



Ordering a vehicle from MW Vehicle Contracts

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If you have been looking through our website or if you have dealt with us before. You will know that there are certain things we put at the heart of our business. Honesty, Integrity and world class customer service, we aim to be more than someone who quotes you on a really good value leasing deal. We want to be the people who make sure that lease deal is right for you or your business, we want to be the people your turn too should you have any questions and we want to support you through every stage of the lease agreement.

From the first look and interest in leasing, to quoting and all the way through to the end of contract and on to the next one. We often liaise with funders and suppliers on your behalf, leaving you free to get on with what you do best. Whether that be running a business, running a family or as it feels like sometimes all these things and more. Let us take the stress out of finding your next vehicle. Car, Van or Pickup, almost any type of funding and any make or model. We can do it all.

So with this in mind we wanted to take you through a typical example of how easy it is dealing with MW Vehicle Contracts. Here's our step by step guide to what happens.



First things First. Finding a vehicle you like and getting in touch.

We are in the fortunate position where many of our customers come to us through recommendations. But almost everyone else will find us via our website. Either way, they will have probably had a browse through the various deals and special offers we have at any one time and find something that stands out to them and it's at that time they get in contact with us.

Contacting us is really easy. Use one of the many enquiry methods on the website or simply give us a call. From there you will be in contact with one of our sales execs and they will take you through the next stage.

Qualification and Quoting

Once you have found the car of interest a member of the team will discuss all your specific requirements with you. We call this qualification and will cover all things from your expected annual mileage and how long you want the vehicle for all the way through to how the car will be used and who is likely to be driving it. Plus a few other details too. This doesn't take long, only a couple of minutes but it allows us to fully understand each customer's needs and therefore recommend the most suitable type of funding for you.

Quoting can be done over the phone or via email, whichever you prefer but we will always back this up with a formal written quotation. This will include all the relevant information you need regarding the agreement itself, the vehicle, the cost and a few more pieces of useful info. They are designed to not only be easy to follow but to give you a couple of options too. Do you go with a customer maintained agreement or a funder maintained agreement? This basically means you can choose to have your monthly rental cover just the vehicle itself and you will then pay for any maintenance, parts and serving as and when this comes around or you can choose to have these costs included in one easy monthly rental covering the vehicle and all maintenance, service and replacements parts. Completely your call as to which option you choose, but both prices will be on your quote.

The quote looks good. What's next?

Great news, you're happy with the quote and you've decided that's the deal that's right for you. The next bit is getting the funding in place. Here at MW Vehicle Contracts we work in partnership with 5 of the top funders. Leaseplan, Lex, Hitachi, Alphabet and Arval. One of these funders will be the company your lease agreement will be with. But first we need to send in your finance application. It sounds daunting but it's really simple. We just take some basic information. In the case of a personal application this normally consists of where you have been living for the past 5 years, where you have been working for the past 5 years, your bank account number and sort code and a few basic details regarding affordability.



This info can be taken over the phone, on an application form or via our website. We then send this information into the funder together with the quote and wait for their response. Normally we would get a decision back in around 24-48 hours. Subject to the application being accepted we are ready to go.

Funding is in place now for the order.

Now the really fun bit starts. Getting your new vehicle on order. This really couldn't be easier. A member of the team will send you a vehicle order form. This will look very similar to your quote and contain a lot of the same information but with a few additions such as proposed delivery date, which funder the order is with and a few other vehicle related details. All you have to do is make sure everything is correct and as you expected, sign it and send it back. Easy. From there we can place the order with the manufacturer and arrange the finance documents from the funder.

Documents, Delivery and someone new to speak to.

So we are well on our way now to getting your shiny new vehicle on your driveway. You will now have finished with the salesperson or account manager you were originally dealing with and from now on you will be speaking to your dedicated member of the admin department. This person will guide you through a few more stages before eventually booking your delivery date.

First up it's getting all the finance documents signed. This is normally done via some form of e-signature procedure. All the funders have slightly different ways of doing things but as mentioned it's nothing to worry about because you have a dedicated member of staff who will guide you through it and answer any questions you may have. At the same time they will be speaking to you about any forms of identification you may need to provide. Again not difficult as normally all that's needed is your driving license.

Once that's all sorted we can book your delivery. Let us know when you want the vehicle and we will book it for that day. Then just sit back and wait for it to be delivered to your door. Exciting times!

When the vehicle is delivered the driver will take you through the controls together with anything else you may be unsure about and then hand over the keys. Then it's all yours to enjoy for the next few years.

A few years later...

You're still in safe hands with MW Vehicle Contracts when you're coming to the end of your agreement. Firstly, we will have been in regular contact with you all the way through but especially when you're in the last 6 months. By now you will have been talking to your account manager about the various options and deciding on what's best for you next. Most people go with something new. After all, why not? That's what leasing is all about. Keeping in a new vehicle and making sure you have something which does the job for you. Situations change and it's good to have your vehicle change with them. But there are also options for keeping the vehicle a little longer should you wish.

And there we go. A step by step guide to ordering your lease vehicle with MW Vehicle Contracts. Easy isn't it?

Why not give it a go? Give us a call and find out how we can help you.

Thank you for your time and we hope to hear from you soon.

MW Vehicle Contracts Team

