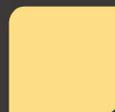


Everything
you need to
know



.MOBILITY
SERVICE.

Returning a lease car?

This is how it works

What should you remember when handing in your lease car?

Has your lease contract expired and are you returning the lease car to us? Then there are a number of things to take into account. With this flyer we would like to inform you about how it works and what you can do in order to return the lease car as easy as possible.

1 How do you return the lease car when you return it or exchange it?

Make sure you return the lease car in the same condition as you received it. We expect your lease car to be clean on the inside and the outside. In addition, it is expected that you will return the lease car with a full tank. This way we will not be faced with any surprises and you will avoid any additional costs we may have to pass on.

Check all compartments of the lease car and the space under the seats. It would be a shame if your sunglasses, parking permit or other personal belongings remained in the lease car.

2 Which items do you return with the lease car?

When returning your lease car, also remember the things that belong to the lease car. Below you will find an overview of the items you need to return with the lease car:

- All keys (usually two);
- Instruction and maintenance booklet;
- APK form;
- License card;
- Spare wheel;
- Lock bolts;
- Carpet set;
- Separate navigation system (if applicable);
- Towing hook and removable ball/wrench (if applicable);
- Roof racks (if applicable);
- Charging cable(s) (if applicable);
- Fuel card or charging pass;
- Hat shelf/roll cover (if applicable).

3 Where do you return your lease car?

Depending on the agreements made with you or your employer, our driver will collect the lease car or you can return the lease car to our office. In some situations, you can return the lease car to the dealer to collect your new lease car.

Pick up of lease car by driver

When our driver collects the lease car, the driver will conduct a **provisional intake** of the lease car. The driver will note whether the lease car is clean, what the mileage is, assess whether all items are present, check the lease car for any damage and take various photos. After signing, you will immediately receive the intake report including the photos by email.

The final intake always takes place at one of our locations. You can therefore not derive any rights from the provisional intake by our driver. In case of damage, missing items or if the lease car is not clean, you or your employer will be notified.

Return lease car at our location

Would you prefer to return the lease car yourself at one of our locations? That is possible. Please contact us in advance, we will be happy to schedule an appointment for you.

Returning the lease car to the dealer

You can combine handing in your current lease car with collecting your new lease car from the dealer. We are naturally happy to give you this option! It allows you to switch easily to your new lease car.

When returning the lease car to the dealer, the final intake of the lease car will also take place at our location. We ensure that the lease car is collected at the dealer by our driver. As soon as the lease car is at our location, we will take care of the final intake.

4 How does the final intake by the claims expert at our location work?

Our damage expert checks the condition of the lease car. We check whether the lease car has been returned clean, check the lease car for any damage, note down the mileage and finally we check whether all items are present. If the final intake differs from the provisional intake, you or your employer will be notified.

5 Damage to your lease car?

Of course, we assume that you have looked after your lease car well over the past few years and that you will return the lease car to us in good condition and damage-free.

Has there been any damage? Then we ask you to report it immediately. You can easily do this online (from your mobile phone) via mobilityservice.nl/damage. You can upload photos of the damage immediately.

Should we nevertheless notice damage when taking your lease car, we will make a distinction between acceptable and unacceptable damage. Here you will find a brief overview. In the information flyer 'Damage to your lease car' we have listed several examples for you.

Which damage is acceptable?

Acceptable damage includes;

- (Cleaning and washing) scratches and damage, unless they can be polished;
- Dents smaller than two centimetres (maximum two dents per section);
- Light stone chippings;
- Stains in the interior that do not need to be removed by professional cleaning equipment.

Which damage is not acceptable?

By unacceptable damage, we mean damage caused, for example, by an accident or serious user traces that require expenses for repair. Should we unexpectedly come across unacceptable damage during the final intake, we will be obliged to charge a fee for this.

Unacceptable damage includes:

- Scratches and damage that cannot be removed by polishing and are through the coating;
- Dents and asterisks in the window that cannot be repaired;
- Scrapes and dents;
- Damaged coating due to bird poop;
- Damaged and/or broken mirrors and/or lamps;
- Missing spare key or other missing items;
- Dents in bodywork;
- Dents and scratches on the rims;
- Stains in the interior to be removed by professional cleaning equipment;
- Scorch marks and holes in the interior;
- Unpleasant smell in the car such smoke and dog smells;
- Scratches on the plastic that need to be repaired.

What are the costs for possible cleaning and damage?

If we detect unacceptable damage or need to have the interior cleaned, we are obliged to charge a fee for this.

Is your lease car insured with us? Then we will pass on the deductible excess if non-recoverable damage to the lease car is detected. The amount of this deductible excess depends on the agreements made in the lease contract.

Is your lease car not insured with us? In that case we will charge the repair costs for any unacceptable damage.

If you have any questions about returning your lease car, you can email info@mobilityservice.nl or call 085 4871 441 (during office hours).

Breakdown on the road?

Here you will find our tips to get back on the road as quickly and safely as possible.

Contact our 24-hour emergency service at 085 4871 499.

Important to remember in case of breakdown:

- Is the breakdown on the motorway? Call 112 immediately and try to get to a safe area. If you can't, use the hard shoulder. Put the car as far to the right as possible against the shoulder.
- Turn on the hazards and get out of the car on the side where there is no traffic.
- Stay behind the guardrail. If there is no guardrail, stay well away from the car with a view of the oncoming traffic.
- Never cross a motorway.
- Never leave anyone in the car on the lane or hard shoulder.

Damage at home and abroad

- 1 Call the police and any other emergency services immediately. Contacting the police is mandatory in case of collisions with lease cars.
- 2 Call **085 4871 499** in case of serious issues (when the car is not driving anymore).
- 3 Report the damage online via **mobilityservice.nl/schade**, and add the fully completed claim form (front and back). Please note that both parties must sign the claim form (digitally).
- 4 If you have not reported the damage digitally, please report the damage as soon as possible (during office hours) to us (**085 4871 443** or **schade@mobilityservice.nl**) and send us the damage form and possibly a police report as soon as possible.
- 5 Also notify your employer or fleet manager of the damage.

Only where aforementioned rules have been adhered to will we be able to deal with the damage (and hold any counterparty liable). Making your own arrangements with a repair shop is never allowed.

Recoverable and non-recoverable damage

Recoverable damage means that a counterparty admits guilt (immediately or later) to the damage he or she has caused. In all other cases, the damage is not recoverable and a deductible excess applies.

Window damage

In case of window damage, you can contact **123ruit.nl** on phone number **088 1850 500**.

Window damage in case of burglary

If there is any damage to the window due to burglary, you can contact **123ruit.nl** on **088 1850 500**. You must also report the damage to the police, send the police report to **schade@mobilityservice.nl** and fill out the claim form (digitally) on the website **mobilityservice.nl/schade**.

Tip: take valuable possessions out of an unattended car. Laptops, mobile phones, navigation systems and other movable items are excluded from the cover and are not reimbursed by the insurer.

Repair and maintenance

Check the following things regularly in the lease car:

- **The oil level;**
- **The cooling water level;**
- **The windscreen washer fluid;**
- **The tire pressure.**

You can schedule appointments for regular maintenance with a licensed repair shop or with the brand dealer. The information display in the car or the maintenance booklet is to be used as guidance.

When making an appointment, you can mention that it is a car of Mobility Service Nederland B.V. The dealer will then contact us to ask permission for the maintenance. Replacement transport, if included in the lease contract, will be provided by a licensed repairer or your brand dealer. **During small maintenance, it is customary to remain waiting for a while.**

Fuel card or charging pass

The employer determines which options the fuel card contains. Therefore, consult the fleet manager for information about specific institutions (refuelling abroad, manned petrol stations / unmanned petrol stations, motorway refuelling, premium fuels, including car wash, etc).

Is the fuel card or charging pass broken?

Please contact us on 085 4871 441. This is due to the liability that may result from any misuse of the fuel or charging pass. You can easily declare any self-made costs online through the MTc app.

We hope all this information will see you safely on your way. Do you still have a question after reading?

Do not hesitate, call **085 4871 441** or visit **mobilityservice.nl**



mobilityservice.nl