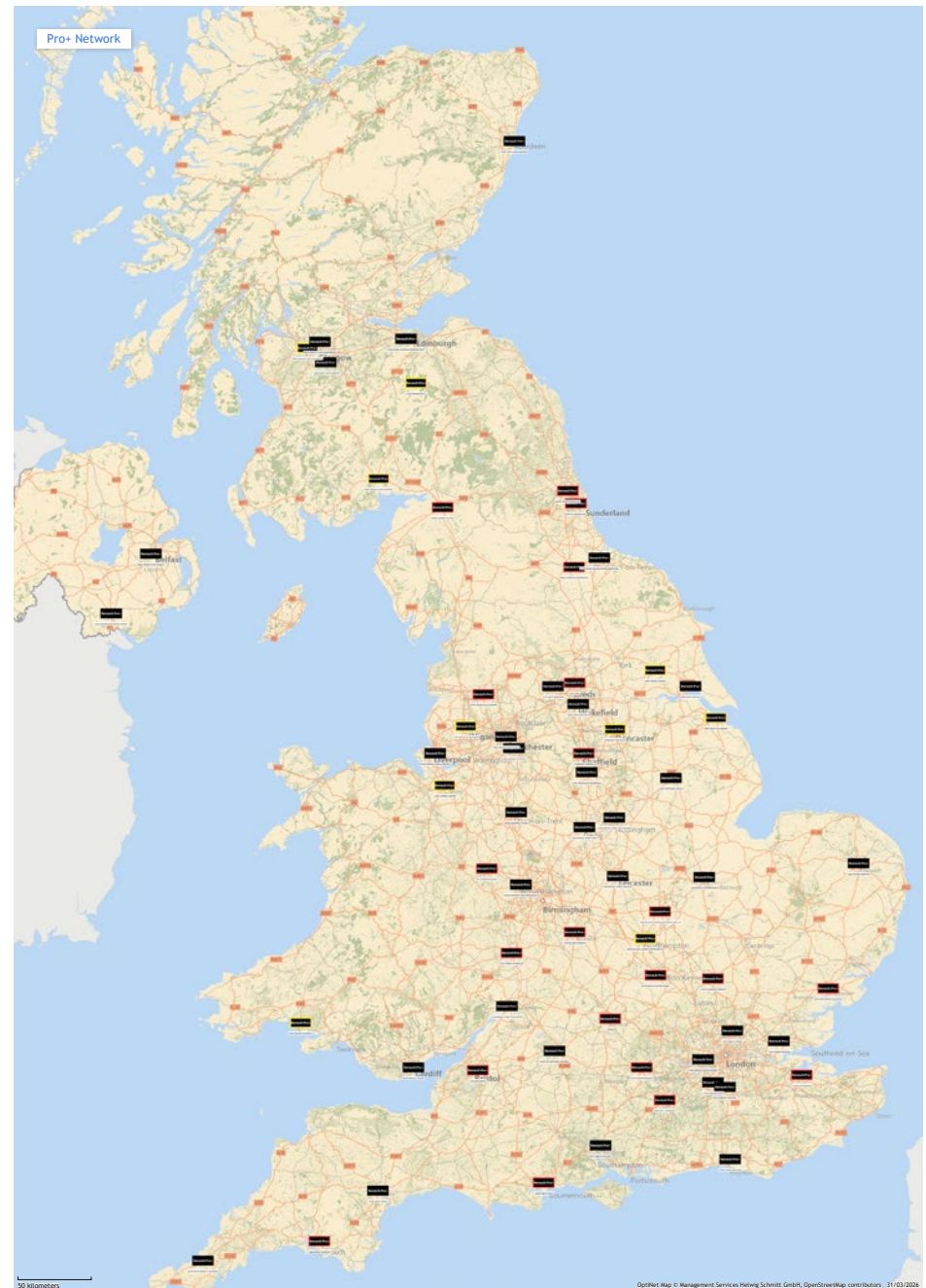
 Pro+ Centre planned

 Pro+ Service planned

To find your current pro+ centre use the online retailer locator [business.renault.co.uk/find-a-retailer](https://business.renault.co.uk/find-a-retailer)



In addition to our network of Pro+ LCV Specialist Centres there are in excess of 100 additional authorised Renault Group Service sites to look after all your LCV Service and Maintenance requirements, ensuring you are never far from an expert Renault retailer.



# specialist LCV retailer network

## Renault Pro+ Let's get to work

When you own a Renault van, you become part of a team designed to keep your business moving.

One that's been honing its expertise for more than 100 years. One that has award-winning vehicles adapted to meet every business need. One called **Renault Pro+**.

**Renault's Pro+** network is there to assist you. Our experts and advisors guide you towards the solution that best suits your vehicle or service needs.

50 specialist Pro+ retailers in place by end of 2026.

Average drive time of 25 mins to at least one location, when all 50 sites are in place.



# warranty

Enjoy Renault warranty when you purchase your vehicle. We provide comprehensive coverage and dedicated services to assist you for as long as you have your Renault.

Your Renault van is covered by a warranty package for up to 3 years from date of first registration with unlimited mileage during the first 24 months, then limited to a total of 100,000 miles or 3 years, whichever comes first\*.

In addition to the 3 year core warranty, for added reassurance and peace of mind, the traction battery on our E-Tech electric vans come with an 8 year/100,000 mile warranty\*, giving you confidence in our technology and on the road.

## **courtesy vehicle**

In the unlikely event your vehicle requires warranty repairs that are over 3 hours to complete, we'll ensure you stay on the move.

A complimentary courtesy van will be provided by one of our trusted mobility partners, while yours is being repaired.

\*Terms and conditions apply [www.renault.co.uk/warranty](http://www.renault.co.uk/warranty)



# extended warranty

## hassle-free motoring

Let our extended warranty take care of the rest. A Renault extended warranty is designed to provide you with ongoing protection from mechanical and electrical faults after the 3 year 100,000 mile Renault manufacturer's warranty has expired. You can extend your warranty up to 7 years and 120,000 miles.

## benefits

- Renault approved original equipment parts
- Renault trained technicians
- Valid at all Renault retailers
- Peace of Mind
- Protect yourself from unforeseen expenditure

To purchase an Extended Warranty\*, buy with your Renault retailer or online [business.renault.co.uk/extended-warranty](https://business.renault.co.uk/extended-warranty)



\*Terms and conditions apply.



# Renault assistance

## our experts, wherever and whenever you want

All vans come with 36 months Renault Assistance cover commencing from the date the vehicle is first registered\*.

Unlimited mileage for the first 24 months, then limited to 100,000 miles or 3 years, whichever comes first.

24 hours a day, 7 days a week, 365 days a year, anywhere in the UK; Renault Assistance services are available to you at no extra cost.

Renault Assistance is there to provide you with:

- On-the-spot repairs wherever possible or tow you to the nearest Renault retailer
- Provide mobility solutions to enable you to continue your journey
- Roadside fix rate 75%
- Over 1,700 roadside patrols available

# customer support

## customer service

Renault UK fleet customer service are a dedicated team designed to support when required\*.

Contact them on:

Telephone: **0344 335 0000** (option 2)

Email: **customer.services\_fleet@renault.co.uk**

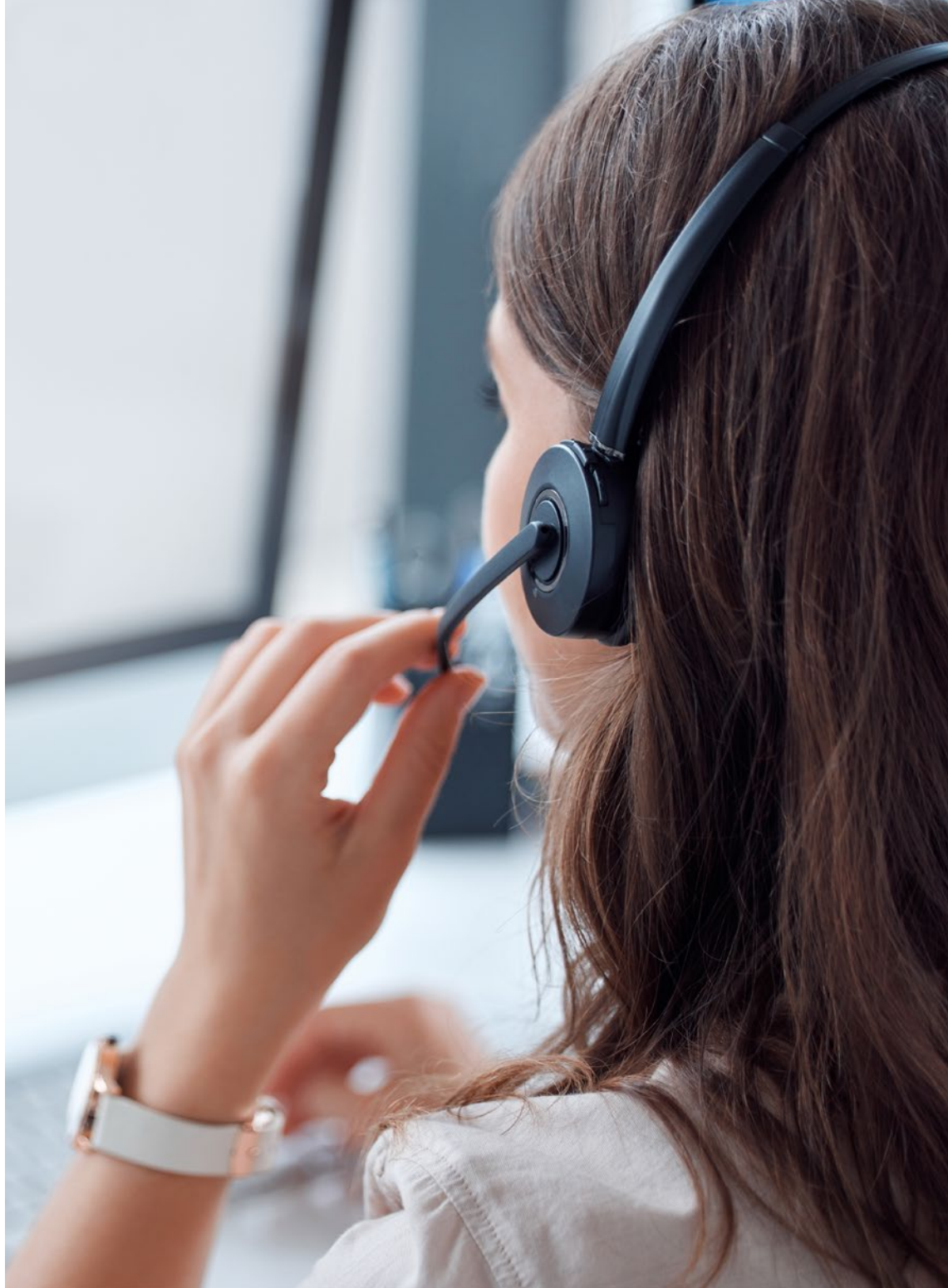
## Renault Drive

Renault Drive provides a courtesy van when your van is in for warranty repairs\*\*.

- Dedicated team in place to simplify arranging a courtesy vehicle
- Indemnity agreements can be set up if required for Fleet companies
- Improves VOR downtime and customer experience

\*For fleet sizes of 25 Renault vehicles and above.

\*\*Terms and conditions apply.



# service plans

**maintenance plans and offers.**  
**all the solutions you need to manage your budget effectively.**

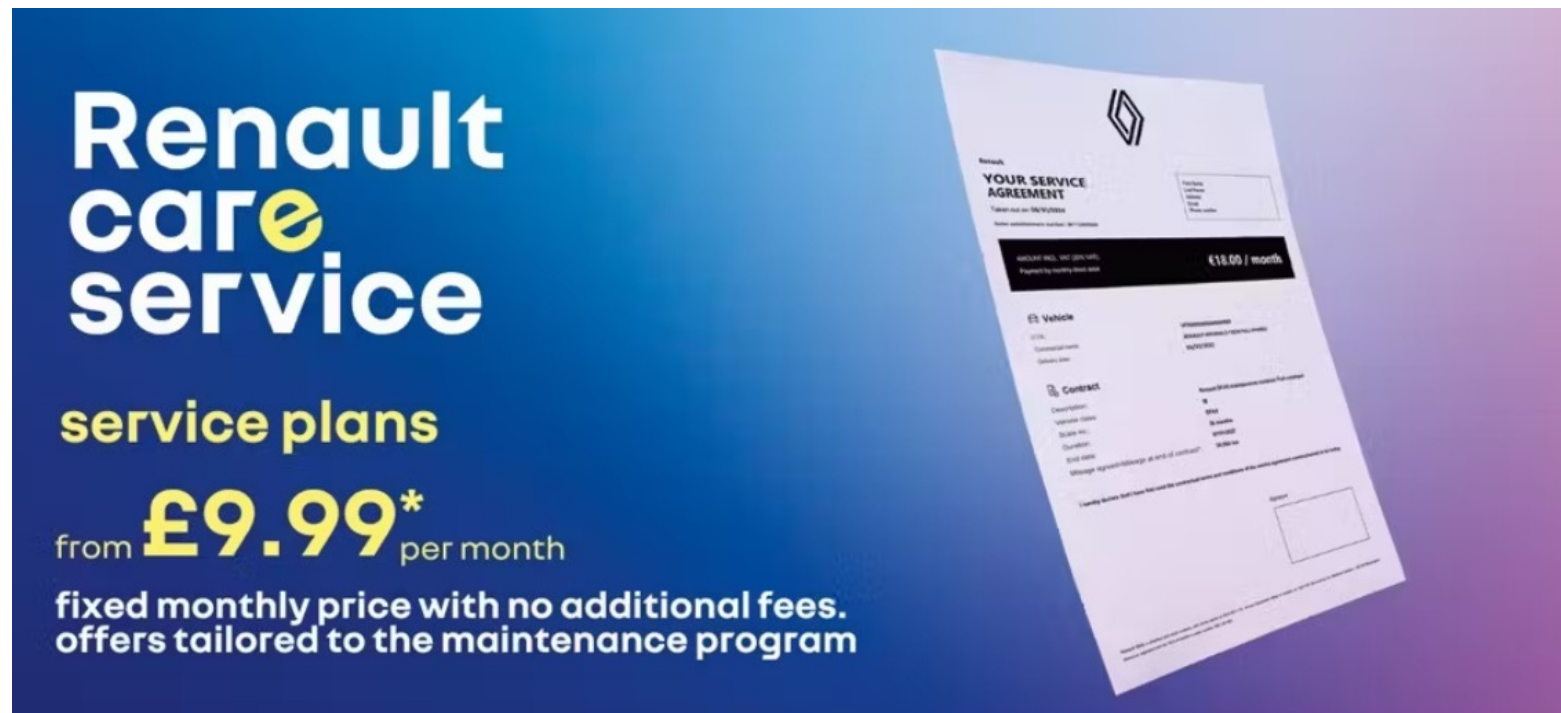
Select the plan that suits you and benefit from all the Renault Network expertise for your business vehicle maintenance and repairs.

Service plans cover all scheduled services as specified in the Owners Manual. This includes the replacement of engine oil and oil filters. The plan also includes: the checking of other lubricants (including brake fluid), and the checking of other serviceable items. Only Renault approved original equipment parts are used, as part of your service.

Our various offers cover your vehicle in all situations, giving you peace of mind.



Purchase a plan today: [business.renault.co.uk/service-plans](https://business.renault.co.uk/service-plans)



**Renault**  
**care**  
**service**

**service plans**

from **£9.99\*** per month

**fixed monthly price with no additional fees.**  
**offers tailored to the maintenance program**

**Renault YOUR SERVICE AGREEMENT**  
Take out an agreement  
Renault agreement number: 0012345678

AGREEMENT NO. 123 456 789  
Payment by monthly direct debit **£15.00 / month**

**Vehicle**  
Type: [ ]  
Registration: [ ]  
Mileage: [ ]

**Contract**  
Description: [ ]  
Start date: [ ]  
End date: [ ]  
Mileage agreement (at end of contract): [ ]

Renault is the authorised provider of this service.  
Renault is not responsible for any damage to the vehicle or its contents.  
Renault is not responsible for any damage to the vehicle or its contents.

\*Price excludes VAT.

# national service and maintenance pricing

By servicing your vehicle with the Renault network, you know your van is in the safest possible hands and will be returned to you in tip-top condition.

Our servicing includes key safety checks and the replacement of important servicing components exactly when they need to be replaced, meaning your Renault gets exactly what it needs, no more, no less.

## discover our maintenance services

We offer all-inclusive "parts and labour" maintenance packages, adapted to the age and mileage of your vehicle, so that you receive the support you need as your business develops.

To check the cost of the service for your van, visit this website or click on this QR code: [business.renault.co.uk/maintenance](https://business.renault.co.uk/maintenance)



# mobile servicing

Hassle free maintenance for your Renault van.

Renault mobile servicing brings expert care directly to your site to service or maintain your van.

No need to visit a retailer, our trained technicians arrive at your workplace, equipped to keep your van running smoothly.

Services offered:

- Scheduled servicing
- Basic diagnostics and software update
- Battery and brakes replacement
- Brake fluid and coolant changes
- Minor warranty repairs

To see where our mobile service vans are operating and to book one to visit your business, visit this website: **[business.renault.co.uk](https://business.renault.co.uk)**



# connected maintenance

## planned alerts

Get notified at the optimum time based on the age & mileage of your van to book a workshop visit. You will be presented with the option to book an appointment at the retailer of your choice.

## proactive alerts

Proactively detects vehicle events in real time to increase safety and awareness. Receive alerts by email, SMS or the My Renault App when your vehicle requires a workshop visit and who to contact for further assistance.

## key benefits:

- Plan your vans maintenance at the optimum time directly within your app
- Improved safety by receiving real time alerts, support and assistance

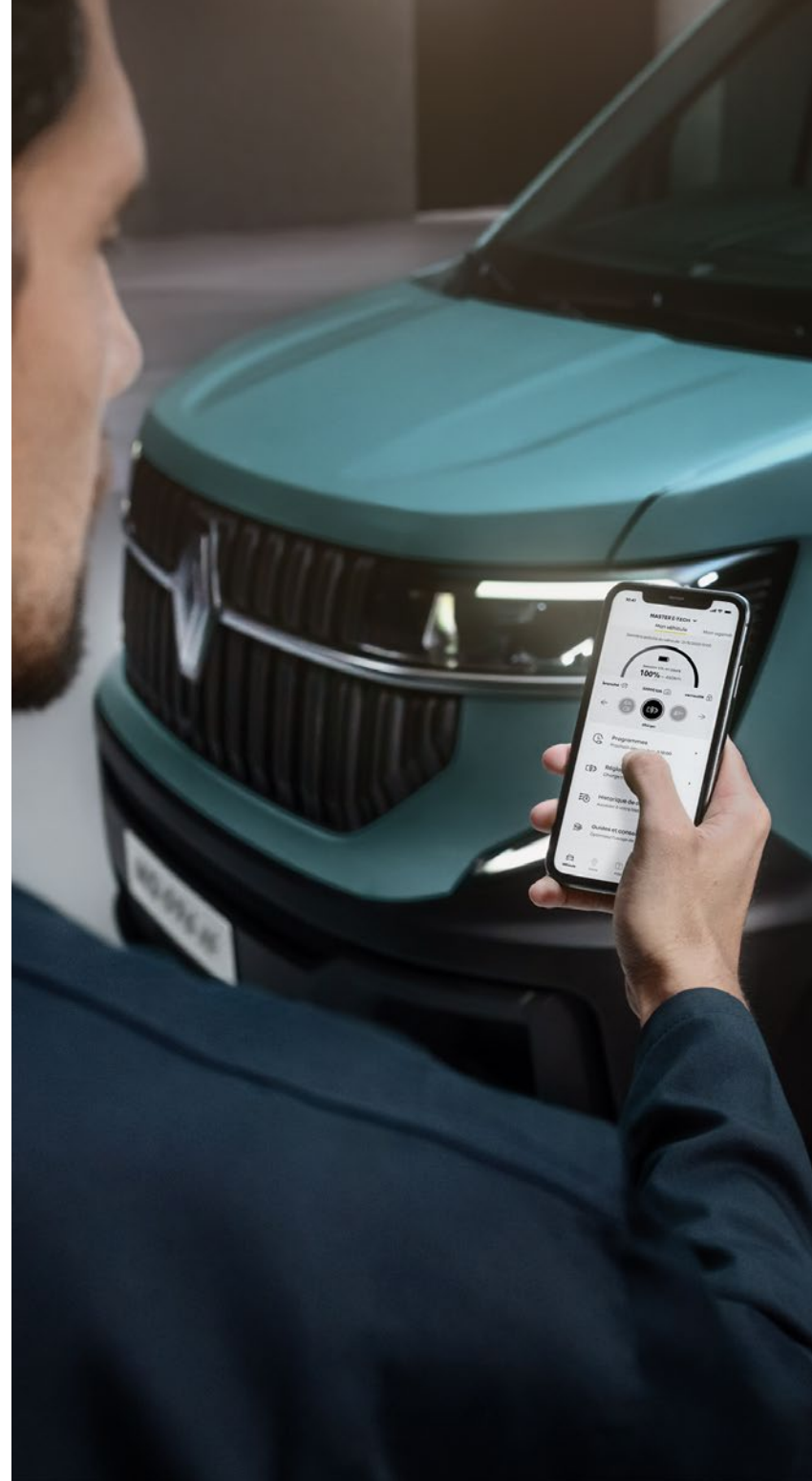
## remote diagnostic

Remote diagnostic allows the retailer to run a full diagnostic report at a click of a button.

## key benefits:

- Faster and more efficient diagnosis leads to reduced vehicle off road time and cost
- Parts can be ordered in advance for complex repairs
- Can be run at the point of breakdown

For more information visit this website or click on this QR code:  
[www.renault.co.uk/general-maintenance/connected-maintenance](http://www.renault.co.uk/general-maintenance/connected-maintenance)



# accessories

## our accessories for business customers

Explore our range of tailor made accessories and customise your Renault to suit your business needs.

Accessories purchased and fitted prior to new vehicle registration and delivery come with a 3 year warranty\* for maximum peace of mind.

Choose from:

- Ply lining & interior protection
- Roof mounted storage accessories
- Tow bars
- Locks & security options incl. Tracker
- Style/Customisation

Browse all our accessories here:

[www.renault.co.uk/accessories-range](http://www.renault.co.uk/accessories-range)



accessories  
range



accessories  
brochure

\*Warranty applies to accessories fitted prior to the new vehicle registration. The warranty cover is for manufacturing defects only.



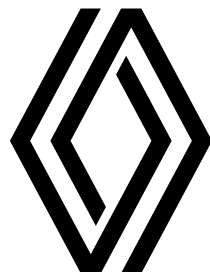
# national parts distribution

Renault UK's National Parts Distribution Centre is located in Lutterworth, a strategic location to optimise distribution throughout the UK.

- Approx 50,000 parts available to order
- 92% of parts are available for next day delivery to our network
- 98% of orders delivered by 8am the following day

The UK operation is supported by the Group's global parts operation hub in France, with over 200,000 parts stocked.





## Continue the experience at [business.renault.co.uk](https://business.renault.co.uk)

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