

## Enterprise Order FAQ

FAQ	Question
When will this car be delivered?	Orders are automatically matched to the next available vehicle. Until a vehicle is matched we cannot give a specific delivery date. Typically delivery is between 1-3 months from order. Once matched, we will be able to provide a week long delivery window. Once the car has arrived in the UK, it will be automatically scheduled for collection, approximately 5-10 days prior to the collection date.
Can vehicles be delivered to the customer?	No. Vehicles are collected from their closest delivery centre. The delivery centre should be specified on the purchase order. Our delivery hubs are in <a href="#">Heathrow</a> , <a href="#">Dartford</a> , <a href="#">Manchester</a> , Birmingham, <a href="#">Leeds</a> and <a href="#">Edinburgh</a> .
How does vehicle matching work?	We do not build to order, instead, orders are matched to the next available vehicle that matches the configuration. This allows us to maximise flexibility in our ordering system and reduce lead times. Please be aware VINs may change up until the date of collection.
What does awaiting match/awaiting preference mean?	Awaiting match means your order is confirmed and we are waiting the next available vehicle to be matched to your order. Once this has been matched we can give you an estimate for collection. Awaiting Preference means that the PO stated a delivery preference. E.g. December, which means we won't match this customer's order until after that date. This ensures we do not deliver a car before you want it, however please note we cannot guarantee specific dates.
How often updates will be provided?	We are working towards providing regular weekly updates which will catch any changes in VIN matching and delivery estimates. We are experiencing high volumes of ad hoc requests so please be patient as we work through these.
How often will drivers be updated?	They will receive no correspondence from us until they are VIN matched. After this point they will received two emails from us. The first will give them the estimated seven day delivery window. The second will be their auto-scheduled appointment plus a SMS sent with the collection date, time, and location.
The auto-scheduled appointment?	As the name suggests this is an auto-scheduled appointment based on the car's arrival to the delivery hub. This appointment can be changed in line with driver and your requirements, but has to be collected within 7 days of arriving onsite.
What if they can't collect within 7 days?	If they cannot collect the car, they will be unmatched from the vehicle, and re-matched to the next available car.
What to do when changes to the appointment are required?	Please email us with clear direction on what exactly is needed. Please note that delivery locations cannot be amended once a vehicle is matched. Doing so will cause the vehicle to be unmatched.
When will the registration be allocated?	The registration will be allocated 7-10 days before collection. However the car will not be registered until the da of delivery.
How does the customer get app access?	This is set up at point of order with the email address provided on the PO. If this needs to be changed please see instructions at <a href="https://www.tesla.com/en_GB/support/tesla-app">https://www.tesla.com/en_GB/support/tesla-app</a>
I have another questions not answered.	Support documents, videos, links, and more can be found at <a href="https://www.tesla.com/en_GB/support/">https://www.tesla.com/en_GB/support/</a>