

Vehicle returns information

Dear Company Car User,

The information provided below will help you to ensure that the return process is as smooth as possible.

- **Pick-up date:** The forwarding agent won't call you to schedule the pick-up until shortly before or **on** the return date that you specified. It is not possible to arrange a date **before** then for logistics-related reasons.
- Make sure no vehicle parts are missing at the time of pick-up. If any parts are missing you will be billed for them. Unfortunately, we cannot accept missing parts that are sent to us after the pick-up date.
- If you have made any modifications to the vehicle (interior, body), e.g. installed a tow bar or additional speakers or telephone holders, you may only remove them if you restore the vehicle to its original condition at your expense.
- Do **not** hand over your fuel cards to the forwarding agent. Deactivate the cards before the vehicle is returned by cutting them in half through the magnetic strip.
- **Please check** if you use the manufacturer's connected car service. To use a connected car service you have to conclude a separate contract with the manufacturer and you get a user account that is linked to the vehicle. The user account gives you access to various vehicle data (e.g. vehicle location, mileage etc. depending on the vehicle make) and functions (e.g. lock and unlock the vehicle, switch on the auxiliary heater etc.).

Before you return the vehicle you are required to deactivate your user account. The vehicle manufacturer can provide you with instructions on how to deactivate it. We also recommend the sensible handling of the personal data you use in the vehicle, such as phone contacts, streaming service content and navigation system destinations. Please delete all personal data before the vehicle is returned. Further information about data deletion can be found in the operating manual or requested from the manufacturer.

If you have any questions, please contact:
LeasePlan Deutschland GmbH
Used Car Logistics
Phone: +49 211 58640 705 E-mail: gwlogistik.de@leaseplan.com

Vehicle return checklist

- Clean interior and exterior of the vehicle.
- Place the vehicle registration certificate (Fahrzeugschein/Zulassungsbescheinigung) Part 1 (ZB1) in clear view on the passenger seat.
Important: this document is necessary for the vehicle's de-registration. If you do not have it, please inform our Used Vehicle Logistics Department.
- Return vehicle keys, including spare keys if you have them, and the auxiliary heater remote control with the vehicle.
- Properly package summer/winter wheels and secure them on a suitable underlay in the vehicle.
Important: this ensures you won't incur any additional charges for any damage or soiling to the seats and interior trim. Winter tyres with rims must always be returned if they are included in the lease contract.
- Place the service booklet or a print-out of all digital service records and the operating manual in clear view on the passenger seat.
- Ensure you have removed all personal items from the vehicle.
Important: we accept no responsibility for items of private property which are left in the vehicle.
- Ensure that the partition net and luggage compartment cover are in the vehicle.
- If you have an electric vehicle:** Place the charging cable on the floor at the passenger side.
- Deactivate fuel cards by cutting them in half through the magnetic strip and dispose of them.
- Delete personal data from the navigation system, phone book and any privately used vehicle apps.
- The battery should be sufficiently charged for a range of **200** km.