

Vehicle return/exchange checklist

To ensure that the return and/or exchange of your company vehicle goes as smoothly as possible, we have compiled this checklist for you. Please make sure that you have notified Alphabet Fuhrparkmanagement GmbH of the vehicle return or have arranged a return date. Your contact person at the Alphabet office will be happy to help you with this. You can find the contact details on our website www.alphabet.de

Do you have all the following items and vehicle components?

- All keys
- Section I of licence certificate ("Kfz-Schein")
- All user manuals (completed service booklet and operating instructions)
- Key code card*
- Radio code card*
- Remote control for the auxiliary heater*
- Mobile phone preparation*
- CD changer stack*
- DVD for the navigation system*
- Complete set of tools
- Warning triangle and first-aid kit
- Separating net and luggage compartment cover*
- Wind deflector with cover*
- Tow hitch with all keys and tow ball*
- Spare wheel*
- Tyre repair kit*
- Floor mats
- Charging cable, adaptor for electric vehicles*
- Complete set of summer tyres with original rims and matching wheel bolts/anti-theft wheel bolt adapters*
- Complete set of winter tyres with rims (if tyre service is included in the leasing contract)

* Only where applicable.

Have the following criteria been met?

- Is the vehicle roadworthy and safe to run?
- Does the vehicle have a valid general inspection and exhaust emissions test certificate?
- Is there sufficient fuel in the tank (80 km, to cover the distance to the nearest petrol station)?
- For electric vehicles (e.g. BEV/PHEV): Is the battery fully charged?*
- Is the oil level sufficient?
- Do the tyres on the car have a tread depth of more than 2.0 mm at the weakest point?
- Have all insurance claims been documented and reported?
- Has all technical maintenance and warranty work been carried out?
- Have all inspections and service work been entered in the service booklet?
- On the day of delivery, has the vehicle been cleaned inside and out and is it in perfect visual and technical condition?
- Have all personal items been removed from the vehicle?
- Are loose parts (luggage compartment cover, wind deflector, wheels etc.) safely stowed and secured?
- Has all glass damage (e.g. stone impact on the windscreen) been repaired by one of our glass partners? You will find a list of glass partners on www.alphabet.de

- If the vehicle return is carried out in difficult conditions (e.g. in the dark, multi-storey car park, snow/ice, rain, dirt), it may not be possible to document all vehicle defects in the return protocol. In this case we will invoice you for impairments as per the assessment.
- Please be sure to have any glass damage repaired before returning the vehicle. Insurance companies do not accept fictitious invoices (e.g. based on the assessment). A repair invoice is absolutely necessary here. It is not possible to have glass repairs carried out on Alphabet sales premises.
- We have to charge you for any missing parts according to the assessment. It is not possible to submit them at a later stage.
- Please note that we have to charge you for any unnecessary journey time undertaken by the logistics company.
- Please delete all personal data before returning your vehicle.

Tips for a successful vehicle return:

- Service booklet cannot be found: please bring the last service invoice with you when you return the vehicle.
- Section I of licence certificate ("Kfz-Schein") cannot be found.
 - a) Report loss to the registration office
 - b) Apply to registration office for issue of new licence certificate

A vehicle return cannot be carried out if the following criteria apply:

- Section I of licence certificate ("Kfz-Schein") cannot be found.
- The vehicle does not have a valid general inspection and exhaust emissions test certificate.
- The original wheels/tyres (summer) are missing.

For more information, please contact eot@alphabet.de

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