

Thank you for choosing Pivotal. We hope that you have a smooth experience when driving your subscription vehicle. However, we know that things can go wrong from time to time.

Below are a few extra details and points of contact should anything go wrong. All information is available on our website at drivepivotal.com.

<p>Accidents and Insurance</p>	<p>Please note this information is only relevant when on Pivotal's own insurance, however please do notify us of any incident as soon as possible.</p> <p>With Pivotal, your insurance is Comprehensive and provided by First Underwriting Ltd. A copy of the full insurance terms will have been emailed when you first subscribed to Pivotal. Copies are available upon request via support@drivepivotal.com.</p> <p>To make a claim, please call 0330 018 3489 - this will take you to Pivotal concierge services. Inform them of the incident and they will pass you through to the Pivotal Accident Assistance team who will look after and manage the incident. The Policy number is FPF408998. Pivotal Accident Assistance can be reached on 0330 018 3489.</p> <p>Please note: claims carry an excess of £1,000</p> <p>If our insurance company deems this claim as non-fault, you will be provided a courtesy vehicle, however if it is deemed a fault claim this can not be guaranteed.</p> <p>Please also contact the Pivotal support team by calling on +44 (0) 20 3950 4833 or emailing support@drivepivotal.com to notify of the claim.</p>
<p>Thefts</p>	<p>Please contact the Pivotal support team on +44 (0) 20 3950 4833 immediately after your vehicle is stolen, or emailing support@drivepivotal.com to notify us of the claim.</p>
<p>Breakdown</p>	<p>All Pivotal vehicles come with Jaguar and Land Rover Roadside Assistance. A trained technician will usually be able to fix any problems at the roadside. If not, your vehicle will be taken to a retailer for further inspection.</p> <p>If required, Roadside Assistance will provide you a courtesy vehicle.</p> <p>Press the Breakdown call button in the headliner for 2 seconds to be connected, or for Jaguar vehicles, call 0800 246 844; for Land Rover vehicles call 0800 521 786.</p>



Glass	<p>Please note, this information is only relevant when on Pivotal's own insurance.</p> <p>AutoWindscreens is the approved provider for Pivotal vehicle glass repairs. In the event that any of the windows become chipped or cracked during use, please call 01246 216319 (quoting FPF408998) to book a repair slot. Vehicle glass repairs are covered by Pivotal insurance, with an excess charge of £250.</p> <p>Your vehicle may need to be booked into a JLR dealership for calibration following a replacement windscreen.</p>
Tyres	<p>We do not include the cost of tyres during use. All of our vehicles are provided with either a spare wheel or a temporary puncture repair kit to get you on the road. Please have punctured tyres replaced in a timely fashion to avoid damage to the wheels.</p>
SIM Card	<p>A SIM card has been provided with the vehicle. This has a 500 MB/month data plan, and is used in features such as real-time traffic and map updates. The SIM card has been pre-registered and pre-installed for you.</p>
Manual	<p>From 2020 onwards, our vehicles will not come with a manual as standard. Jaguar & Land Rover provide digital copies of all manuals via a mobile phone application, <i>iGuide</i>, which is available on both iOS and Android.</p>
Spare Key	<p>For insurance reasons we only provide customers with one key per vehicle.</p> <p>In the event of the master key being lost, Pivotal will collect your vehicle and provide you with a temporary vehicle. Your vehicle will be returned to us, where a new key module will be fitted and two (2) new keys programmed. On completion of this process, your vehicle will be returned to you, again only with the master key and the spare being securely held by us.</p>
Customer Service	<p>For any additional queries, you can contact us by emailing support@drivepivotal.com, or by phoning +44 (0)20 3950 4833 (our phone lines are open 9am-5pm Monday to Friday).</p>