



akf servicelease

the fleet partner

Important information and services at a click

Hotline +49 202 25727 4330

E-mail: sl-langzeitmiete@akf.de



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Dear
vehicle user,

welcome to akf servicelease GmbH.

We are pleased that you have chosen a vehicle from our company.

The following pages provide useful information and several rules about the use of your vehicle.

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Important information about hired vehicles

- Our vehicles are non-smoking vehicles – we assume that you will comply with this.
- The registration document Part I can be found behind the sun visor or in the glove compartment.
- The operating manual, navigation DVD / SD (if navigation installed) and the instructions for use can be found in the vehicle folder in the glove compartment.
- In case of an accident, an **accident report** form can be found on our homepage under **www.akf-servicelease.de**
- The vehicle must not be used for participation in motor sport events. Consent by akf servicelease GmbH is required for driver safety training courses.
- The user must observe and comply with all regulations of the German Highway Code. akf servicelease GmbH will not be held liable for fines or offences.
- Transportation of animals of any kind is prohibited.
- In case of emergency a holdall with the following contents is located in the luggage compartment: Warning triangle, first aid kit and high-visibility vest
- An additional high-visibility vest is located inside the vehicle.

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Fuel cards

With our fuel cards you can make cashless payment for fuel at more than 10,000 filling stations throughout Germany. Other services can be individually agreed: e.g., lubricants, car care, accessories, or shop items.

You only need to request the individual fuel card PIN under sl-langzeitmiete@akf.de.

Written approval by your fleet management is required for this. For invoicing, simply submit the appropriate fuel card and give the PIN code as well as the current mileage of your long-term hire vehicle. Check that the receipt is correct and sign it.

Note: instead of the actual pump price, euroShell Deutschland and the Aral Aktiengesellschaft have introduced an average daily price for business customers, the so-called »Profi Price«, which is invoiced accordingly.

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In case of an accident

Accidents usually cause hassle. To provide you with fast and expert support we need important information from you and request that you note a few things. Because the question of who is to blame can rarely be clarified at the scene of an accident, always call the police. Please do not admit responsibility to those involved.

- Put on your high visibility vest before leaving the vehicle.
- Secure the scene of the accident appropriately. Use the warning triangle.
- Call the police if people have been injured, if
- the responsibility is not clear, or the accident involves wild animals.
- If your vehicle can no longer be driven, please call **+49 202 25727 4215** immediately.
- Please carefully fill in an accident report – for this, we also need pictures of the damage – please send these documents to us within 7 days to sl-schaden@akf.de, by fax (+49 202 25727 64298) or by post. We also request an immediate notification by phone to **+49 202 25727 4215**.
- In the event of theft, break-in or damage due to wild animals please notify the police and inform us immediately under **+49 202 25727 4215**.
- Report damage to third parties for which you are responsible (e.g. collisions with stationary vehicles when parking) to the police immediately.
- Do not have any cost estimates or expert reports made without consulting us.

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First aid

1. Keep calm and safeguard the site of the accident.

- Switch on the hazard warning lights, put on your high visibility vest, and carefully get out of the vehicle.
- Set up the warning triangle
- Switch on your lights in darkness or poor visibility
- Remove passengers from the danger area
- Request vehicles involved in the accident to wait and provide assistance

2. Are people injured?

- Give first aid
- Remove injured people from the danger area
- Call the emergency service (112) AND the police (110)
 - Where was the accident?
 - What has happened?
 - How many are injured?
 - What type of injuries?
 - Who is calling?

3. Always call the police (110) in the following cases

- Injury to persons
- Extensive damage
- Unclear responsibility
- Suspicion of a criminal offence (suspicion of drugs, alcohol, fake accident)
- A party involved leaves the scene of the accident without permission
- A party involved in the accident cannot provide their personal details
- Accidents in foreign countries

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Breakdown procedure

If you have a breakdown which is not due to an accident, we will assist you 24/7. Our 24/7 breakdown hotline is:

+49 202 25727 4215

Please have your vehicle documents at hand when you call.

The hotline will organise breakdown assistance or arrange for your vehicle to be towed to the nearest authorised workshop.

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Foreign use / Assistance cover

All foreign use requires prior consent / authorisation and confirmation of insurance by the rental company.

With our European assistance cover, your holiday journey is covered in case of emergency. In case of a breakdown or accident, including in other European countries, akf servicelease GmbH will provide assistance via the European assistance cover, including services such as towing or recovery of the vehicle and will assist with return transport. You can obtain this cover with a one-off payment for the particular holiday journey or permanently in the form of a monthly flat rate fee.

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Inclusive services for maintenance and repair

Use of our hired vehicles includes:

- Servicing as specified in the customer service document
- Wheel storage (if agreed)
- Tyre changes (incl. new tyres in case of wear)
- General inspections according to Art. 29 StVZO
- Performance of repairs due to wear and tear
- Implementation of the accident prevention regulation

Please note that unless otherwise agreed, the following costs will NOT be borne by akf servicelease GmbH:

- Workshop courtesy car or replacement hire car
(see our [General Hire Terms](#))
- Washing, cleaning, polishing
- Vehicle demonstrations
- Engine oil which is topped up between the service intervals
specified by the manufacturer
- Auxiliary and operating materials
- Navigation update
- Engine washing
- Accident damage
- Glass damage
- Damage due to stone chippings
- Paintwork damage
- Damage to tyres and wheel rims
- Damage to bodywork and underbody
- Damage to special equipment

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Service schedule

Please comply with the service intervals specified by the manufacturer (these can be found in the service logbook, or are shown in the display / speedometer), and always have the work which is carried out recorded in the service logbook.

Servicing / inspections / repairs due to wear and tear must be carried out by an authorised akf service partner, without entitlement to a replacement vehicle.

Please proceed according to the following points for inspections, services or repairs due to wear and tear:

- Show the Service Card when placing the order.
- Costs may need to be paid in advance for repairs which are made in foreign countries.
- In this case, please always consult akf servicelease GmbH on our hotline **+49 202 25727 4215**.
- The workshop which performs the work must have any costs which are expected to exceed € 500 approved by akf servicelease.
- Contact akf servicelease immediately if you lose the Service Card

Only contact the manufacturer's contract workshops if repairs under warranty are necessary during the hire period. In such cases, please consult akf servicelease GmbH on our hotline **+49 202 25727 4215**.

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Summer and winter tyres / All season tyres

Our vehicles are equipped with tyres for the particular season. In the period from April to September vehicles will be supplied with summer tyres, and in the period from October to March with winter tyres.

Please refer to your contract agreement with regard to this.

Please note that depending on availability, vehicles may be supplied with all season tyres. Please observe the relevant national regulations.

Wheel changes relating to the aforementioned periods are made by our [service partners](#). Storage of the relevant wheels is carried out locally.

Proceed as follows if a wheel change is due:

Depending on the season, does your rented vehicle require summer tyres or winter tyres (in the period from October to April)?

1. Please use the [akf tyre partner search](#) to find a local tyre partner.

Tyres for akf servicelease GmbH rental customers are always stored centrally by our cooperation partner A.T.U Auto-Teile-Unger GmbH & Co. KG. Simply select your local A.T.U. Branch and request the set of wheels with the following form. It is not necessary for you to buy a new set of wheels.

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2. Please fill in the [following form](#).

3. The tyres for your rented vehicle will then be sent via our cooperation partner A.T.U. to your selected A.T.U. branch.

Shipping usually takes up to 14 working days. Please contact your selected A.T.U. tyre partner for a fitting appointment. Please note the stated minimum delivery time for the tyres.

4. **Note:** After the wheel change, the wheels will be stored centrally by our cooperation partner A.T.U.

You will need your akf Service Card as authorisation for the above process to obtain the stored wheels free of charge. The Service Card can be found in the glove compartment or in your digital car hire document. Please always present this. Invoicing is then carried out directly between the cooperation partner and akf servicelease GmbH. However, if new tyres are needed, only the costs for new tyres / wheels which correspond to the size and type which are listed in the rental contract or on the Service Card, and which are approved by akf servicelease GmbH will be accepted. The same applies for the purchase of wheel rims.

If a tyre or set of tyres is necessary due to an accident, please have this noted on the invoice and submit an accident report to us.

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Securing loads in cars

As a driver, you must always be prepared for an emergency stop. Therefore, do not transport unsecured loads.

- Do not put loose objects in the luggage compartment. Place them immediately behind the rear seat
- Do not put bags, laptops, drink crates etc. on the rear seat
- Load the vehicle evenly
- Only transport children in suitable seats
- Use the load securing net or the partition grille
- Observe the maximum roof load
- Do not overload the vehicle
- Check the correct tyre pressure
- Always observe the accident prevention regulations

Transportation of bulky items which do not meet the above requirements is explicitly prohibited.

Returning the vehicle

When you return your long-term hire vehicle, a return report will be made. For this purpose, the interior and exterior of your vehicle should be as clean as possible. Check that the report is correct and then sign it. Before returning the vehicle, please remove your private and company property. Check that the following items are present before returning the vehicle:

- All vehicle keys
- Registration document Part I (ZBI)
- Service logbook, incl. operating instructions
- TÜV and AU certificates
- DVD / SD for the navigation unit or mobile navigation device
- Luggage net or luggage compartment cover
- Put the additional set of wheels in the vehicle.

On return, the vehicle must be in a clean condition (Interior and exterior) and fully fuelled. Modifications to the technical condition, keys or equipment, etc. are not permitted. If at the end of the hire, the vehicle is not in a condition which corresponds to the normal state of wear and tear during the hire period, akf servicelease GmbH reserves the right to pass on the costs for necessary repairs or interior cleaning. Please also refer to our current General Hire Terms with regard to [this](#).

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Rental conditions

Please note our current General Hire Terms. These can be found [here](#).

You can of course contact us at any time if you have any problems or comments. akf servicelease GmbH staff will be glad to assist you during our office hours from **Monday to Thursday 8 am to 5 pm** and **Friday from 8 am to 4 pm**.

You can contact Long-Term Hire under the central telephone number:

+49 202 25727 4330

Or by e-mail under: sl-langzeitmiete@akf.de

Please also visit our homepage
www.akf-servicelease.de.

We hope you have a safe journey at all times and great pleasure with your long-term hire vehicle.

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