

Vehicle return/exchange checklist

We've compiled a checklist to help ensure that the return and/or exchange of your vehicle goes as smoothly as possible. Please ensure that you have informed Alphabet Fuhrparkmanagement GmbH that you are returning the vehicle and have booked an appointment for the handover. If you haven't, please contact your local Alphabet office, who will be happy to help. You can find contact details on our website at alphabet.de.

Check that none of the following vehicle components and accessories are missing.

- All keys
- Zulassungsbescheinigung Teil 1 vehicle registration document (logbook)
- All vehicle paperwork (completed service history and instruction manual)
- Vehicle keycard*
- Radio keycard*
- Remote control for parking heater*
- Mobile phone interface*
- CD changer magazine*
- Satellite navigation system DVD*
- Complete toolkit
- Warning triangle and first-aid kit
- Luggage safety net and load cover*
- Wind deflector and protective cover*
- Tow bar with all keys and tow ball*
- Spare wheel*
- Puncture repair kit*
- Floor mats
- Complete set of summer tyres with original wheels and matching wheel nuts/locking wheel nuts*

Check that all the following criteria are met.

- Is the car roadworthy and in full working order?
- Does the car hold a valid vehicle inspection (MOT) certificate?
- Is there sufficient fuel in the tank (minimum range 80 km)?
- Is the oil level sufficient?
- Does the tread depth of the vehicle's tyres still meet legal requirements (min 1.6 mm)?
- Has all insurable damage been documented and reported to Alphabet?
- Have all necessary services and repair work been carried out?
- Have all services and maintenance work been recorded in the service history?
- Are the vehicle and its interior clean? Is the vehicle free of visual and technical defects?
- Have all personal belongings (including high-visibility vests) been removed from the vehicle?
- Has all damage to windows (e.g. stone chips in the windscreen) been repaired by an Alphabet-approved vehicle glass repair workshop? For a list of approved workshops, visit alphabet.de.

You will be invoiced for any missing items as noted on the vehicle condition report. It is not possible to return these items to us after the handover. Please note that if any items are found to be missing you will also be invoiced for transporting the vehicle to a workshop for inspection.

* Applies only to certain vehicles and equipment levels.

Tips to ensure a successful handover:

- If you cannot find the service history, please bring the most recent invoice for servicing, repairs or other work on the vehicle with you when returning it.
- If you cannot find the Zulassungsbescheinigung Teil 1 vehicle registration document:
 - a) Report the loss to the relevant government agency
 - b) Request a replacement from the relevant government agency

We will not be able to accept the return of vehicles in the following circumstances:

- Zulassungsbescheinigung Teil 1 vehicle registration document is missing.
- Vehicle does not hold a valid vehicle inspection (MOT) certificate
- The original wheels and/or (summer) tyres are missing.