

# LeasePlan & CarNext Quality Commitment

LeasePlan and its subsidiary CarNext offer a wide variety of used passenger cars and LCVs from all manufacturers in 21 European countries

As the world's leading independent vehicle management provider we are committed to providing the best possible service to our customers.

We believe that transparency and trust are two key factors in the Car Remarketing business. Therefore we constantly commit ourselves to the following quality criteria:

- First Car Remarketing organization with certified processes controlled by an independent quality assessment agency (TÜV)
- Europe-wide cooperation with independent appraisal company (SGS)
  - standardized fair wear and tear guideline
  - appraisal amount calculated with actual market data
  - clear description of the vehicle condition including pictures and description of all RV relevant damages
- Service, Maintenance & Repair history of vehicles on request
- Warranted information on the total mileage for each vehicle
- Declaration of previous use on request
- Complete set of vehicle documents available
- The LeasePlan quality standard equals value for money
- Trader support with logistic solutions
- Same user-friendly online car auction platform in all countries

