



MIKE ALBERT

Vehicle Fleet Management

Frequently Asked Questions (FAQ)

This FAQ will help clarify some of the questions that are commonly asked by our new clients. Additional questions can be directed to your Customer Service Representative or customerrelations@mikealbert.com.

- **I am interested in leasing a new vehicle. What is my first step?**
If you are interested in leasing a vehicle, call us. We will send you a Credit Application and answer any questions you may have about the vehicles we are offering.
- **What is required to get a vehicle ordered?**
Before you can place your vehicle order, you must be approved for credit and sign our contract.
- **Can I add ~~UX~~ equipment or ~~if d~~ packages to the current vehicle selection?**
Yes, you can add equipment or upgrades to the current vehicle selection.
- **Once I place an order, how do I check my order status?**
Order status can be obtained online, by calling Customer Service at 1-800-886-5828, or by e-mailing customerrelations@mikealbert.com.
- **Where will my vehicle be delivered?**
All vehicles will be delivered to Mike Albert Vehicle Fleet Management. Once each vehicle has been inspected and prepped, we will call you to make delivery arrangements. If the vehicle is being delivered to a location within Ohio, there will be no cost to you.
- **When will I receive an invoice?**
Invoices are printed and mailed each month, mid-month. Your first invoice will include up-front sales tax, title and license fees and your monthly rental amount.
- **How should I make a payment?**
Your payment will be automatically deducted from your bank account on the first business day of each month.
- **What do I do when my lease is up?**
At lease-end you have several options. You can keep the vehicle and continue to make monthly payments, extend your lease for a specific term, purchase your vehicle for Fair Market Value or simply turn it in to us. Call your Customer Service Representative for details.