# HASSLE-FREE DROP-OFF AT AYVENS HUNGARY | ALD AUTOMOTIVE

This publication was prepared to facilitate education on the importance of responsible vehicle use and to assist drivers with their due diligence before returning their vehicle at the end of the lease term.

#### How?

Please check the following before returning your vehicle:

- The car is in perfect working order: no service light on, no transmission/gearbox problems
- There is no unrepaired damage and no claims are being processed
- In the case of electric or Plug-in Hybrid vehicles, the factory charging cables
- All accessories are available. (if you have removed any accessories from the vehicle, put them back until the day of delivery (e.g.: headrest, hat rack, cigarette lighter, carpets, etc.)
- Is there a GPS device installed in the vehicle? If so, please arrange for it to be unpacked and restored to its original state.
- Is there a sticker on the body of the vehicle? If so, please take care of removing it and restoring the condition of the bodywork.
- The hubcaps or the light metal wheel rims are intact,
- No factory keys are missing,
- The roadworthiness or mot test is valid,
- The vehicle maintenance logbook is completed in full,
- The manuals and accessories for the car are not missing,
- The car is clean inside and out
- Damage to the windscreen. If yes, please fill in a damage report (Insurance claim notification document). We can only repair or replace your windscreen with a completed damage report (Insurance claim notification document). If a completed claim form is not submitted with the vehicle, the result of the independent expert's assessment will be charged to the total amount of the windscreen.

In the case of electric or plug-in hybrid vehicles, it is necessary to take the vehicle to a brand service center to assess the condition of the battery before handing it over.

STEPS TO A HASSLE-FREE ENDING OF THE CONTRACT

This leaflet aims to simplify the car return process, as well as prevent issues and avoid misunderstandings. It explains what needs to be done step-by-step, and discusses the contractual obligations to be fulfilled.

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## **BOOKING AN APPOINTMENT**

# Make an appointment for dropping off your car.

The driver of the car or the fleet coordinator should contact Ayvens Hungary | ALD to arrange the exact time and place of the return. Only vehicles agreed in writing in advance can be dropped off.

### **BOOKING AN APPOINTMENT**

Driver Desk: contact our staff in writing at the e-mail address driverdesk.hu@ayvens.com, or by calling the telephone number +36-1-802-5800 and provide your license plate number. Our colleague will provide you with all the information needed for the car return as well as a map showing the exact location of the drop-off.

We will not be able to accept vehicles without prior notification.

### II. PREPARING THE CAR

### Documents and accessories of the car

Ayvens Hungary | ALD Automotive will need the car documents for the ending of the contract. When you return the car, you must hand over all the documents and accessories that you received with the car at the start of the lease term.

All documents for the vehicle:

- Registration certificate,
- Code card for the radio, for the GPS etc.,
- Proof of compulsory insurance and international motor insurance card,
- All fuel cards without PIN code, perforated,
- Vehicle maintenance logbook, maintenance works certificate,
- Vehicle owner's manual in its original holder,
- We will not be able to accept vehicles without prior notification,

All accessories belonging to the vehicle:

- Keys with duplicates, optionally with a code card, etc.,
- First aid kit,

- Emergency warning triangle,
- Fire extinguisher,
- Car jack,
- Compressor,
- All accessories originally delivered with the car and indicated in the car's individual contract: e.g.

hands-free car kit, anti-theft device, etc.

• Grey license number plate

When and how do you hand them over?

All documents and accessories must be returned together with the car, at the pre-arranged date and time. If anything is missing at the time of dropping off the car, it can be sent by post or courier service within 5 working days at the latest by providing the license plate number or returned at the reception desk of the Ayvens Hungary | ALD Automotive Drop-off Point. After the deadline passed, the costs incurred by the replacement of the missing documents will be charged to you.

# You can send the missing documents to any of the following addresses:

Mailing address:

ALD Automotive Magyarország Kft. 1441 Budapest, P.O.B.: 45.

Return in person:

Ayvens Hungary | ALD Carmarket Drop-off Point

1223 Budapest, Nagytétényi út 57.

# III. RETURNING THE CAR

# Preparation of a vehicle return report

The vehicle return report is prepared by the staff of Ayvens Hungary | ALD Drop-off Point in the presence of the person returning the car, and then it is signed by both parties. The returned vehicle is handed over at the prearranged date and time, together with the documents listed above, in the presence of a representative of both parties, who sign the report to provide a verification of the return process.

Purpose of Handover: Return Delivered by Name: Minta Béla Company name: Teszt Kft PO Box: 1212 Town: Budapest Street, Nr.: Fő utca 1 ID card: ABCDEF12 Phone: 06123456789 E-Mail: at\*ado@teszt.hu Received by Name: Minta Antal Company name: Jármű Kft PO Box: 1212 Town: Budapest Street, Nr.: Budaörsi út ID card: ABCDEF99 Phone: 06987654321 E-Mail: at\*vevo@teszt.hu Vehicle details Chassic number:: QWERTASDFG1234567 Reg. Sticker Nbr.: QWER12 Plate number: ABC 123 Make: FORD GALAXY Model: 2.0 TDCI 163 HP TITANIUM POWERSHIFTModel: Placeholder kW: 120 Ccm: 1997 Fuel: DIESEL Number of seats: 7 Color external: Fekete bőr Color internal: Panther black Body: CAR - MINIVAN Extras List of extras: List of aftermarket extras: Comments:

Mileage: 124578 Externalcondition:Clean	Fuel level: 5/ 8 Internalcondition:Slightlydirty				
Accessories		Tyreinformation	ation		
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### Important!

The assessment of the vehicle's condition is not performed on the basis of the vehicle return report. Instead, it takes place in the days following the return of the vehicle, and is carried out by an independent expert assigned by Ayvens Hungary | ALD. The Lessee's representative is allowed to be present at this assessment if this is arranged for in advance. If you would like to view the assessment procedure, please make sure to indicate this when you arrange the appointment for the drop-off.

How is the assessment procedure done?

It is essential that the car is delivered clean inside and out to ensure a proper assessment of the vehicle and to fill out the status report sheet correctly. If the vehicle needs to be cleaned in order to carry out the assessment of its condition, the cost of this will be charged to you.

### **Transparency**

Status report sheets are publicly available and can be viewed at any time up to 60 days after returning the vehicle.

The status assessment includes the vehicle's:

- drop-off date
- mileage
- the existence of documents
- the existence of accessories
- the existence of keys and codes
- the condition of tyres, hubcaps and rims
- · aesthetic and technical condition

Damages indicated in the status report sheet are determined and accounted for when ending the contract, on the basis of Vehicle Return Guide issued by the Leasing Association, which guide is accepted and utilised by ALD Automotive Hungary Kft.

### **HLA Guide**

### **ENDING THE CONTRACT**

The contract will end after the vehicle was handed in together with its documents, keys and accessories, and after a report was drawn up. The information on the status report sheet prepared by the expert, on the basis of the vehicle return report, will provide details on the general and technical condition of the car, as well as record the existence of documents and accessories. In short, everything you need to end the contract.

### Status report sheet

The status report sheet is always prepared by an international quality control company, which will also be responsible for its content. SGS is the world's leading organisation in matters of quality control, inspection, testing and certification.

The restoration value for each damage, the cost of replacing missing documents, or the losses incurred by these or by damage reducing resale value will all be clearly stated. In all cases, we provide the option for the Lessee or his/her representative to be present at the assessment procedure, on the basis of prior arrangement, and for the expert to answer their questions directly.





VIZSGÁLATI ÖSSZEFOGLALÓ							
TELJES KÖLTSÉG	huf:	huf 145 846,20 TELJES ÉRTÉKCSÖKKENÉS			huf 28 668,00 NETTÓ KÖLTSÉG		huf 117 178,2
MUNKAKÖLTSÉG ÖSSZESEN							Értékcsökkenés
Típus	Óradíj		ć	rák száma		Munkaköltség	
Festés			huf 11 500,00			5,20	huf 59 800,0
Fém			huf 11 500,00			0	huf ,01
Mechanikai			huf 11 000,00			0	huf ,01
Összesen						5,20	huf 59 800,00
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Vissza | Fotók kicsinyítése | PDF-be konvertálás | Nyomtatóbarát verzió | Print Without Images | Download Images

• If the car shows damage accepted by Ayvens Hungary | ALD Automotive, there will be no charges to be billed.

/see: Leasing Association Drop-off Guide/

• If the car has been shown to have damage for which the Lessee is held liable, Ayvens Hungary | ALD Automotive will charge the costs incurred by the damages, as listed by the expert on the status report sheet, at the time of ending the car lease contract. The amounts determined here are based on the calculations of the internationally accepted Audatex and Eurotax software.

# **Driver Desk**

Driver Desk will provide answers to all questions you may have during the lease term, right from the

beginning until the problem-free return of the vehicle.

Tel: +36 1 802 5800 E-mail: driverdesk.hu@ayvens.com

# AYVENS HUNGARY | ALD AUTOMOTIVE USED CAR DROP-OFF LOCATION

Ayvens Hungary | ALD Used Car Drop-off Point address: 1223 Budapest Nagytétényi út 55/A-57 (Car-Éra)

Opening hours: Working days 8:00 - 17:00 GPS coordinates: 47.40170, 19.01043

