

ROAD TO RECOVERY (RTR UK LTD)

TERMS AND CONDITIONS

This document relates to work passed to Recovery agents by **ROAD TO RECOVERY LTD** and relates to the **STANDARD RATE CARD (AR0608/2)**, and the **COMMERCIAL INCIDENT SCHEME** rate card (AR0608/3), which all operators have confirmed receipt of, and agree to abide by.

RATE CARD USAGE

There are two sets of rates, the **STANDARD RATE CARD (SRC)**, used for all roadside repair, recovery, workshop repairs and most 'between the kerbs' accident recovery, and the **COMMERCIAL INCIDENT SCHEME (CIS)** rate card. The latter relates to overturns, and serious 'off the road' incidents and can only be used for pricing when an authorisation number from Road To Recovery has been issued under the stipulations in the **CIS TERMS** section of this document.

By default, the SRC should be used. Should an operator attend an incident and invoice the recovery without quoting an authorisation number, then any invoice submitted quoting CIS rate card charges will be returned unpaid. After the recovery has been completed, should you feel that the incident should be charged using the CIS rates, please see section titled **COMMERCIAL INCIDENT SCHEME**.

SPECIALIST CHARGES (STANDARD RATE CARD - SRC)

Where an authorisation number is required for specialist charges as mentioned on the rate card, this must be obtained from Road To Recovery on 08704740148. The requirements must be stated by the recovery agent in order to obtain an authorisation number. Authorisation numbers for work carried out must be sought **BEFORE** the work is carried out and can not be issued retrospectively. It is only possible for charges stated on the SRC to be authorised.

This number **MUST** be quoted on any invoice in order for payment over and above the standard charges to be considered. Should a submitted invoice not reflect the rates above, and does not show an authorisation number, then this invoice will be returned unpaid.

COMMERCIAL INCIDENT SCHEME (CIS) TERMS

Recovery agents may invoice at these rates once the following stipulations have been adhered to.

- 1) The incident concerned is an overturn or a serious 'off the road' accident recovery. 'Between the kerbs' accident recoveries should be invoiced using rates from the SRC.
- 2) Several digital photographs have been taken of the incident and load (if applicable), ideally before, during and after recovery has been completed. These should be emailed to claims@rtruk.co.uk the following working day prior to midday. Failure to provide suitable photographs will result in the invoice being returned unpaid, as it is a contractual requirement for us to supply suitable photographs to our customers in order to be paid. Once these photographs have been received, an authorisation number to use CIS rates may be issued by the Depot Manager. This number should then be quoted on the agent's invoice. Please note that without this authorisation number, charges from the CIS rate card **CANNOT** be entertained under any circumstances.
- 3) Any other stipulations from this document must be met.