

Guideline for pickup and return of a rental car

To create more transparency and efficiency during your rental car pickup and return, we created this guideline to give you some helpful and important information.

BEFORE LEAVING THE LOCATION

- Check the vehicle for undocumented damages. Pre-existing damages are printed on the rental agreement.
- If you notice damages to the vehicle that are not listed on the rental agreement, please report this damage before the start of your journey. You are welcome to contact the helpdesk on the parking decks, our staff at the branch or simply contact our Assistance under +49 (0) 89 24 400 088*.

DURING YOUR RENTAL

You will find a damage card in every one of our vehicles. It contains all necessary information and actions to be taken in case of an accident or breakdown.

- In the event of a breakdown or an accident, please contact our Assistance under +49 (0) 89 – 24 400 088* as soon as possible.
- Please note that in the event of an accident or damage, you must inform the police immediately. Should the police not come to the accident site, please note the telephone number, the police department as well as the name of the officer and - if available - the reference or file number.
- Ideally, you should take photos of the site of accident, our vehicle and, if necessary, the vehicles of other parties involved. If a third party is involved in the accident, please hand the tear-off damage card to those involved in the accident. If a police accident recording does not take place, please note the complete data of the other party, or at least the plate number of the other vehicle and the name of the driver.
- The damage card contains a form for a damage report. Please complete it as completely as possible. Please forward all documents and available information to the damage department (schaden@sixt.com) as soon as possible.

WHEN RETURNING THE VEHICLE

Assessing the condition of our rental car is an integral part of the vehicle return process.

- Please inform our staff at the branch about any new damages or contact our Assistance under +49 (0) 89 24 400 088* for returns outside the opening hours.
- By using our efficient eTurn software, it is possible to carry out a live check-in together with you and a SIXT employee on return within the opening hours.
- After the return of the vehicle, a condition check is carried out, whereby the condition of the vehicle is documented.
- When collecting the car at your company location, the SIXT employee carries out the car return and assessment directly at the company parking.
- Our staff is required to document any damage that is not noted in our systems – regardless of its extent. This ensures complete and continuous transparency for all customers regarding the qualitative condition of our vehicles.

**SIXT does not charge automatically if a damage has been recorded.
Please be assured that we will check your case in detail.**

HANDLING OF NEW DAMAGES

- If new damage occurs during the rental period, photos, damage report and other documents can be submitted via email (schaden@sixt.com).
- New damages are immediately recorded and archived electronically via our eTurn device.
- The damage department checks each newly registered damage for accuracy and relevance. Should any questions or the need for further statements arise our staff will contact you as soon as possible.
- You have the option to complete an online damage report that will be sent to you via link to an email address provided by you. This tool allows you to upload and submit images and documents to us.

FLEXI CHARGES

Plans can change. As a flexible mobility partner, we are happy to adapt to your plans. Thanks to our Flexi Return guarantee, you have the freedom to return the vehicle at any time to an authorised SIXT station, regardless of the rental agreement.

If your plans change during your hire period, let us know by telephone on +49 (0) 89- 66 060 060* or in person at any of our numerous stations, and our employees will amend your rental contract. By doing this, we can adapt to your changed plans.

- If you shorten your rental contract by at least one invoice day without informing us, SIXT will only invoice you for the rental days actually used at the rate you selected, plus an additional fee for the Flexi-Return-Service. In general, this means that you will receive a refund from SIXT if you return the vehicle early.

	Refund for early return (in % of the price difference)	Maximum amount to be paid by the customer (in EUR)
Early return	50%	178,50

- If you return the vehicle at a station other than the one agreed upon in the rental agreement, the Flexi return station will charge a service fee, as SIXT was not informed in advance about the changes in the rental agreement. With the Flexi Return Guarantee you always have maximum flexibility and cost efficiency when driving. This service and its fees may vary from country to country. If you return your vehicle earlier than agreed in the rental agreement, we will charge the rental price according to the rental agreement. For the unused rental days, you will be credited a share of any difference in the rate.

Tel. Hotline: +49 (0)89 66 060 060*

E-Mail: reservierung@sixt.com