



## AFP Dealer Standard Agreement

### Pre-delivery standards

- Regular lead time updates should be provided to either the fleet customer, fleet operator and leasing company including further information in the event of any delays or changes in lead times and the reason. Confirmation should be provided to the customer when the vehicle is in stock, and the delivery date and time formalised.
- Comprehensive vehicle details including the registration and VIN details should be supplied as well as P11D and CO2 value follow-ups.
- Telematics devices, conversions, livery, racking etc if applicable, should be installed prior to delivery or as per the customers mandate.
- A certificate of conformity should be issued with each vehicle if provided by the manufacturer. If not supplied, copies should be available for the customer upon request but additional costs may be applied by the manufacturer or dealer.
- Delivery drivers should be competent and trained in the product they are delivering. If third party drivers are utilised then, as a minimum, the handover must cover main features and safety related items.
- The dealer should manage all communication with the customer and/or leasing company if the delivery time falls outside the agreed time slot.
- The dealer has the responsibility to ensure that a rigorous PDI process has been completed and adhere to all legal obligations associated with it.

### Operational handover standards - The Vehicle

The vehicle should be supplied with:

- Company, leasing company, dealer and safety packs, as applicable
- Contact/helpline card if applicable
- Fitted carpet or rubber mats from the manufacturer or leasing company as part of a pack or as per the customers mandate.



- At least quarter of a tank of fuel for petrol or diesel cars (with a minimum 100 miles range) or 50% charge for EVs. The low fuel light should never be showing.
- Driven delivery mileage must not exceed 100 miles for cars or 150 miles for a commercial vehicles unless otherwise agreed.
- The vehicle should be delivered covered or washed down prior to handover, and be clean both externally and internally.
- The vehicle should never be handed over to the customer with any faults, damage or warning lights showing on the dashboard display. In the event of any of the above a proactive rectification process needs to be discussed with the customer to minimise inconvenience, downtime and cost.

#### **Operational handover standards - The Delivery Driver**

- 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.
- The customer should be contacted by the delivery driver prior to departure or safely during the journey with an estimated time of arrival.
- There should be no eating, drinking, smoking or vaping within vehicle.

#### **Operational handover standards - The Handover**

- 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 (phone pairing), navigation and other key features.
- Dealers should be able to advise the customer if required on where they can obtain support on using a vehicle app. This is particularly important on EVs that have preconditioning, vehicle locking and other essential features.
- Basic 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.
- An instruction manual and service book should be provided or otherwise details given on how to access digital manuals found online or through the vehicle infotainment system.
- Inspection condition and handover documents should be provided, either on paper or electronically.
- The vehicle should be thoroughly checked for damage, and the driver given time to evaluate the vehicle and photograph any damage if applicable. 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, downtime and cost.
- Once the vehicle has been signed for, it is accepted that any issues outside of warranty must be dealt with by the driver.
- The delivery driver should not ask the driver for assistance with their onward travel requirements
- Post delivery the dealer should offer support and guidance on any follow-up questions or technical queries regarding the vehicle as required.

As an AFP Dealer Standard approved dealership, you will also gain membership of the AFP.

I confirm that I am an authorised signatory on behalf of \_\_\_\_\_  
[dealership], I agree to uphold all elements of the AFP Dealer  
Standard listed above.

**Signed**

**Name**

**Position**

**Email address**

**Date**