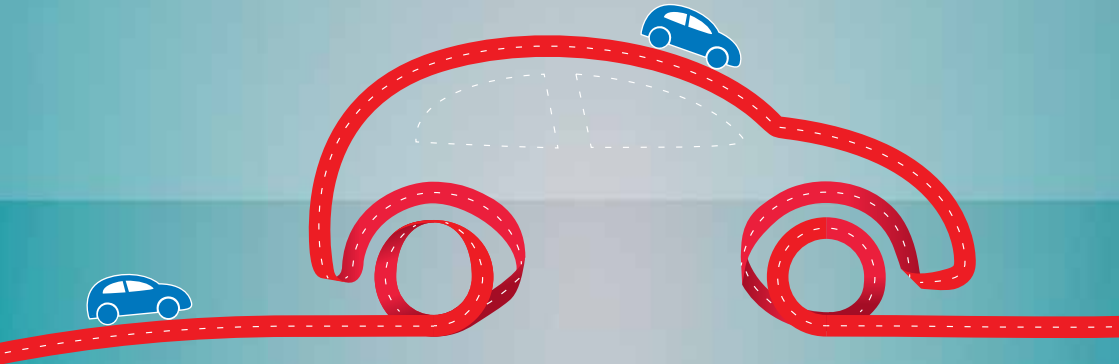


# ALD AUTOMOTIVE USER GUIDE



LET'S DRIVE TOGETHER



**ALD**  
Automotive



## Welcome to ALD Automotive

Thank you for the trust you've placed in us! ALD Automotive is a professional and proactive partner with long-standing international experience and knowledge. Led by a team of top experts, we are focused on your needs and we provide you with quality solutions.

In this User Guide, you will find basic information that will help you to make use of all advantages you are entitled to as a user of a leased vehicle.

By signing an agreement with ALD Automotive, you can use full range of services or part of it (depending on the package agreed), which cover all aspects of use of the vehicle.

Your company, that is you, are the user of the vehicle, meaning that you have taken over the obligation of handling the vehicle in accordance with determined conditions.

ALD manages your fleet in your name – our professional team is at your service, in order to provide you with continuous mobility and comfort.



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## ALD AUTOMOTIVE CALL CENTRE ALWAYS AVAILABLE

You can send all requests or ask for any information related to the use of vehicle and services included in your agreement by calling the ALD Call Centre.

ALD Automotive is at your service 24/7. Our customer support and advice from our expert and professional team will facilitate your use of the vehicle throughout the whole term of the agreement.

### **ALD Automotive Ltd. ALD Fleet Services Ltd.**

Betinska 1, Veliko Polje  
10010 Zagreb, Croatia

Phone: **+385 (0)1 6659 755**

Fax: **+385 (0)1 6659 766**

Web: **www.aldautomotive.hr**

### **ALD Call Centre:**

Phone: **+385 (0)1 6666 060**

Email: **operativa.hr@aldautomotive.com**

### **ALD Road Assistance:**

Croatia: **0800 1121**

International: **+385 1 36 88 331**





## HAND OVER OF NEW VEHICLE MOBILITY WITHOUT BORDERS

When picking up the vehicle, we kindly ask you to check if the vehicle fully matches your order and if it is equipped in accordance with the signed agreement.

Please check that you have been given the following documentation:

- Traffic permit
- Insurance policy MTPL and Green Card
- The supplier delivers the manufacturer's guide for the use of vehicle and the service book (in printed or electronic form) along with the vehicle

For the purpose of acknowledgement of receipt, a Takeover Protocol needs to be filled in, signed and certified when picking up the new vehicle. The original or electronic form of the certified record needs to be submitted to ALD Automotive, and one copy is kept for personal use.





## VEHICLE MAINTENANCE COMFORTABLE AND SAFE DRIVING

If the vehicle maintenance is included in your agreement, ALD Automotive will cover the agreed costs of vehicle service and spare parts, pursuant to the manufacturer's recommendations and solely through an authorised network of service partners of ALD Automotive for the vehicle make you use.

You can find the list of ALD service partners on our website [www.aldautomotive.hr/download](http://www.aldautomotive.hr/download) or by scanning the QR code:



We kindly ask you to respect service intervals determined by the manufacturer of the vehicle. We recommend that you contact ALD service partners in advance and book a suitable date.

Non-compliance with service intervals may lead to the loss of vehicle warranty or non-recognition of warranty repairs that may cause additional expenses for your company.



## How to use the vehicle maintenance service?

We provide vehicle maintenance solely through an authorised network of ALD Automotive service partners.

You can find the list of service partners on our website [www.aldautomotive.hr/download](http://www.aldautomotive.hr/download) or simply call ALD Automotive Call Centre **+385 (0)1 6666 060** and request all necessary information.

We recommend that you book your preferred date in advance.

During the regular service, check that the service advisor properly certified the service book, if it was delivered with the vehicle.

### What is included in the maintenance service?

- Costs of regular services determined by the manufacturer.
- Service repairs which are necessary for the safe use of your vehicle (replacement of parts due to regular and normal use).
- Replacing or refuelling liquids (fluids) in regular service intervals.
- Accumulator, windscreen wiper blades and bulbs replacement within the regular use and normal vehicle exploitation.

### What is NOT included in the maintenance service?

- Parking card, fuel, vehicle washing or polishing, engine washing.
- Installation of non-original spare parts and additional equipment (rear-view mirrors, antennas, roof racks).
- Service and maintenance of additional upgrades such as: chillers, portable navigation, BT hands free...
- Repair of vehicle damage caused by the negligence of the driver /user and contrary to the manufacturer's instructions.



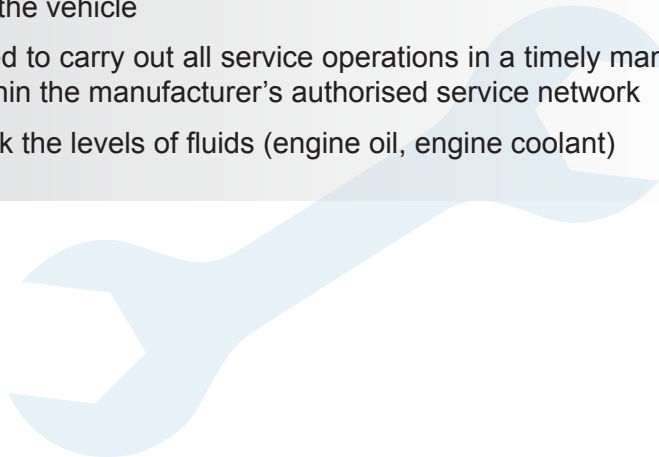
- Repairs caused by non-compliance with the manufacturer's determined service intervals and repairs of vehicle damage which are not covered by the insurer.
- Loss of vehicle equipment (wheel covers, keys, antennas, flaps...)
- AdBlue liquid solution and refuelling.
- Refuelling outside of regular service intervals.



## Remarks

Take into consideration the following instruction if maintenance is not included in your agreement:

- after you pick up your new vehicle, follow the manufacturer's instructions and respect the determined service intervals
- service the vehicle regularly, in accordance with determined intervals, as well as in the event of malfunctions that impact the technical road-worthiness of the vehicle
- you are obliged to carry out all service operations in a timely manner and solely within the manufacturer's authorised service network
- regularly check the levels of fluids (engine oil, engine coolant)







## TYRES SAFETY FIRST

If your agreement includes the tyre service, ALD Automotive will cover the agreed costs of purchase of new tyres within the limits of the contract category and quantity, including the seasonal replacement/fitting and storage.

### How to use the tyre maintenance service?

- Make an appointment for seasonal tyre replacement 7 days in advance and book a suitable date with ALD contractual partners. You can find the list of partners on our website [www.aldautomotive.hr/download](http://www.aldautomotive.hr/download) or simply call ALD Automotive Call Centre **+385 (0)1 6666 060** and check all necessary information.

The notification of seasonal tyre replacement will be sent on time in form of an ALD newsletter to the person responsible in your company.

Respect the law regulations on seasonal tyre replacement (legal obligations of winter equipment in the Republic of Croatia from 15 November of the current year to 15 April of the following year).



## What is included in the tyre maintenance service?

- Repair of damaged tyres.
- Replacement of worn tyres which are not complying with the legal regulations.
- Seasonal tyre replacement in accordance with valid legal regulations.
- Tyre storage with a pre-agreed amount of summer/winter tyres during the whole term of the lease.

## What is NOT included in the tyre maintenance service?

- Replacement tyres for damage and other circumstances which are not provided for in the agreement.
- Additional services and requests such as filling tyres with nitrogen and similar.
- Set for tyre repair (compressor and tyre foam).



### Remarks

Take into consideration the following instruction if tyre maintenance service is not included in your agreement:

- change tyres as soon as the minimum tread depth has been reached, or when the law stipulates the replacement of summer/winter tyres
- dimensions of tyres must correspond to data provided by the manufacturer of the vehicle
- regularly check the tyre pressure.





## ALD ROAD ASSISTANCE AVAILABLE AT ALL TIMES

If ALD Assistance is included in your agreement, you are entitled to a 24/7 road assistance, in all European countries.

In the event of a vehicle breakdown or an accident, on-site vehicle repair is provided (where the circumstances permit). Otherwise, we will organise vehicle towing to the nearest authorised ALD service partner, and we will enable you to continue with your intended route.

The ALD Assistance is available by calling the number:

**Croatia: 0800 1121**

**International: +385 1 36 88 331**

### You can call ALD Assistance in the event of:

- breakdowns (you cannot start the engine, or you ran out of fuel)
- using the wrong fuel, lost or stolen keys, damaged/ flat tyres, breakdowns arising from additionally mounted equipment, breakdowns due to alarm system



- car accident
- attempted vehicle theft or alienation
- vandalism
- other situations when you need support or information

## How to use ALD Road Assistance?

Call the ALD Assistance number and provide the operator with basic information about the vehicle, place of the event and circumstances. Possible solutions that we will offer you in accordance with the circumstances you have found yourselves in are the following:

- return to home with alternative transport
- temporary stay (overnight stay)
- continuation of the journey with a replacement vehicle

## Persons in vehicle covered by the ALD Road Assistance service:

- driver
- passengers, if their number does not exceed the number of persons indicated in the traffic permit



### Remarks

- In the event of a car accident, follow the operator's instructions and immediately notify the police.
- Closely follow the information related to vehicle insurance stated in this guide.
- ALD Road Assistance does not cover the costs of personal belongings of the user or pecuniary loss due to the inability to use the vehicle, or in the event of any illegal use of the vehicle or damages caused intentionally.





## VEHICLE INSURANCE AND CLAIMS MANAGEMENT

### WE ARE YOUR SUPPORT

If the vehicle insurance is included in your agreement, contact ALD Automotive in the event of a car accident or vehicle damage so that we can provide you with all the necessary information and instructions on the process of damage report.

In case of damage or accident contact us by calling one of the following numbers:

#### **Call Centre**

**+385 (0)1 6666 060**

#### **ALD Assistance**

**Croatia: 0800 1121**

**International: +385 1 36 88 331**

If the insurance is not included in your agreement, in case of damage, contact the representatives of your insurance company and make sure to notify ALD Automotive about the event.



## How to act if damage occurs (known or unknown offender):

- notify the police
- if somebody is hurt call the ambulance
- notify the ALD Call Centre or ALD Assistance
- fill out the form “European report on the accident” correctly, together with the other road user involved in the accident

## How to act in the event of vehicle theft or intrusion into the vehicle:

- notify the police
- notify the ALD Call Centre or ALD Assistance

## How to act in the event of registration licence or plate theft or loss:

- notify the police
- notify the ALD Call Centre or ALD Assistance
- ALD Automotive will help you with the issue of new documents or new registration plates

### Contacts:

- Police: **192**
- Emergency: **194**
- ALD Call Centre: **+385 (0)1 6666 060**
- ALD Assistance:  
Croatia: **0800 1121**  
International: **+385 1 36 88 331**





## Remarks

- In the event of greater damage, you must notify ALD Automotive no matter which insurance company the vehicle is covered by.
- Make sure to notify the police.
- Do not start the repair without the previous damage assessment. In that way, you will avoid your obligations in terms of bearing costs (all vehicle repairment is carried out solely in authorised service centres).
- Do not forget: ALD Automotive is the owner of the vehicle.





## REPLACEMENT VEHICLE ENSURE YOUR MOBILITY

If your agreement includes the replacement vehicle service, to use it you need to request authorization from ALD Automotive by calling the Call Centre **+385 (0)1 6666 060**. ALD will organise the service for you, depending on the option agreed.

### „Replacement vehicle – PACKAGE PLUS“

With Package Plus, replacement vehicle corresponding to the agreed category is at your disposal regardless of number of events, in the following cases:

- vehicle breakdown (max. 10 days)
- vehicle damage (max. 15 days)
- vehicle theft (max. 30 days)

\* Driver must return the replacement vehicle as soon as the conditions on the basis of which he used the replacement vehicle cease.





## „Replacement vehicle – NUMBER OF DAYS“

- With package Number of days agreed on a flat-rate basis, replacement vehicle is at your disposal within the agreed number of days, during the whole term of the lease regardless of the reason.
- Replacement vehicle category is stated in the agreement.

### How to book the replacement vehicle?

Contact the ALD Call Centre or send a request by e-mail to [operativa.hr@aldautomotive.com](mailto:operativa.hr@aldautomotive.com) and state the following:

- reason for which you are unable to use your vehicle
- place and time of the desired replacement vehicle pickup
- estimated duration of use of replacement vehicle (within the conditions agreed)

When picking up the replacement vehicle at the appointed place, prepare your driving licence.

### Return of the replacement vehicle

- Return the vehicle on the date and location agreed.
- The amount of fuel shall correspond to the amount recorded during the vehicle pickup.
- Parking tickets must be paid or reported when returning the vehicle. The lessee will be charged for outstanding tickets plus the costs of processing.





## DOOR TO DOOR SERVICE SAVES YOUR TIME

If door-to-door service is included in your agreement, it covers the following, depending on the agreed package:

### **„Main package“ includes door-to-door service during:**

- regular service determined by the vehicle manufacturer
- seasonal tyre replacement
- regular annual technical inspection and vehicle registration

### **„Extended package“ includes door-to-door service during:**

- regular service determined by the vehicle manufacturer
- seasonal tyre replacement
- regular annual technical inspection and vehicle registration



- repairs that are subject to the vehicle guarantee or breakdowns outside of the guarantee period, if the vehicle is in running condition (technical state that allows driving in accordance with legal regulations)\*
- damage repair: damage assessment and repair in the auto body repair shop, if the vehicle is in running order\*

\* if the vehicle is not in running order you should use the ALD Road Assistance.

## How to arrange the door-to-door service?

The service may be included in the agreement or you may request it subsequently if needed.

To include this service in your agreement, contact the sales representative. For a single-use, depending on your needs, request it through the ALD Call Centre.

The price of service is set out in the ALD Automotive Fee Regulation.

## How to use the service?

The use of the service needs to be announced 5 days in advance through ALD Call Centre: **+385 (0)1 6660 060** or [operativa.hr@aldautomotive.com](mailto:operativa.hr@aldautomotive.com) with stating the following information:

- type of service depending on the agreement and packages offered
- date and time of vehicle pickup for the completion of the service
- headquarters of your company – the door to door service is exclusively carried out at the address of your company
- contact details of the person who will submit the vehicle





## FUEL CARD NON-CASH PAYMENTS

If your agreement includes the fuel card service, you can use it on service stations of our partners.

Fuel card is used as an aid to non-cash payments for which the user takes the full responsibility.

- In the event of card loss or theft, you must cancel it with the issuer and notify ALD Automotive in order to provide you with a new one as soon as possible (pursuant to general terms and conditions and instructions of the fuel supplier)
- Upon the termination of the agreement and the return of the vehicle, as well as in the event of termination of the use of the abovementioned service, please return the cancelled or cut card to ALD Automotive.
- Do not leave the PIN in your vehicle for safety reasons.





## 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.

**Betinska 1, Veliko Polje, 10010 Zagreb**

**Phone: +385 (0)1 6666 060**

**E-mail: [operativa.hr@aldautomotive.com](mailto: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:

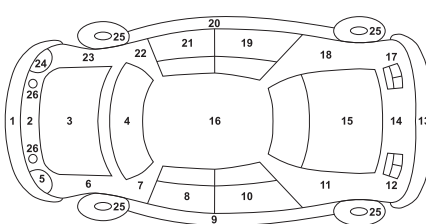
- traffic permit
- insurance policy and green card
- vehicle service book with certified service dates, if it was delivered with the vehicle
- ALD fuel card, cut in two halves (if you have one), without PIN
- manufacturer's instructions for the use of vehicle
- keys and duplicate keys
- keys or remote 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											
<p><b>Napomena:</b> 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>														
<b>Unutrašnjost</b>		Dobro	Loše	Za ALD:										
Stražnja policia				Korisnik:										
Tepisi, podne obloge														
Sjedało - prednje lijevo														
Sjedało - prednje desno														
Sjedało - stražnje lijevo				Posrednik:										
Sjedało - stražnje desno														
Sjedało - srednje sjedało				Potpis posrednika:										
Vrata - prednja lijeva														
Vrata - prednja desna				Datum:										
Vrata - stražnja lijeva														
Vrata - stražnja desna				Vrijeme povrata:										
<b>Pneumatici</b>		Profil u mm	Propisan profil											
Prednja lijeva				Ime i prezime korisnika:										
Prednja desna														
Stražnja lijeva				Potpis korisnika:										
Stražnja desna														
Dimenzija pneumatika				Žig ili broj OI:										
<b>Za ALD</b>			ALD Automotive d.o.o. Betinska 1, Veliko Polje HR-10010 Zagreb Hrvatska				Tel: +385 (0) 1 6659-755 Fax: +385 (0) 1 6659-766 www.aldautomotive.hr www.aldautomotive.com				MBS: 080512512 OIB: 45116797997 Žiro račun broj: 2330003-1100370582 Societe Generale Splitska banka			





## 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](mailto:operativa.hr@aldautomotive.com)**





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

Damages are classified 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 repaired 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).



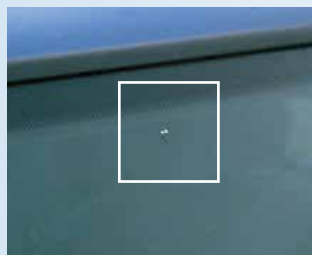
#### Deep scratches on surface protectors

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



## 3. Windscreen, glasses and lights

### Acceptable damages



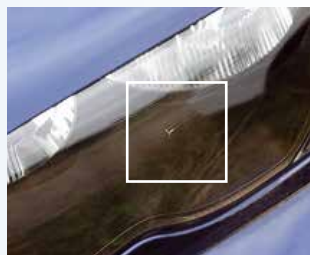
#### Minor windscreen damage

- 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

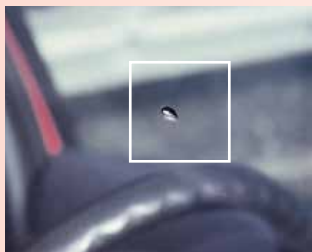
- Small scratches on the lights, without any other damage.



#### Minor damage on headlights

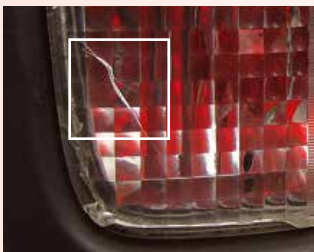
- Smaller impact on headlight glass, without visible moisture penetration and no influence on light efficiency and safety.

### 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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