



RETURN OF THE VEHICLE QUICK AND EASY

Below you will find detailed instructions on the entire procedure of returning the vehicle. By respecting the instructions, you will ensure the proper execution of the agreement. Please consider these simple rules, by which you will exclude the responsibility of your company for unnecessary damage occurred and the payment of additional repairs.

The ALD Automotive sales team will contact the person responsible in your company 150 days prior to the termination of the contract, and 30 days prior to the termination we will notify you about the details concerning the return.

Please set aside 45 minutes for the entire process. The vehicle return location is at the headquarters of ALD Automotive.

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Phone: +385 (0)1 6666 060

E-mail: operativa.hr@aldautomotive.com



Preparing the vehicle for return

The vehicle must be washed and cleaned upon the return, and any additional equipment owned by you must be removed, in order to avoid additional damage which may also lead to additional costs.

You also need to prepare your personal identification document and the following documentation and equipment:

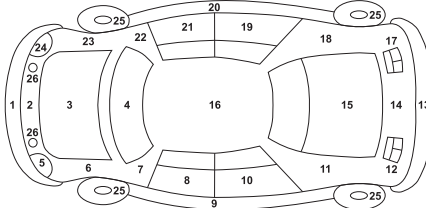
- traffic permit
- insurance policy and green card
- vehicle service book with certified service dates, if it was delivered with the vehicle
- ALD fuel card, cut in two halves (if you have one), without PIN
- manufacturer's instructions for the use of vehicle
- keys and duplicate keys
- keys or remote control for alarm or engine locking (mul-t-lock)
- essential vehicle equipment
- fire extinguisher

Vehicle Return Record

A Vehicle Return Record shall be drawn up in cooperation with the independent assessor DEKRA Ekspert d.o.o. when returning the vehicle. The record shall contain the following essential information:

- vehicle data
- list of equipment
- vehicle handover location
- precise kilometer reading
- date of vehicle return
- condition of the returned vehicle



PODACI O VOZILU			POPIS OPREME							
Registracija			Prometna dozvola	Da	Ne	Kom.	Antena	Da	Ne	Kom.
			Polica osiguranja				Auto radio			
Šasija			Upute za korisnika				Navigacija			
Ugovor			Servisna knjižica				GSM instalacija			
Model i tip			Rezervni klijuč				Ratkape			
Prijedenih km			Daljinski upravljač				Krovni nosači			
			Rezervni kotač				Kuka za vuču			
			Obvezna oprema				Kartica za gorivo			
Vrsta oštećenja										
1	Branik - prednji									
2	Maska prednjeg branika									
3	Pokrov motora									
4	Vjetrobransko staklo									
5	Svjetlo - prednje lijevo									
6	Blatobran - prednji lijevi									
7	Retrovizor - lijevi									
8	Vrata - prednja lijeva									
9	Prag - lijevi									
10	Vrata - stražnja lijeva									
11	Blatobran - stražnji lijevi									
12	Stop svjetlo - stražnje lijevo									
13	Branik - stražnji									
14	Stražnja površina									
15	Pokrov prtljažnika									
16	Krov									
17	Stop svjetlo - stražnje desno									
18	Blatobran - stražnji desni									
19	Vrata - stražnja desna									
20	Prag - desni									
21	Vrata - prednja desna									
22	Retrovizor - desni									
23	Blatobran - prednji desni									
24	Svjetlo - prednje desno									
25	Pneumatici									
26	Maglenke									
27	Rezervni kotač									
28	Ostalo									
Legenda:										
Oštećenje laka:	—————	Uđubine:	X							
Oštećenje lima:	=====	Potrebno mijenjati:	⊗							
Opis stanja vozila - vanjski izgled: 1 2 3 4 5 6 7 8 9 10										
Napomena:			<p style="text-align: center; color: red;">Relevantne okolnosti ovog Zapisnika utvrđuje angažirana inspeksijska tvrtka prilikom povrata vozila. Zapisnik se sačinjava radi definiranja postojanja oštećenja i identifikiranja potrebnih popravaka na vozilu prema njegovom stanju u trenutku povrata, u cilju utvrđenja stvarnog stanja vozila.</p>							
Unutrašnjost	Dobro	Loše	Za ALD:							
Stražnja policia										
Tepisi, podne obloge										
Sjedało - prednje lijevo										
Sjedało - prednje desno										
Sjedało - stražnje lijevo										
Sjedało - stražnje desno										
Sjedało - srednje sjedało										
Vrata - prednja lijeva										
Vrata - prednja desna										
Vrata - stražnja lijeva										
Vrata - stražnja desna										
Pneumatici	Profil u mm	Propisan profil	Datum:							
Prednja lijeva			Vrijeme povrata:							
Prednja desna										
Stražnja lijeva			Ime i prezime korisnika:							
Stražnja desna			Potpis korisnika:							
Dimenzija pneumatika			Žig ili broj OI:							
Za ALD										





VEHICLE CONDITION ASSESSMENT CLEAR AND TRANSPARENT

The accuracy of data on the vehicle condition stated during the return, confirmed by signing the Record is very important for the proper execution of the agreement.

If the vehicle was used in accordance with the provisions set out in the General terms for contract on operating leasing and in accordance with the manufacturer's instructions and submitted in an acceptable condition, your company will not be charged for additional costs.

The improper use of vehicle and non-compliance with the manufacturer's instructions will result in unacceptable vehicle condition. The loss of equipment or parts, any defects or damage of the vehicle not covered by the insurer, and any damage not acceptable according to the instructions for the return of the vehicle, will lead to additional costs for your company.

In order to provide you with an easier and more transparent preparation of the vehicle for the return, we are stating some examples of acceptable and unacceptable conditions of vehicle parts below. We have shown the examples of damage resulting from normal use that do not impact the value of the vehicle, as well as the examples of damage resulting from extraordinary events that require repair and reduce the value of the vehicle.



Reporting the damage during the return

If the vehicle insurance is included in your agreement, upon the inspection performed and on the basis of the written record of the return of the vehicle you can report the possible vehicle damage under the valid insurance policy, which has not yet been reported.

Preliminary vehicle inspection

If you are not sure of the independent assessment of the condition of your vehicle and the insurance is not included in your agreement, and you do not want any additional expenses for your company, ALD offers you preliminary inspection. Based on the identified condition and the written records, you can report the damage under the valid insurance policy before returning the vehicle. The costs of preliminary vehicle inspection are defined under the internal Fee Regulation.

Preliminary vehicle inspection booking:

Phone: +385 (0)1 66 66 060

E-mail: operativa.hr@aldautomotive.com





PHOTOS, DESCRIPTIONS AND EXAMPLES OF ACCEPTABLE AND UNACCEPTABLE CONDITION OF RETURNED VEHICLE

Damages are clasified in 6 categories:

1. Body and exterior color
2. Bumpers and surface protectors
3. Windscreen, glasses and lights
4. Interior and seats
5. Wheels and tires
6. Load space



1. Body and exterior color

Acceptable damages



Surface scratches

- Surface scratches; color structure is not damaged and the damage can be simply repaired by surface treatment - polishing.



Dents which are not caused by traffic accident

- Not more than two dents with a diameter of less than 20 mm on each vehicle body surface, due to which color repair is not required (caused by door impact or similar).
- Damage due to professionally installed equipment (eg an aperture from the professionally installed antenna).



Damage due to stone impact

- Damage to the front body part due to stone impact, without noticeable metal corrosion.
- Surface paint retouching which is done professionally and in the same color as the basic color of the vehicle.

Unacceptable damages, which will be charged to the user



Deep scratches

- Scratches of the basic color which require varnish.
- More larger scratches on the surface, which affect the appearance of the vehicle.



Dents caused by impact or crash

- Unrepaired or unexpertly repaired damage (other color shades, visible color leaks, visible drilling results, poorly set body parts, etc.).



Larger dents on vehicle body

- Dents larger than 20 mm.
- More than two dents on one body surface, although smaller than 20 mm in diameter.
- Negative effect of aggressive media to varnish (chemical, industrial and other layers).



2. Bumpers and surface protectors

Acceptable damages



Surface scratches on bumpers

- Surface scratches on bumpers which are the same color as vehicle body and can easily be repainted by retouching.
- Small scratches on unpainted bumpers.



Damage to side surface protectors

- Scratches or small dents on side surface protectors.
- Small deformations of surface protectors.

Unacceptable damages, which will be charged to the user



Deeper scratches on bumpers

- Deep scratches which require repair and painting (on bumpers which are the same color as vehicle body).



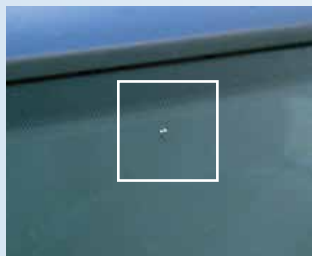
Deep scratches on surface protectors

- Deep deformations, scratches and cracks on side surface protectors, which require replacement or repair.



3. Windscreen, glasses and lights

Acceptable damages



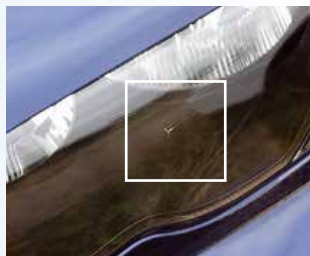
Minor windscreen damage

- Not more than three minor glass surface damages, which are beyond driver's and co-driver's field of vision and can be repaired.



Minor damage on lights

- Small scratches on the lights, without any other damage.



Minor damage on headlights

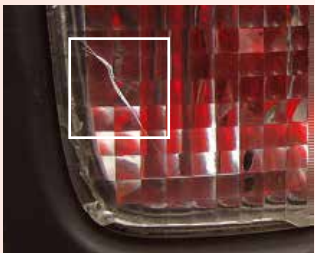
- Smaller impact on headlight glass, without visible moisture penetration and no influence on light efficiency and safety.

Unacceptable damages, which will be charged to the user



Windscreen damage which can not be repaired

- Windscreen damage in driver's and co-driver's field of vision.
- Cracks and deeper scratches in glass.



Cracked lights

- Cracked lights to which moisture can easily penetrate
- Broken or cracked rearview mirrors.



Cracked headlights

- Headlight crack which increases due to temperature changes or torsional.



4. Interior and seats

Acceptable damages



Worn floor coverings

- Normal wear of carpets or interior linings due to time of use and vehicle mileage. Possible repairs were done professionally.



Normal wear of seats

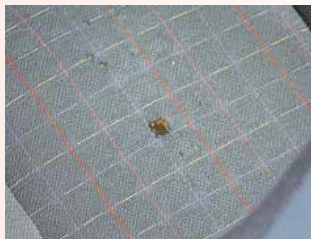
- Seat wear as a consequence of regular use, without fabric and material damage.

Unacceptable damages, which will be charged to the user



Ruptured and ruined interior lining

- Tears or holes in floor coverings, door linings, ceiling, luggage compartment.
- Mold or other processes that cause a constant and unpleasant odour.



Cigarette burns

- Burns on seat fabric, floor coverings and other interior linings.
- Stains which can not be removed.
- Soiled and neglected vehicle interior.



5. Wheels and tires

Acceptable damages



Acceptable tire wear

- TWI (Tire Wear Indicator) which indicates tire wear, according to legal regulation.



Schratches on wheel cover

- Surface scratches on wheel cover due to contact with sidewalks.
- Scratches and surface damages which are not the consequence of an impact.



Schratches of alloy wheels

- Surface damages which are not the consequence of an impact.
- Scratches and damages which can not be repaired by polishing.

Unacceptable damages, which will be charged to the user



Unacceptable tire wear

- TWI (Tire Wear Indicator) which indicates tire wear, according to legal regulation.
- Tire wear which exceeds legal regulation:
 - summer tires: tread depth min 1,6 mm
 - winter tires: tread depth min 4 mm



Broken wheel cover

- Broken or damaged wheel cover.
- Missing wheel covers, if the vehicle was equipped with them.



Larger damage of alloy wheels

- Deeper scratches due to contact with sidewalks.
- Alloy wheel cover missing.



6. Load space

Acceptable damages



Surface floor damages

- Surface damages or scratches up to 30 mm.



Surface damages of vehicle sidewalls

- Surface scratches (on plastic, wood and metal), without dents or bumps.

Unacceptable damages, which will be charged to the user



Larger floor damages and ruptures

- Damages and dents larger than 30 mm.



Larger damages and ruptures of vehicle sidewalls

- Surface scratches larger than 30 mm.
- Any dent or bump.
- Breaks or lack of plastic parts.



THANK YOU FOR DRIVING WITH ALD AUTOMOTIVE!



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