

Returning your vehicle

5 key steps to transparency

Better with every move

Return contract



EN

Axus Luxembourg

For peace of mind...

The purpose of this document is to simplify the return of the vehicle and avoid any misunderstandings; it clearly sets out the various points to be respected and the mutual obligations.

...the steps to follow...

1

Prepare your presentation

2

Visit appointment

3

The return

4

Closing of your contract

0

1

2

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4

Prepare your presentation



Vehicle maintenance and follow-up :

Make sure that the vehicle is in good working order and that there are no technical faults.



Documents and elements

The documents and on-board elements are required by Axus Luxembourg to validate the end of the rental contract the end of the rental contract and stop billing you for the rent.

In practical terms...

The on-board documents and all other items (see details below) are returned at the same time as the vehicle.

Make an appointment



Make an appointment to return your vehicle

The company's fleet manager or the vehicle driver contacts Axis Luxembourg to arrange the date and time of the appointment.

In practical terms...

Get your registration number and contact easyDriving



easyDriving



+352 31 05 36 11



easyDriving@axus.lu

You will be given all the practical information you need and a map to the venue.



What do I have to hand over to Axus Luxembourg?

All vehicle documents:



The vehicle registration document



Certificate of insurance



The tax sticker and, if you have already received one, its renewal



Certificate of conformity (commercial vehicles only)



What do I have to hand over to Axis Luxembourg?

With also...



The manufacturer's maintenance booklet



Instructions for use



Duplicate keys and code cards and secure key boxes

... and also

Equipment and accessories delivered with the vehicle as indicated on the certificate of availability (e.g. luggage cover, electric vehicle cable, etc.).

N.B. Don't forget to extract all your personal data from your vehicle's on-board information system. (GPS and other applications)

When and how do you hand in all these elements?

When you return the vehicle on the agreed date, you must return all the documents and items listed above.



If any items are missing when the vehicle is returned of the vehicle

You must return them within 48 hours:

Or by **registered post** or express delivery, clearly stating the vehicle registration number

Or by **dropping** them **off at the reception desk at the** Axus Luxembourg Mobility Center offices in Kehlen.



After this period, the costs of reconstituting the documents and replacing the missing items will be charged to the hirer.



In practical terms...

Send the missing items or documents to the Axus Mobility Center by registered post or drop them off at the Axus Mobility Center.

Axus Mobility Center

51, route d'Olm
L-8281 Kehlen

The return

Drawing up the handover report

When the vehicle is returned, the driver or the person authorised by the hirer have the opportunity to attend the completion of the return report. Their presence is not compulsory but is recommended.



In practical terms...

How is the vehicle examined?

1

When the vehicle is returned, our operator produces a digital handover report on a tablet, called a **Car Check Document** (CCD), which the driver (or the person authorised by the hirer) can sign electronically if he or she has chosen to stay until the end of the inspection.

2

The appraisal of the vehicle is outsourced and carried out by an **independent automotive expert**:



3











Approximately **5 days after the vehicle is returned**, the fleet manager receives a PDF document listing all the expert reports and any damage or claims.

How is the vehicle examination?

To assess the condition of the vehicle correctly, it is important that it is presented in a clean condition so that a final return report can be drawn up.

If the vehicle is dirty, it must be cleaned before the final report is drawn up. If the vehicle is not cleaned, cleaning will be at the customer's expense.

What the minutes state:

-  the date of return of the vehicle
-  mileage travelled
-  the presence of on-board documents
-  the presence of the identification report
-  the presence of the roadworthiness inspection certificate
-  all keys, codes and accessories are present
-  the condition of the tyres
-  the general condition of the vehicle
-  compliance with the maintenance plan drawn up by the manufacturer
-  there are no technical faults with the vehicle



This record serves as the basis for terminating the leasing contract and stopping billing. The mileage stated in the minutes determines the final mileage statement.



Damage assessment

Damage assessment is carried out transparently. Any damage resulting in a reduction in the vehicle's value is recorded in the damage report.

Treatment of any damage

At the expense of Axus Luxembourg

Damage due to normal wear and tear resulting from the use of the vehicle in good order*. Obviously, the type of vehicle, its age and mileage are taken into account.

At the tenant's expense

Damage not covered by Axus Luxembourg as illustrated on the following pages.

Damage that should have been covered by a claims **declaration** (note that damage caused during the term of the contract should have been covered by a claims declaration within 48 hours).

*The notion of a good father is a civil law concept. It refers to an individual's behaviour in a given situation. Normally prudent, diligent and attentive, the good father of the family is concerned about the property and/or interests entrusted to him as if they were his own. The good father of the family is used by lawyers as a reference to determine the existence or extent of any fault.

DOCUMENT CAR CHECK

RENAULT CLIO GRANDTOUR

R.S. IV

VIN: VF1XXXXXXXXXXXX

PLAQUE: VW9XXX

Exécuté le:
30/04/2019 09:52

DÉTAILS DU VEHICULE

Kilométrage: 49821 km
Puissance: 88
Niveau du carburant: %

CARACTÉRISTIQUES DISPONIBLE NOMBRE

Carnet d'entretien	✓	
Certificat Conformité	✓	
Certificat d'immatriculation (original)	✓	
Nbre clés total	✓	2
Nbre sièges	✓	5

RÉALISÉ PAR

Nom: Mimi
Société: Ayvens
Réalisé le: Automotiv
Remarque: 30/04/2019
Renouvellement: Oui

MANDATAIRE CLIENT

Nom: SUXA Roger
Société: SUXA LLD
Remarque:
Signature: OUI

DOCUMENT CAR CHECK

Partie	Etat	Etat	Etat	Etat
Carrosserie	OK	OK	OK	OK
Moteur	OK	OK	OK	OK
Transmission	OK	OK	OK	OK
Freins	OK	OK	OK	OK
Direction	OK	OK	OK	OK
Éclairage	OK	OK	OK	OK
Sécurité	OK	OK	OK	OK

Clear examples for a better understanding

In order to avoid any surprises or misunderstandings, we have listed by category the **damage accepted and not accepted by Axus Luxembourg as abnormal wear and tear or unrepaired damage**, by Axus Luxembourg on the grounds of abnormal wear and tear or unrepaired damage.

Abnormal wear and tear and unrepaired damage will be invoiced additionally at the hirer's expense.

If a vehicle is returned with warning lights on or with maintenance not up to date, an additional charge will be made to cover the cost of restoring the vehicle to its original condition before it is put up for sale.

Clarity is essential for
all parties involved.



Paint and bodywork

Damage covered

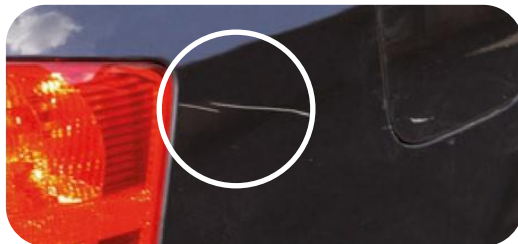


- > Slight knock
- > Slight indentation smaller than the diameter of a €1 coin



- > Lightweight claw requiring no polishing or repainting

Damage chargeable to the tenant



- > Deep claw
- > Claw requiring mechanical polishing



- > Press-in
- > Damaged paintwork

Claims payable by the tenant



- > Severe denting
- > Deformation of the element (panel)
- > Any hail damage causing bodywork damage (damage not illustrated)



- > Basic material updated

Deterioration: Deterioration refers to damage caused by inappropriate or negligent use, or whose cause may be external, in excess of normal wear and tear. This includes significant visible damage such as deep scratches or breakages that reduce the value and aesthetics of the vehicle.

Deterioration: Deterioration refers to the gradual and natural wear and tear of a leased vehicle due to time and normal use. It reflects unavoidable changes, such as fading paintwork or sagging seats, which are accepted to a certain extent under a leasing contract.

Damage: Damage to a leased vehicle refers to material damage resulting from one-off or accidental events, the extent of which does not justify classification as a claim. This damage, which is often unforeseen, varies in severity and requires repairs to restore the vehicle to its original condition.

Loss: The term claim applies to damage to a leased vehicle covered by the insurance, following sudden and unforeseen incidents such as road accidents with or without a third party, fire or theft. It indicates a situation where the insurer's intervention is necessary to repair or compensate for the damage.

Bumpers

Damage covered



- > Light, relief-free claw



- > A small chip in the paint
- > Small blow

Damage chargeable to the tenant



- > Deep claw
- > Basic material updated



- > Severe denting
- > Damaged paintwork

Claims payable by the tenant



- > Basic material severely updated
- > Deformed component or fitting



- > Basic material severely updated
- > Dislodged bumper

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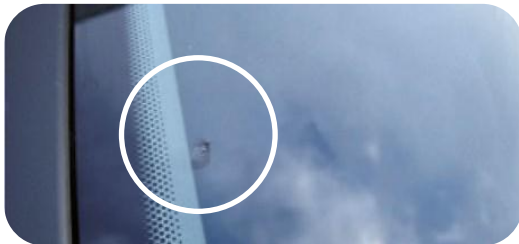
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Windows and headlights

Damage covered



- › Chips with a diameter of less than 5 mm that do not allow moisture to pass through and are out of the field of vision



- › Slight claw that does not affect efficiency and does not let moisture through

Damage chargeable to the tenant

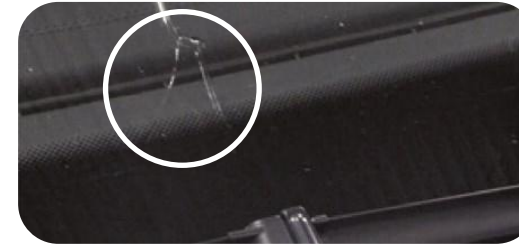


- › Chips larger than 5 mm in diameter or in the field of vision or which allow moisture to pass through*.



- › Impact, even a slight one, that affects watertightness

Claims payable by the tenant



- › Impact not repaired or in the field of vision*.
- › Crack



- › Breakage of lights or headlights caused by impact

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*Important: damage to windows will only be charged to customers who have not taken out the insurance cover provided by Ayvens Luxembourg.

Interior and trim

Normal wear and tear, damage covered



- > Soiling and normal wear of the carpet depending on mileage
- > Worn over-carpet with holes



- > Normal wear of exposed areas depending on mileage
- > Normal patina of seat leather

Damage chargeable to the tenant



- > Carpet stains requiring a special cleaning programme



- > Saddlery work requiring an appropriate cleaning programme

Abnormal wear and tear, claims payable by the tenant



- > Knock or scratch in the interior trim
- > Dismantled accessory leaving traces of assembly (glue or drilling)



- > Excessive wear resulting from negligence
- > Burnt, perforated or torn seat element

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Tyres, rims and wheel trims

Normal wear and tear, damage covered



- > Normal, uniform wear not reaching the tell-tales



- > Surface scratches without cracks (wheel trims) or not affecting the base material (rims)

Damage chargeable to the tenant

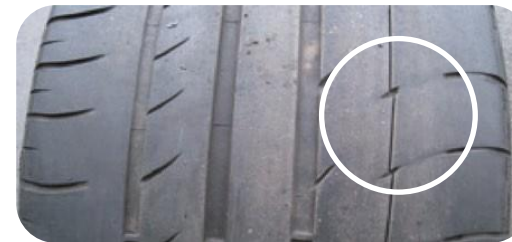


- > Wear indicators reached
- > Tyre that should have been replaced before return



- > A blow or scratch that has removed material

Abnormal wear and tear, claims payable by the tenant



- > Wear indicators reached
- > Non-uniform wear
- > Deformation even outside the tread area



- > Deformation of an aluminium rim
- > Even slight breakage of a hubcap

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Important: tyres are not billed if the leasing contract provides for them to be paid for.

Closing your contract



Closing the contract

The vehicle, on-board equipment, accessories and keys have been returned. The report is drawn up and signed.

In practical terms...

The handover **report**, drawn up in the presence of both parties, clearly states:

- › any damage to the vehicle
- › missing components or accessories
- › the data required to close the contract

The **report will** serve as the basis for the **expert's report**, which will be sent no later than 5 working days after the vehicle is returned.

Please see below for details of how the final statement is drawn up.

The expert report

This document is drawn up on the basis of the findings set out in the handover report.

It clearly states:

- › the **treatment** to be applied to each damage
- › the **amount of depreciation** (or loss) for each item of damage
- › **costs incurred in the** event of missing parts, maintenance or cleaning faults
- › the costs associated with **clearing the land at the** tenant's expense
- › a **special section** for claims that have been made

The expert report is sent to the customer within 5 working days of the vehicle's return.

Non-contractual fees

The following list of services or missing items may be billed to you under these conditions:

Object	Missing	Prices
Key	missing	350 € excl. vat/unit*
User manual	missing	60 € excl. vat
Maintenance booklet	missing	60 € excl. vat
Vehicle registration document	missing	135 € excl. vat
Certificate of conformity	missing	135 € excl. vat
Tax stamp	missing	30 € excl. vat
Interior/exterior cleaning before return	not executed	150 € excl.
Vehicle maintenance	not executed	190 € excl. vat
Tyre(s) to be replaced	not executed	190 € excl. vat

* Flat rate calculated on the basis of prices charged in April 2022 by the most representative manufacturers in the local car market, excluding the screen keys used on certain top-of-the-range vehicles.

The expert report

Is the vehicle free of damage, or only damage resulting from normal use and care taken by Axus Luxembourg?



No additional charges



The expert report

Is the vehicle damaged at the hirer's expense or missing parts?



Damage to be invoiced

Axus Luxembourg charges a lump sum for each item of damage. This amount corresponds to the loss in value, calculated on the basis of the cost of repair to which a discount is applied depending on :



the type of vehicle
(passenger car/
commercial vehicle)



the age/mileage of the
vehicle



maintenance or repair
requirements

The expert report

Vehicle appraisal and claims assessment are outsourced and carried out by an independent automotive expert:



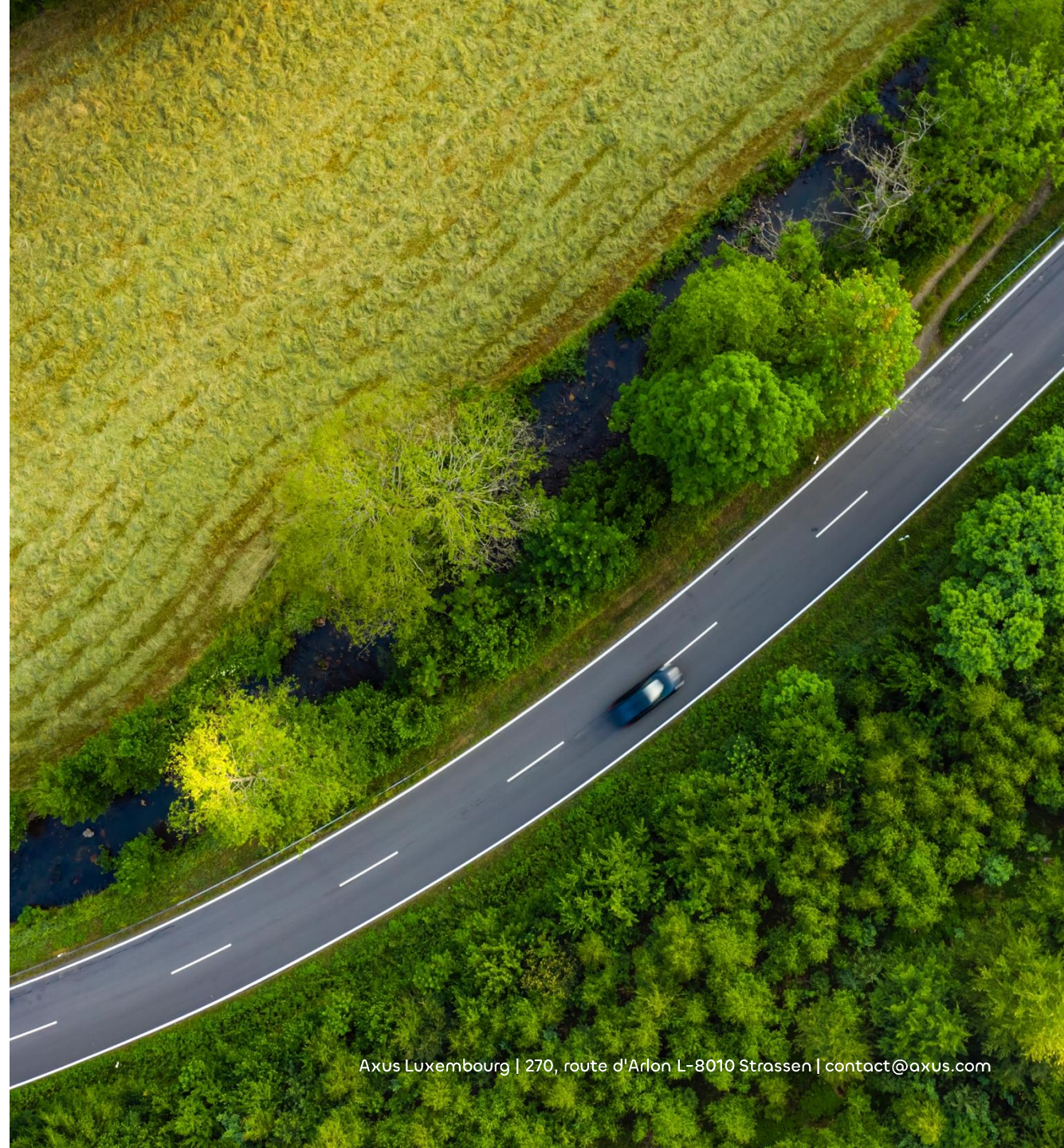
Axus Luxembourg will invoice a fixed amount per intervention.

In the case of damaged parts that need to be replaced, such as a headlamp unit for example, only the price of the part will be invoiced at the price set by the manufacturer.



Claims

In accordance with the "own risk/material damage" cover, each loss is considered separately. Several different events cannot be treated as a single claim.



The expert report

To avoid any disputes or misunderstandings when the vehicle is returned, claims must be declared before the vehicle is returned and within 48 hours of their occurrence.

We consider damage to be a **loss** when it is so severe that a "good father" would consider it normal to declare it to the insurance company responsible for "material damage" cover and to proceed with its repair.

As a general rule, for any damage deemed to constitute a claim, the rules relating to "property damage" cover in the leasing contract will apply.

The repair costs associated with the claim are :



less than the excess?
(lump-sum compensation for material damage)

→ the amount rebilled is limited to the damage



higher than the franchise?

→ the amount rebilled and charged to the lessee
= the excess



easyDriving



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The easyDriving service answers all your questions, from ordering your vehicle to returning it, as well as closing the contract.

Access map

