



BENTLEY

BENTLEY FINANCIAL SERVICES



THE ROAD AHEAD

A GUIDE TO YOUR END-OF-LEASE JOURNEY, OVER THE NEXT 120 DAYS.

Make the most of this last chapter.

As your lease comes to a close, this is your opportunity to experience the highlights of your extraordinary story one last time. In this guide, you will find a brief overview of the lease-end process, including vehicle inspection guidelines and next steps for your exciting new chapter.

If you have already made a decision, please let us know by contacting your lease-end representative at 1 (888) 641 6386 (option 3).





EXPERIENCE EXTRAORDINARY ALL OVER AGAIN.

At Bentley Financial Services, we want to make your lease-end experience extraordinary by offering you a pre-inspection of your vehicle, free of charge, before your lease concludes. A pre-inspection is an important step that can help you avoid excess wear charges.

In the next 30 days, one of our lease-end representatives will contact you to assist with scheduling an appointment at a time and place that suits you - including your home, office, or at a Bentley retailer.

REVIEW:

Once your pre-inspection is complete, we will contact you with detailed pre-inspection results along with any estimated excess wear charges. Damage descriptions and photo images will also be available for your review at www.autovinlive.com. To access the results, enter your inspection ID or account number and the last eight digits of your Vehicle Identification Number (VIN).

Prior to the return of your vehicle, we recommend making any necessary repairs to avoid excess wear charges.¹ Contact your Bentley retailer, who will help guide you through this process. Please make sure you retain all repair orders and receipts pertaining to lease-end repairs and email them to bfs.remarketing@bentleyfs.com or fax them to (866) 586 0985 before your expected vehicle return date.

RETURN:

After you have returned your vehicle, a final vehicle inspection will take place at the dealership typically within a few days of vehicle return.

RECEIVE:

After the final inspection, you will receive your lease-end statement in the mail detailing any charges incurred or excess wear, mileage overages, vehicle disposition charges, and any other applicable amounts due. If you purchased the optional Bentley Lease-end Protection, any applicable coverage will be reflected on your final invoice.

¹All body repair work must be completed at an authorized Bentley repairer. Contact your authorized Bentley retailer for more information.

Note: If you purchase any optional protection plan products and believe you have a claim, please check with your coverage provider prior to vehicle return.





What to look out for.

Being able to pinpoint problems early can help you avoid excess wear charges. Prepare for your pre-inspection by performing a self-assessment of your vehicle with the attached tool. This tool is intended as general guidance only. We recommend scheduling a complimentary pre-inspection as the most accurate way to determine billable excessive wear.²

WINDSHIELD:

Cracks, stars, chips or pits on the windshield that do not meet guidelines will be subject to charges. Note that windshield replacement is often covered by most insurance policies.

BODY AND PAINT:

Please consult your local Bentley retailer regarding repair if your vehicle has any dings, dents, scratches and paint chips that fall outside of the criteria noted on the inspection wheel.³ Any damage that results in paint removal can be subject to charge regardless of size or number of occurrences.



²Please refer to your lease agreement for your responsibilities regarding the return of your vehicle.

³All body repair work must be completed at an authorized Bentley repairer'. Contact your authorized Bentley retailer for more information.





INTERIOR:

Cracks, tears, cuts, burn holes, stains or water damage to seats, dashboard area and carpets are considered beyond normal wear, and must be replaced or repaired.

TIRES:

To measure tire wear, place the edge of the inspection wheel into each tire at the shallowest tread depth. Visibility of the black border on the wheel will indicate if the tread meets guidelines. Mismatched tires, snow tires, exposed cords, plugs, and cut or flat tires are subject to charges if not replaced.

WHEELS:

Wheels should have no cracks or structural bends. Scratches and gouges larger than 2" should be refinished and missing or non-manufacturer wheels are not acceptable. Two-piece wheels with scratches or gouges require replacement.



OTHER THINGS TO CONSIDER:

- Scheduled maintenance must be up to date
- No service or warning lights should be illuminated
- All mechanical systems, inside and out, must be in good working order
- The braking system must function properly
- Headlights, taillights or fog lights are subject to charge if found inoperative or cracked
- Airbags must be fully functional. Anything that compromises airbag functionality will be subject to charge
- There should be no broken or missing parts (two master keys, owner's manual, head restraints, etc.)
- Tire and wheel swaps or any aftermarket alterations done during the lease (radios, tinted glass, spoilers, vehicle wraps etc.) should be professionally removed and the vehicle returned to original condition









The final steps.

THIS CHAPTER MAY BE OVER, BUT YOUR STORY HAS JUST BEGUN.

The evaluation of your current Bentley is just the first step towards a new adventure. As with every detail we design, our lease-end options have been carefully crafted around your unique requirements.

With 120 days to go, this is your opportunity to connect with a local Bentley retailer to discover and test drive our latest models. Whether you're looking for a new or pre-owned Bentley model, a world of possibilities is just a click or call away.

Please contact Bentley Financial Services at (888) 641 6386 (option 3) or visit www.bentleyfs.com/leaseend to start your next journey.



The models presented in this brochure include optional specifications. Specifications, standard equipment, options, fabrics and colours are subject to change without notice. Your Bentley retailer will always have the latest information. The name 'Bentley' and the 'B' wings design are registered trademarks of Bentley Motors Incorporated. Bentley Motors Incorporated acknowledges the rights of third parties in other trademarks. The models shown may include European and non-European specifications. ©Bentley Financial Services October 2019.