WE KNOW YOUR BUSINESS DEPENDS ON RELIABLE, WORKING VEHICLES

TR GROUP OPERATING LEASE DOWNTIME POLICY

Minimise Disruption. Maximise Uptime.

At TR Group, we know your business depends on reliable, working vehicles. That's why we've built a downtime policy that gives you more than just peace of mind - it gives you real, practical support when your fully maintained lease vehicle is off the road.

TR GROUP LTD

CONTACT OUR TEAM TODAY • 0800 50 40 50 • www.trgroup.co.nz

TRUCKS & TRAILERS RENTAL & LEASE

Minimise Disruption. Maximise Uptime.

We're here to help. Talk to TR Group about how our downtime policy keeps your business moving - even when your vehicle isn't.

Mechanical Downtime or Unscheduled Maintenance

Vehicles Less Than 12 Months Old

You're covered from **day one**.

- Your **lease is credited from the start** of the downtime period.
- And should it be required, a **replacement vehicle** will be provided (if available), charged at your **standard lease rate**.
- Any charges not included in your lease — such as **fuel, tyres, RUC or insurance** — remain your responsibility.

Vehicles More Than 12 Months Old or Over 200,000kms (whichever comes first)

- You continue to pay for the first 96 hours the vehicle is off the road, charged at your standard lease rate.
- After 96 hours, a credit is applied to your lease from that point forward.
- Should it be required, **a replacement vehicle** will be provided (if available), however will incur an additional charge but still at your **standard lease rate**.
- Any charges not included in your lease — such as **fuel, tyres, RUC or insurance** — remain your responsibility.

Alternative fuel vehicles (BEV or FCEV)

The above maintenance downtime policy applies with the following amendment:

- Any lease time credits will be added to the end of the current contracted lease expiry by the equivalent days credited.

Accident Downtime Support

If your leased vehicle is off the road due to an accident and downtime is expected to exceed one month:

- Once confirmed by our Accident Support Team as a repair, TR Group will suspend the lease billing and credit your lease payments back to the date of the incident.
- The period for which lease billing is suspended will be **added to the end of your lease term** to a maximum of six months.
- Should it be required, **a replacement vehicle** will be provided (if available), charged at your **standard lease rate**.
- Any charges not included in your lease — **fuel, tyres, RUC, insurance,** or **maintenance (if you have a non-maintained lease)** — remain your responsibility.
- If a combination unit is involved in the accident and either the undamaged truck or trailer cannot be used then the billing on the entire combination will be suspended.

In the event of a total loss: Lease billing will continue until clearance figures have been agreed with your insurer.*

- It is the **customer's responsibility** to follow up with their insurer to:
  - Ensure the vehicle is declared a write-off in a timely manner
  - Ensure the claim is processed promptly
- TR Group can assist you during this process with insurer and assessor response times. We aim to ensure claims are settled and finalised quickly as billing remains in place until clearance figures have been agreed with your insurer.

*Any insurance excess will be the responsibility of the customer.

Replacement Vehicle & Rental Fill-In Process

- If a rental is needed during downtime, TR Group will supply one (if available) at **lease rates**, not rental rates.
- Once the credit period begins during a repair, the lease credit is applied to **offset the rental cost**, often resulting in **no additional cost** to you.

Month-End Downtime Credits

If your downtime **extends past the end of a calendar month**, we will:

- Process a **partial credit** for the confirmed downtime days to date.
- Once the vehicle is **back on the road**, we will issue a final credit for the remaining downtime period.
- This ensures accurate and timely billing, even when repair durations are uncertain.

What's Not Covered

- Scheduled servicing
- Repairs resulting from driver error, abuse, or avoidable damage
- Damages or repairs from neglect or failure to meet servicing requirements
- Accident repairs (unless downtime exceeds one month)
- Any consumables not included in your lease (e.g. RUC, tyres, fuel, insurance, windscreens)
- Corresponding truck or trailer if a complete unit is not affected
- Delays related to insurer response or claim processing

Why TR Group's Downtime Policy Stands Out

What We Do

- ✔ Lease credits start after 96 hours (or immediately for newer vehicles)
- ✔ Replacements always at lease rates
- ✔ Monthly crediting for ongoing downtime
- ✔ Internal systems track and manage downtime
- ✔ Responsibility for insurance claim follow-up is clear

Why It Matters to You

- ✔ You're not paying for a vehicle that's off the road
- ✔ No unexpected rental charges
- ✔ Timely, transparent billing
- ✔ You don't need to chase credits
- ✔ You stay in control of the process

Have Questions or Need Support?

We're here to help. Talk to TR Group about how our downtime policy keeps your business moving - even when your vehicle isn't.

"We can't afford to have our trucks not on the road every single day. Now I don't have to worry about that at all."

Lee Jeffrey, LIC Herd Test Supply Chain Manager

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