



+48 22 699 99 99

www.aldautomotive.pl



ALD
Automotive



Assistance

24 hours a day, 7 days a week

+48 22 699 99 99



Customer Service Office

Monday to Friday, 8.00 am to 6.00 pm; Saturday 8.30 am to 3.00 pm

+48 22 699 99 99, bok@aldautomotive.com



ALD Automotive Polska Sp. z o.o.

ul. Zajęcza 2B

00-351 Warsaw

USER'S OBLIGATIONS

For your safety and comfort when using your leased vehicle, we ask that you adhere to a few basic rules:

- use the vehicle in accordance with the manufacturer's instructions and guarantee booklet
- have periodic inspections carried out in accordance with the recommendations and dates indicated in the guarantee booklet and/or the on-board computer readings
- ensure that technical inspections are carried out before the expiry date of the previous inspection
- regularly check the following parameters:
 - the level of engine oil and other fluids (engine coolant, brake fluid)
 - the condition and pressure of the tyres
 - the expiry date of the fire extinguisher.

If any fault or problem is noticed, immediately contact an authorised service station for the make of vehicle in question having a cooperation arrangement with ALD Automotive (a list of service stations is available at **www.aldautomotive.pl**) or our Customer Service Office on **+48 22 699 99 99**.

REGULAR SERVICES (INSPECTIONS AND REPAIRS)

When an inspection or repair is required:

- contact the Customer Service Office on **+48 22 699 99 99**
- whenever you visit a service station, inform the service consultant that your vehicle is managed by ALD Automotive
- when collecting your vehicle, check that all requested service tasks have been carried out and that the vehicle's inspection/guarantee booklet has been updated. Also check that the vehicle has not been accidentally damaged while at the service station
- no cash payments are made for repairs. The service station will have all services authorised by ALD Automotive and will invoice ALD Automotive directly.

TYRE REPLACEMENT

Tyres:

Depending on the detailed terms of your agreement with us, ALD Automotive will provide the following tyre services:

- seasonal tyre change
- replacement of worn tyres
- seasonal tyre storage.

All tyre changes should be carried out at tyre shops listed by ALD Automotive.

Seasonal tyre changes:

Book the service using the online calendar available at **www.aldautomotive.pl**

Replacing a damaged tyre:

- replace with the spare wheel or use the repair kit. In case of problems with changing the wheel, contact Assistance on **+48 22 699 99 99**
- next call the Customer Service Office to find a service station able to repair the damaged tyre.

No cash payments are made for tyre services. The invoice will be issued to ALD Automotive.

ASSISTANCE

24 hours a day, 7 days a week

+48 22 699 99 99

Depending on the detailed terms of your agreement with us, ALD Automotive will provide the following assistance services:

- [Attempt to repair the vehicle on the road](#)
- [Towing to a service station](#)

If it is not possible to repair the fault on the spot, we will arrange for the vehicle to be towed to the nearest service station with a cooperation arrangement with ALD Automotive.

- [Assisting in arranging a means of transport to continue the journey](#)

If the repairs cannot be completed within 12 hours, we will provide a replacement vehicle for the duration of the repairs, overnight accommodation, or continuation of the journey by other means. The choice of option will be made in consultation with you.

Using a replacement vehicle:

Depending on the Assistance option selected by your firm, you will be entitled to a replacement vehicle in a situation where repairs cannot be completed within 12 hours. The class of replacement vehicle and the maximum period of its use are laid down in the terms of your agreement with us. The place of collection and return of the replacement vehicle will be arranged with you. On its return, the vehicle should be clean, undamaged and filled with the same quantity of fuel as on collection. If the vehicle is returned in a worse condition than on collection, the costs of repairs, cleaning or fuel will be charged to your firm.

DAMAGE AND THEFT

In case of damage or theft of the vehicle, notify us immediately by contacting the Customer Service Office on **+48 22 699 99 99**.

- If the vehicle has been damaged in an accident, obtain necessary information about the party responsible for the accident (Joint Accident Declaration Form, available in the Driver's Package).
- Call the police if:
 - people have been injured in the accident
 - the circumstances of the accident are such as to indicate the possible commission of a criminal offence
 - significant damage has been done to the vehicle.
- If the party responsible for the accident cannot be unambiguously identified, the details of the unit attending the scene should be noted.
- In the following cases you must notify the police within 12 hours:
 - the party responsible is unknown
 - an act of vandalism has taken place
 - the vehicle has been stolen.

FOREIGN TRAVEL

If travelling abroad in your company vehicle, you must have the following documents with you:

- **Authorisation to drive the company vehicle**

Send a request for an authorisation to bok@aldautomotive.com, with a copy to the fleet manager. The request should contain the following details:

- vehicle registration number
- number of personal identity document (national identity card, passport)
- forename and surname of the user of the vehicle
- date of travel
- countries through which the journey will pass
- place of destination.

- **Green Card**

A Green Card confirms the possession of third-party insurance when travelling abroad. It is not required in European Union countries.

REPLACEMENT OF LOST OR STOLEN REGISTRATION PLATES AND REGISTRATION DOCUMENTS

In case of loss or theft of one or both registration plates, send the following to the address of ALD Automotive:

- registration document
- written declaration of loss of plates/original of the police certificate of theft of the plates
- indication of the address to which documents are to be returned
- the second plate if only one has been lost.

In case of loss or theft of the registration document, send the following to the address of ALD Automotive:

- registration plates
- declaration of loss of registration document/original police certificate of theft of registration document
- indication of the address to which documents are to be returned.

If it is necessary to obtain a new registration sticker for the front windscreen, send the following to the address of ALD Automotive:

- registration document
- written declaration of the cause of loss of the sticker
- indication of the address to which documents are to be returned.

If the vehicle registration document is retained by the police, send the following to the address of ALD Automotive:

- original police certificate of retention of document
- certificate of completed technical inspection
- indication of the address to which documents are to be returned.

In case of loss of the fuel card or the PIN for the card:

Immediately contact the Customer Service Department on **+48 22 699 99 99**

END OF CONTRACT

Please contact us one month before the contract end date indicated in the agreement:

Used Vehicles Department

Monday to Friday, 9.00 am to 5.00 pm

+48 22 699 99 99

zwrotpojazdu@aldautomotive.com

Wear and damage to the returned vehicle will be assessed in accordance with the Vehicle Return Guide published by the Polish Vehicle Renting and Leasing Association (PZWLP), available in the Driver's Area at **www.aldautomotive.pl**.