

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 or shown in the Sixt App.
- 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 Roadside Assistance under +49 (0) 89 24 400 88. In addition, you can take a photo of the damage and send it to schaden@sixt.com.

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 Roadside 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 detailed 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 Roadside Assistance +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. SIXT does not charge automatically if a damage has been recorded.
- 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 to schaden@sixt.com.
- The customer is generally responsible for all damage occurring during the rental period - whether self-inflicted or caused by third parties.
- 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.

ROADSIDE ASSISTANCE TELEPHONE NUMBERS FOR RENTALS OUTSIDE OF GERMANY

Austria	+43 (0) 1 505 264 018
Switzerland	+41 (0) 61 327 88 23
France	+33 (0) 170 976 114
Italy	+39 (0) 2 582 40502
Belgium	+32 (0) 3 25 36 294

Luxembourg	+32 (0) 3 25 36 294
Netherlands	+31 (0) 59 23 90 846
Great Britain	+44 (0) 344 499 3399
Spain	+34 (0) 971 70 4924
USA	+1 (888) 749 8227