

# 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've yet to do this, please contact your local Alphabet office, who will be happy to assist. You can find contact details on our website at [alphabet.de](http://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\*

\* Applies only to certain vehicles and equipment levels.

## 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?
- Is the tread depth of the vehicle's tyres still at least 2.0 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](http://alphabet.de).

- If the vehicle return occurs under difficult circumstances (darkness, car park, snow / ice, rain or dirt), it may not be possible to record all of the vehicle's defects in the returns log. Should this be the case, we'll invoice you for any loss of value in line with the vehicle condition report.
- Please ensure that any glass damage is repaired before returning the vehicle. Insurance companies will not accept any fictitious expenses claims set out, for instance, by the vehicle condition report. It is therefore mandatory to submit an invoice for repairs. Glass repairs cannot be carried out at Alphabet dealerships.
- We'll invoice you for any missing parts in line with the vehicle condition report. It's not possible to send them to us afterwards.
- Please note that we must invoice you for any call-outs made by the logistics company where return of the vehicle could not be accepted.

## 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.