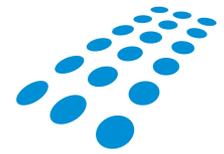


Alphera Vehicle Damage Charge Matrix.



ALPHERA
Financial Services

Vehicle Condition, Outside Of Bvrla Fair Wear & Tear Standards.

Component.	Condition.	Repair Method.	Unit Of Measure.	Cost To Customer. (£ + Vat)
Branding.				
Vehicle Signage/Company Logo Stickers	Minor (1 to 4 panels)	Remove	Per Vehicle	12.00
Vehicle Signage/Company Logo Stickers	Medium (5 to 8 panels)	Remove	Per Vehicle	19.00
Vehicle Signage/Company Logo Stickers	Major (9 or more panels)	Remove	Per Vehicle	31.00
Vehicle Signage/Company Logo Stickers	Wrapping	Remove	Per Vehicle	Alphera to advise customer
Body Panels.*				
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Dented	Cold Metal Repair	Per Panel	16.00
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Dented	Local Repair and Repaint	Per Panel	60.00
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Dented	Repair and Repaint	Per Panel	114.00
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Scratched	Local Repaint	Per Panel	42.00
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Scratched	Repaint	Per Panel	106.00
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Excessive Damage	Replace	Per Panel	Based on Thatchams parts system
Panel (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Chipped	Report Only	Per Panel	N/A
Bumpers (Front And Rear).*				
Bumper	Scratched	Repaint	Per Panel	106.00
Bumper	Dented	Repair and Repaint	Per Panel	114.00
Bumper	Cracked	Repair and Repaint	Per Panel	114.00
Bumper	Excessive Damage	Replace	Per Panel	Based on Thatchams parts system
Bumper	Scratched	Local Repaint	Per Panel	42.00
Bumper	Dented	Local Repair and Repaint	Per Panel	60.00
Bumper	Cracked	Local Repair and Repaint	Per Panel	60.00
Bumper	Excessive Damage	Replace	Per Panel	Based on Thatchams parts system
Mirror Covers.*				
Mirror cover	Scratched	Repaint	Per Cover	26.00
Mirror Cover	Excessive Damage	Replace	Per Cover	Based on Thatchams parts system
Glass.*				
Front Screen	Cracked / Shattered	Replace	Per Screen	150.00 (Contribution)
Front Screen	Chipped	Specialist Repair	Per Screen	20.00
Rear Screen	Cracked / Shattered	Replace	Per Screen	150.00 (Contribution)
Rear Screen	Chipped	Specialist Repair	Per Screen	20.00
Door Glass	Shattered	Replace	Per Glass	Based on Thatchams parts system
Mirror Glass	Cracked / Shattered	Replace	Per Glass	Based on Thatchams parts system
Lamps (Head, Rear, Fog etc)	Lens Holed	Replace	Per Item	Based on Thatchams parts system

Vehicle Condition, Outside Of Bvrla Fair Wear & Tear Standards.

Component.	Condition.	Repair Method.	Unit Of Measure.	Cost To Customer. (£ + Vat)
Replacement Vehicle Parts.				
Replacement Parts are based on Thatchams parts system		Replace	Per Item	Based on Thatchams parts system
Wheels.				
Alloy Wheel	Excessive Damage*	Replace	Per Wheel	Based on Thatchams parts system
Alloy Wheel	Gouge*	Refurbish	Per Wheel	26.00
Alloy Wheel	Scratched*	Refurbish	Per Wheel	26.00
Polished Alloy Wheel	Excessive Damage*	Replace	Per Wheel	Based on Thatchams parts system
Polished Alloy Wheel	Gouge*	Refurbish	Per Wheel	51.00
Polished Alloy Wheel	Scratched*	Refurbish	Per Wheel	51.00
Steel Wheel	Excessive Damage*	Replace	Per Wheel	Based on Thatchams parts system
Steel Wheel Trim	Missing	Replace	Per Wheel Trim	Based on Thatchams parts system
Tyres.				
Tyre	Excessively Worn*	Replace	Per Tyre	Refer to Tyre Price Summary table
Tyre	Excessively Damaged*	Replace	Per Tyre	Refer to Tyre Price Summary table
Tyre	Incorrect Size/ Specification*	Replace	Per Tyre	Refer to Tyre Price Summary table
Spare Tyre	Missing	Replace	Per Tyre	Refer to Tyre Price Summary table
Tyre repair compressor	Used/Missing	Replace	Per Vehicle	87.00
Tyre repair sealant	Used/Missing	Replace	Per Vehicle	30.00
Tyre repair compressor & sealant kit	Missing	Replace	Per Vehicle	150.00
Mechanical Sundry Charges.				
Fuel light on – Refuelling (labour & cost of fuel – 5 litres)		Replace	Per Vehicle	7.00
Relevant fluid light on – Supply of oils, fluids, anti-freeze etc – labour cost		Replace	Per Vehicle	7.00
Keys.				
Ignition Key	Missing	Replace	Per Vehicle	85.00
Spare Key	Missing	Report Only	Per Vehicle	N/A
Alloy Wheel Key	Missing	Replace	Per Vehicle	25.00
Servicing.				
Service Book / Information	Missing	Report Only	Per Vehicle	N/A
MOT Certificate	Missing	Report Only	Per Vehicle	N/A
Interior Trim.				
Interior Trim (seats, carpets, door trim, dashboard etc)	Holed*	Specialist Repair or Replace	Per Item	29.00
Interior Trim (seats, carpets, door trim, dashboard etc)	Missing	Replace	Per Item	Based on Thatchams parts system
Interior Trim (seats, carpets, door trim, dashboard etc)	Torn*	Specialist Repair or Replace	Per Item	29.00
Interior Trim (seats, carpets, door trim, dashboard etc)	Excessive Damage*	Replace	Per Item	Based on Thatchams parts system
Interior Trim (seats, carpets, door trim, dashboard etc)	Burn*	Specialist Repair or Replace	Per Item	29.00
Interior Trim (seats, carpets, door trim, dashboard etc)	Broken*	Specialist Repair or Replace	Per Item	29.00

Vehicle Condition, Outside Of Bvrla Fair Wear & Tear Standards.

Component.	Condition.	Repair Method.	Unit Of Measure.	Cost To Customer. (£ + Vat)
Exterior Trim.*				
Exterior Trim (Grills, mouldings etc)	Scuffed	Specialist Repair	Per Item	29.00
Exterior Trim (Grills, mouldings etc)	Scratched	Specialist Repair	Per Item	29.00
Exterior Trim (Grills, mouldings etc)	Damaged	Replace	Per Item	Based on Thatchams parts system
In Car Entertainment.				
In Car Entertainment	Missing	Replace		Based on Thatchams parts system
In Car Entertainment	Damaged*	Replace		Based on Thatchams parts system
Removable Items.				
Removable items (load cover, headrests, sat nav discs, SD cards etc)	Missing	Replace	Per Item	Based on Thatchams parts system
Alphera Financial Services Administration Fee			Per Invoice	12.00

Replacement parts prices come from "Thatchams" standard pricing for insurance industry.

Missing Service Book / Information – Note: Alphera Financial Services will investigate and may charge.

Poor Previous Repairs – Note: Alphera Financial Services will investigate and may contact customer.

All costs are subject to VAT and prices may vary.

*Please refer to our End of Term Damage Charge Film for further explanation.

Tyre Price Summary (Damaged / Illegal).

Wheel Size.	UP TO 14"	15"	16"	17"	18"	19"	20"	21" +
Cost To Customer. (£ + Vat)	52.00	52.00	53.00	86.00	119.00	161.00	217.00	299.00

GLOSSARY.

Condition or Repair Method.	Description.
Cold Metal Repair	Paintless Dent Removal, dents are pushed or pulled out to achieve a repair without the need to repaint the panel.
Local Repaint	Repaint to part of a panel (not possible with some colours).
Excessive Damage	Damaged beyond point of repair.
Replace	The cost includes the average price of the part across the vehicle model range, removal of the part and any connecting parts etc, repaint (where required) and refitting.
Thatchams system	Thatcham is an industry recognised supplier of parts prices and repair times used by most major insurance companies.
Specialist Repair	Localised repair that is more cost effective than replacement or full repair. For example repairs to windscreen to save replacement. Normally performed by a specialist.
Refurbish	Similar to a Specialist Repair, where a repair that is more cost effective than replacement. For example repairs to alloy wheels to save replacement. Normally performed by a specialist.
Gouge	Deep scratch that will require some filling to the base material to effect a satisfactory repair, prior to repaint.
Polished Alloy Wheel	Repair to an alloy wheel which has a polished finish rather than a painted finish or flat finish. Similar to a chrome finish.
Poor previous repairs	A sub standard repair to panels, glass or trim.