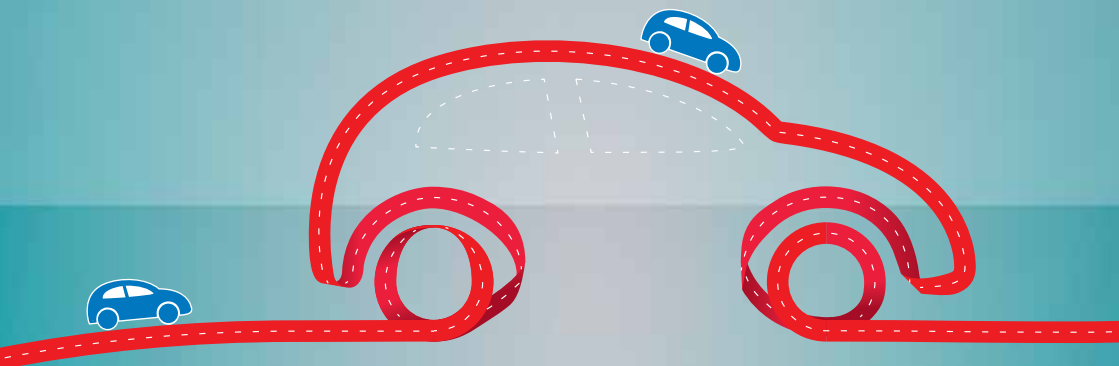


ALD AUTOMOTIVE

USER GUIDE



LET'S DRIVE TOGETHER



ALD
Automotive



Welcome to ALD Automotive

Dear Vehicle User,

congratulations! You have become the user of a new vehicle. Thank you for the trust you have placed in us.

By signing the lease agreement, you were given the opportunity to use services provided by ALD Automotive.

In these instructions you will find information and recommendations for use of all benefits you are entitled to as a user of our vehicle in the most efficient way.

Please handle the vehicle in accordance with the prescribed conditions of use.

Should you have any questions or doubts, feel free to contact us. We are always happy to help you with advice in order to facilitate the use of vehicle during the term of lease agreement.

Your ALD Automotive Team



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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 Call Centre:

Tel: **+386 (0)1 3301 440**

Email:
operativa.si@aldautomotive.com

ALD Road Assistance:

Slovenia: **080 20 82**

International: **+386 (0)1 5133 568**

In case of emergency:

Police	113
Fire Department	112
Emergency	112





HAND OVER OF NEW VEHICLE

MOBILITY WITHOUT BORDERS

When picking up the vehicle, the user must check if the vehicle is equipped in accordance with the lease agreement.

- Registration Certificate
- Approval
- Insurance Policy (if insurance is included)
- Green Card (if insurance is included)
- Power of Attorney for the use of leased vehicle
- European Accident Statement
- Fuel Card (if fuel is included)
- Pick-up record with a signature certifying the pick-up of a new vehicle with supporting documentation
- Manufacturer's documentation together with the service book and vehicle use instructions

You confirm picking up the new vehicle by filling in and signing a takeover protocol with one copy.





VEHICLE MAINTENANCE AND SERVICE COMFORTABLE AND SAFE DRIVING

If the vehicle maintenance and service are included in your agreement, ALD Automotive will cover the costs of service and maintenance, which you must carry out solely within the network of ALD Automotive service partners, which is published on our website. Service intervals stated in the service documentation of the manufacturer shall be considered. You can book a preferred date by calling the ALD Automotive Call Centre or through service stations of our partners.

Use of vehicle maintenance and service:

- During the admission at the service station identify yourself with the vehicle registration certificate.
- In case of any doubts contact the ALD Automotive Call Centre +386 (0)1 3301 440.
- Check if the repairman entered the service carried out in the vehicle service book during regular service.
- Do not pay any bills on your own.

Where can you service your vehicle?

Solely within the network of ALD Automotive service partners available on our website www.aldautomotive.si/download, also accessible by scanning the QR code:



What is included in the vehicle maintenance and service?

- Regular services determined by the manufacturer, together with the material.
- Mechanical repairs necessary for the safe use and normal operation of the vehicle.
- Refuelling or replacing fluids during regular service.
- Replacement of worn out parts (windscreen wiper blades, accumulator, bulbs) resulting from normal use.

What is not included in the vehicle maintenance and service?

- Parking, fuel, cleaning and repair of vehicle interior damage (seat covers, carpets etc.).
- Repair or replacement of retrofitted equipment and lost or broken parts (rear-view mirrors, antennas etc.).
- Repairs resulting from the negligent use, that is the use of vehicle contrary to manufacturer's instructions (irregular maintenance, mechanical damage of tinplate, glass etc.).
- Installation of additional equipment not covered by the agreement.
- Loss of vehicle parts or equipment (wheel covers, keys, antenna, flaps, mirrors etc.).



Important Advice

Take into consideration the following advice regarding vehicle maintenance and service, if they are not included in the lease agreement:

- Act in accordance with the manufacturer's instructions. Regular vehicle maintenance in accordance with determined intervals is required. Non-compliance with those intervals may cause additional costs which are not covered by the company ALD Automotive.
- Keep proof of performed regular service checks.
- Regularly check the level of liquids.





TYRES SAFETY FIRST

ALD Automotive covers all costs of additional sets of new tyres provided for under the agreement, including the costs of dismantling and storage, if that service is included in the lease agreement.

When replacing the tyres with the number of tyres outside of the agreement, we advise you to call the ALD Automotive Call Centre as they will help you to find an optimal solution at the best price.

Use of tyre service:

- When you come to the tyre repair station identify yourself with the traffic permit.
- In case of any doubts contact the ALD Automotive Call Centre +386 (0)1 3301 440.
- Do not pay any bills on your own.

Where can you get the tyre service?

- At any ALD Automotive partner tyre repair station which you can find on our website.
- We advise you to book a date in advance!



What is included in the tyre service?

- Replacement of worn tyres when the minimum tread depth prescribed by law has been reached, subject to number and dimensions of tyres set out in the agreement.
- Replacement, that is dismantling of winter/summer tyres in accordance with the lease agreement.
- Costs of dismantling, mounting and alignment.
- Tyre storage.
- Additional rims for winter tyres (if set out in the lease agreement).

What is not included in the tyre service?

- Repair, that is replacement of damaged tyres.



Important Advice

Take into consideration the following advice if the tyre service is not included in the lease agreement:

- Please replace the tyres as soon as the minimum tread depth prescribed by law has been reached.
- Respect the tyre replacement prescribed by law.
- Tyres must conform to approved values prescribed by the vehicle manufacturer, that is to data in the lease agreement (size, speed index etc.).
- Regularly check the tyre pressure.





ALD ROAD ASSISTANCE AVAILABLE AT ALL TIMES

If the lease agreement includes the ALD Assistance you are entitled to a 24-hour assistance in all European countries.

In the event of a breakdown or an accident, the vehicle will be taken care of on the field or towed.

ALD Road Assistance

Slovenia: 080 20 82

International: +386 (0)1 5133 568

When should you use ALD Assistance?

You should use the service if your vehicle is inoperable because of:

- breakdowns (including fuel shortage, wrong fuel, loss or theft of car keys, flat tyres, breakdown due to retrofitted equipment, breakdown due to alarm system)
- an accident
- theft attempt
- theft
- vandalism



How to use ALD Assistance:

- Call the ALD Assistance telephone number.
- Provide data on vehicle license plate, location and a brief problem statement.
- ALD Assistance will take care of field repair of the vehicle or towing of inoperable vehicle and cover all costs incurred.

You can also use ALD Assistance in case of physical injury.

- You can simply call the contact number and we will make sure to notify relevant services and organise transport where necessary.

Persons entitled to assistance:

- driver of the vehicle
- passengers in the vehicle, if their number does not exceed the number stated in the vehicle registration certificate and if their transport was free

Possible problem solutions:

- field repair
- vehicle towing to the closest authorised service station

Possible solutions for drivers and passengers:

Taking into consideration the distance and time needed for repair, the following solutions are possible pursuant to general terms and conditions of assistance:

- return to home
- temporary accommodation
- continuation of journey with public transport or replacement vehicle





Remarks:

An optimal solution will be brought according to the agreement with ALD Assistance in terms of the assessment of foreseen costs.

Picking up the repaired vehicle

The following solutions are possible:

- Breakdown in Slovenia: personal pick-up at the service station.
- Breakdown abroad:
 - personal pick-up at the service station abroad if the person decides to wait for repair;
 - personal pick-up at the authorised service station in Slovenia to which the vehicle was transported from abroad.

Important:

- Please follow the instructions and details related to the insurance on the following pages.
- ALD Assistance does not cover costs of personal belongings or financial loss because of the inability to use the vehicle.
- ALD Assistance does not cover costs arising from improper or illegal use of vehicle, that is vehicle damage caused intentionally.





INSURANCE

WE ARE YOUR SUPPORT

Damage report procedure:

- Call the ALD Automotive Call Centre.

If the vehicle is damaged:

- Carefully describe the state (fill in the European statement) together with the other participant and notify the police (if you cannot agree on the cause of accident).
- In the event of physical injury or greater material injury and theft notify the police immediately.
- Call ALD Assistance where necessary.



TELEPHONE CONTACT

ALD Automotive Call Centre:

+386 (0)1 3301 440

ALD Automotive Assistance:

Slovenia: 080 20 82

International: +386 (0)1 5133 568

- Police **113**
- Fire Department **112**
- Emergency **112**

Important:

- In the event of greater damage, you must notify ALD Automotive no matter the insurer the vehicle is insured with.
- Do not start the repair without the previous damage report assessment. In that way, you will avoid possible obligations in terms of bearing costs (and your own insurance does not enable you to repair the vehicle on your own; the company ALD Automotive is the owner of the vehicle).





REPLACEMENT VEHICLE ENSURE YOUR MOBILITY

If your lease agreement includes the replacement vehicle, you are entitled to the use of replacement vehicle in terms of the contractual provisions. To use the service, contact ALD Automotive Call Centre **+386 (0)1 3301 440**.

Conditions for obtaining replacement vehicle:

- When concluding the PLUS package, you are entitled to a replacement vehicle in the event of mechanical failure (up to 10 days), damage (up to 15 days) or theft (up 30 days) no matter the number of events.
- With the number of days agreed on a flat-rate basis, replacement vehicle is at your disposal within the agreed number of days regardless of the reason.
- Vehicle replacement category is set out in the agreement.
- Maximum allowed mileage is 150 km a day.



Use of replacement vehicle:

- Call the ALD Automotive Call Centre.
- State the following:
 - reason for which the vehicle is inoperable;
 - place and time at which you want the replacement vehicle;
 - envisaged duration of the replacement vehicle use (within the limits of the lease agreement).
- In case of replacement vehicle during regular service, you can arrange the lease directly with ALD Automotive partner service station or order replacement vehicle through ALD Automotive Call Centre 24 hours in advance.

Before picking up the replacement vehicle:

- Come at the agreed time to the place agreed for the pick-up of replacement vehicle.
- Prepare your driving licence (and the order form if you received one from ALD Automotive).

Important:

- Check the state of replacement vehicle (damage, level of fuel etc.) together with the rent-a-car agency representative, both when picking up and returning the replacement vehicle.
- You must return the replacement vehicle with the amount of fuel equal to the amount during pick-up, at the time and location agreed.





DOOR TO DOOR SERVICE SAVES YOUR TIME

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

Main DTD package which includes the vehicle pick-up and return in relation to the following:

- regular vehicle service prescribed by the vehicle manufacturer;
- seasonal replacement of winter and summer tyres;
- procedures related to vehicle registration (technical inspection).



Extended DTD package which includes the vehicle pick-up and return in relation to the following:

- regular vehicle service prescribed by the vehicle manufacturer;
- seasonal and additional replacement of winter and summer tyres;
- repairs related to vehicle registration (technical inspection of the vehicle);
- any repairs covered by the vehicle warranty as well as additional repairs not covered by the warranty;
- damage repair (damage assessment and repair in auto body repair shop).

How to use the door to door service:

- Call ALD Automotive Call Centre 5 days in advance on the telephone number **+386 (0)1 3301 440**
- State:
 - type of service wanted regarding the provisions from the lease agreement;
 - place and time of picking up the vehicle;
 - address of your company – location of vehicle pick-up and return shall be exclusively the address of registered seat of your company;
 - contact details of the person who handed over the vehicle.





FUEL CARD

NON-CASH PAYMENTS

If your agreement includes fuel card service, you will receive a selected type of card which will enable you to refuel and buy fluids and other materials, depending on the chosen type of card.

With each purchase you need to:

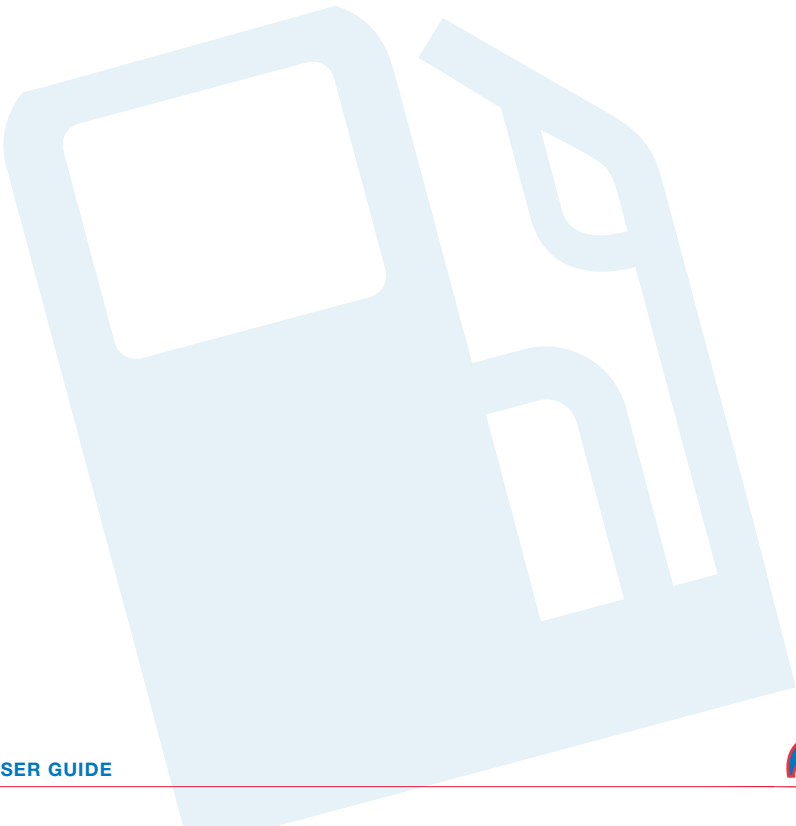
- enter the PIN code you have received along with the fuel card
- if required note the current mileage
- take and keep the invoice

Conditions for the use of fuel card are indicated in the general terms and conditions of the issuer of the card.



Important:

- ALD Automotive fuel card is enabling the non-cash payment for which the user takes full responsibility and that is why you must be careful in order to avoid misuse or theft.
- In the event of loss or theft you must immediately cancel the fuel card at the issuer and immediately notify the company ALD Automotive which will issue you a new card as soon as possible.
- When returning the vehicle to ALD Automotive you must also return the fuel card.
- For security reasons, never keep the PIN code together with the fuel card and don't leave it in the vehicle.





RETURN OF THE VEHICLE QUICK AND EASY

Termination of the operating lease agreement with wholesome services results in the return of used vehicle to ALD Automotive. In order to make the procedure of return of the vehicle easier and clearer, we have prepared a document which explains the main steps of that procedure and obligations of contracting parties. This chapter details the technical condition of the vehicle which is considered acceptable during the return of the vehicle, resulting from the normal use of vehicle and respecting the age and mileage of vehicle, agreed under the mutual lease agreement. The chapter sets out vehicle damage which is acceptable and covered by ALD Automotive and damage which not acceptable and must be paid by the lessee.

Obligations:

- Contractual partner designated by ALD Automotive is responsible for inspection of visual and technical state, filling-in and signing of the Vehicle Return Record and vehicle pick-up
- The representative of your company must return equipment and documentation along with the vehicle, received during the pick-up of the vehicle, sign the Vehicle Return Record and thus confirm the established state of returned vehicle.



- Upon the return of the vehicle, the contractual partner authorised by ALD Automotive, who is at the same time an independent assessor, will establish and assess acceptable vehicle damage, for which your company will not be charged and unacceptable damage for which your company will be charged.

Normal use of vehicle

- In order to avoid any possible complications during the use of the vehicle or unforeseen costs during the return of the vehicle, we advise you to regularly carry out all prescribed vehicle work related to maintenance and repair of the damage which may occur during the term of the lease.
- Reporting damage to ALD Automotive and carrying out repairs in the shortest time possible has the following benefits for you:
 - user safety
 - avoiding damage which gets worse over time
 - positive image of your company
- If the vehicle has damage found unacceptable, which occurred during the lease, and was not reported to the insurer or removed, we will charge your company for repairs necessary.

Obligations:

- Your company must warn vehicle users about the normal use of the vehicle; damage report and vehicle return procedure.
- Vehicle users must carry out all regular service checks in due time, as well as maintenance tasks in accordance with the manufacturer's instructions and take care of service book certification.

Method of returning the vehicle and assessing its state

- Three (3) months before the expiration of the Agreement you will be contacted by the ALD Automotive sales department and notified about the agreement termination.
- 14 days before the termination of the agreement, ALD Automotive operative department will send you a written notification on the agreement termination and vehicle return.



- ALD Automotive will arrange the date, hour and place of vehicle return with the representative of your company.
- The return of the vehicle shall take place at the location designated by ALD Automotive, in the presence of the representative of your company and a contractual partner authorised by ALD Automotive.
- After the vehicle return procedure ends, your representative and the contractual partner authorised by ALD Automotive will draft and sign the Vehicle Return Record on the return and established state of the vehicle.

Vehicle Return Record

The following data shall be entered to the Vehicle Return Record:

- date of return of vehicle
- vehicle data
- visible vehicle damage established
- state of tyres
- submission of required documentation, equipment, keys and safety codes
- service book
- service book confirmation

Vehicle Return Record does not specify the vehicle state and does not replace the detailed report of vehicle examination which will be subsequently drafted by an independent assessor authorised by ALD Automotive.

Vehicle Condition Report drafted by the independent assessor shall indicate state, established upon the return of the vehicle, enter to the Vehicle Return Record.

Vehicle Return Record records the date of termination of the vehicle lease agreement which corresponds to the date of the end of use of vehicle, that is when it is returned to ALD Automotive.

Obligations:

- It is the responsibility of the representative of your company to return all required documentation, equipment, keys and safety codes along with the vehicle.





ZAPISNIK O VRAČILU VOZILA

PODATKI O VOZILU			POPIS VRNjenih PREDMETOV / OPREME								
			Da	Ne	Število		Da	Ne	Število		
Registracija			Promatno dovoljenje				Artena				
Številka šasije			Zavarovalna polica				Avtonadjo				
Pogodba			Homologacija				Navigacija				
Znamka in tip			Servisna knjižica				GSM instalacija				
Kilometri			Razervni ključ				Pokrovi koles				
			Daljinec				Prijažnik				
			Rezervno kolo				Vlečna kljuka				
			Obvezna oprema				Število sedežev (MPV)				
	Sprejemljivo	Nesprejemljivo									
1											
2											
3											
4											
5											
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27											
28											
			Legenda:								
			Poškodbe lak:		Učinki:	X					
			Poškodbe pločvine:		Potrebna menjava:	⊗					
			Opis stanja vozila - zunanjost: 1 2 3 4 5 6 7 8 9 10								
<p>Opomba: Zapisnik o vračilu vozila poverja me ugotovitve vizualnega pregleda vozila. Mehanični in diagnostični pregled ter demontaža posameznih delov niso bili opravljeni (to je mogoče le ob uporabi ustrezne diagnostične in druge opreme). ALD AUTOMOTIVE, d.o.o., bo opravil še preizkus delovanja, po potrebi pa mehanični in diagnostični pregled ter demontažo in o ugotovitvah seznanil najemnika s poročilom. Najemnik lahko ugotovitvam iz poročila ugovarja v roku 8 dni, sicer se šteje, da jih sprejema.</p>											
Notranjost	Sprejemljivo	Nesprejemljivo	Za ALD:								
Zadnja polica			Uporabnik:								
Tepih, talne obloge											
Sedež – prednji levi											
Sedež – prednji desni											
Sedež – zadnji levi											
Sedež – zadnji desni											
Sedež – sredinski zadaj			Posrednik:								
Vrata – prednja leva											
Vrata – prednja desna											
Vrata – zadnja leva											
Vrata – zadnja desna			Podpis posrednika:								
Pnevmatika	Profil v mm	Predpisan profil									
Prednja leva			Datum:				Čas vrnitve:				
Prednja desna			Ime in priimek uporabnika:								
Zadnja leva											
Zadnja desna			Podpis uporabnika:								
Dimenzija pnevmatik											
			Žig ali številka Ot:								
Za ALD			ALD Automotive, d.o.o. Ajdovščina 4 SI-1000 Ljubljana Slovenija			Tel: +386 (0)1 330 14 40 Faks: +386 (0)1 300 78 22 operativna.si@aldautomotive.com www.aldautomotive.si			ID DÖV: S26485141 IBAN: SI56 0310 0100 1307 238 BIC: SKBAS23X Matična št.: 1934210		





CONDITION ASSESSMENT OF THE RETURNED VEHICLE

Any possible amounts your company may be charged for or that may be returned to your company after the termination of the lease based on the Vehicle Condition Report:

- The mileage established determines the extent of paid, but not used kilometres. That is why additional payments will be required or you will get the overpaid amount back.
- Vehicle Condition Report determines to what extent ALD Automotive or your company will bear the costs of repair
 - If the vehicle has any damage that doesn't correspond to the standard use of vehicle, the cost of all repairs (including the vehicle age and mileage) necessary in order to bring the vehicle back to standard state, we will charge the lessee no matter if the repairs will be carried out or not, pursuant to the Vehicle Condition Report.

What needs to be returned together with the vehicle

When returning the vehicle, the following equipment and documentation need to be returned as well (if included in the lease agreement*)

- all keys (including reserve/service key)
- vehicle carpets
- mandatory vehicle equipment



- radio code*
- card for CD/DVD/SD* and navigation system
- spare tyre*
- lifting jack*
- fire extinguisher*
- registration certificate
- approval
- insurance policy
- last valid green card
- certificate of tyre storage
(if tyres stored are not returned together with the vehicle)
- fuel card (if the fuel was included in the agreement)

If you do not return the abovementioned equipment and documents during the return of the vehicle, the lessee must return in within the period of 24 hours to the location for the return of the vehicle.

Dismantling of device and equipment

The lessee shall remove any retrofitted equipment and devices from the vehicle before the return:

- GPS system
- handsfree device
- tow hooks
- roof racks
- stickers

If you do not remove the devices and/or equipment from the vehicle then:

- It will be removed by contractual partner authorised by ALD Automotive. The lessee will be charged for the costs of removal. In that case, the lessee will have the possibility to take back the removed equipment or devices.
- ALD Automotive may decide not to remove the retrofitted equipment and devices from the vehicle. Considering that ALD Automotive does not buy the fitted equipment after the termination of lease agreement, the equipment will become the property of ALD Automotive.

If the equipment was removed by the lessee before the return of the vehicle and it caused visible damaged to the vehicle, the lessee will be charged for returning the vehicle to initial state.



How to assess the damage?

The state of returned vehicle is assessed by the contractual partner authorised by ALD Automotive, who is at the same time an independent assessor. The state of following internal and external vehicle parts is assessed:

- exterior: bumpers and protective strips, headlight and stop lamps, mirrors, antennas, glass, other vehicle body parts
- functional mechanisms and electrical installation
- tyres and rims
- vehicle interior

Based on the assessed vehicle condition, the independent assessor will determine the acceptability or unacceptability of damage resulting from normal use in accordance with the Vehicle Return Instructions.

Upon the inspection of vehicle condition, the contractual partner authorised by ALD Automotive will draft a Vehicle Condition Report containing the assessment of costs for the repair of damage. Costs of damage acceptable for ALD Automotive are stated in the Report and we do not charge the lessee for them (cost 0 EUR).

A Vehicle Condition Report will be delivered to the lessee as an attachment to the invoice for the cost of repair of unacceptable damage. Costs of repairs are determined according to Eurotax.

Acceptable damage is damage that does not impact the sales value of used vehicle.

The damage is deemed unacceptable if it impacts the sales value of used vehicle and if the repair or replacement of a damaged part of the vehicle or its assembly is required.

Acceptable and unacceptable damage and deviations resulting from normal use of vehicle are divided in six categories and shown on the following pages.

Unacceptable damage and deviation of vehicle consumables, shown on pictures on the following pages provide example of consumables wear-out, deemed unacceptable.

Costs covered by ALD Automotive are costs resulting from damage or deviations from the normal use of vehicle in accordance with the vehicle age and mileage determined under the agreement, determined as acceptable under these instructions.

Costs covered by your company are costs resulting from vehicle damage determined as unacceptable under these instructions.





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 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).



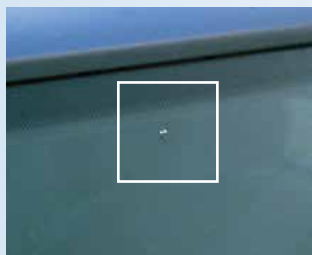
Deep scratches on surface protectors

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



3. Windscreen, glasses and lights

Acceptable damages



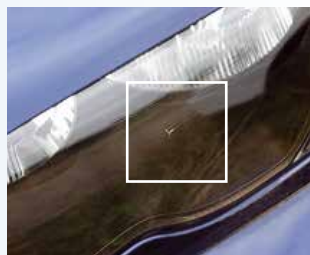
Minor windscreen damage

- 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

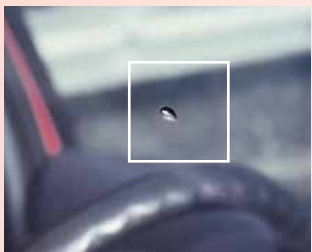
- Small scratches on the lights, without any other damage.



Minor damage on headlights

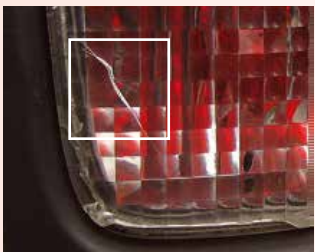
- Smaller impact on headlight glass, without visible moisture penetration and no influence on light efficiency and safety.

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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