



ALD Automotive Lithuania

DRIVERS GUIDE

LET'S DRIVE TOGETHER



ALD
Automotive

YOU DRIVE, WE CARE.

Dear customer,

we are glad to deliver the new car to you. Please take some time to read this Driver's Guide.

In this guide you will find a description of the services provided by ALD Automotive and useful tips for different situations.

Important!

- Please make sure that the regular technical maintenance is carried out in accordance with the regulations specified by the manufacturer in Vehicle Maintenance Book;
- Technical inspection has to be done after 3 years, afterwards every second year;
- Please follow the recommendations of ALD Automotive regarding the seasonal tire change;
- We recommend to check the tire pressure every 3 weeks;
- Before leaving a parking lot please make sure that no damages have been caused to the car. In case you notice any damages please inform ALD Automotive.

Do not hesitate to contact us if you need any assistance or have any queries.

Customer Service

Phone: +370 5 247 77 68

e-mail: info.lt@aldautomotive.com

Sincerely,

ALD Automotive

Contents

Technical Maintenance and Repairs	3
Customer Card	4
Insurance	5
In case of accident and theft	6
Frequently registered cases and recommended actions	7
24 Hour Roadside Assistance	8
Tyres	9
Fuel Credit Card	10
Replacement car	10
Pick up and delivery	11
Mileage	11
Fines	11
General Terms of Use of the Car	12
Leaving the Country	13
Returning the Car	14





Technical Maintenance and Repairs

- Please ensure that maintenance is carried out in accordance to the manufacturer's recommendation (refer to the manufacturer's service book);
- All maintenance and repair works are provided by service provider approved by ALD Automotive. All maintenance works have to be recorded in the Vehicle Maintenance Book;
- The list of approved service providers have been given together with other car documentation.

Procedure:

- Call ALD Automotive or appropriate service centre to make an appointment;
- Describe the maintenance or repair that needs to be performed. Should difficulties be encountered in identifying the problem, describe the circumstances and provide details;
- Present ALD Automotive Customer Card to garage receptionist prior performing any work.

We appreciate your efforts to take care of your car by regularly cleaning it and checking the level of oil and other technical liquids.

No smoking in the car would be appreciated.

Customer Card

With the Customer Card issued by ALD Automotive our partners will recognize you as a customer of ALD Automotive, so please don't forget to take it with you. All invoices will be sent to ALD Automotive by our partners.

LET'S DRIVE TOGETHER

 **ALD**
Automotive

Kliento kortelė



Automobilis

Valst. Nr.:



Kėbulu Nr.:

Galiuja iki:



Numerus.:

Klientų aptarnavimas: +370 5 247 77 68
24 val. Tech. pagalba: +370 5 243 14 10

IMPORTANT:

Please present your Customer Card to service provider prior performing any work. ALD Automotive does not accept invoices issued by non-approved service providers.



Insurance

This service is optional. To find out if it is included in the contract please contact your manager .

5

Insurance

The vehicle you are driving has a MTPL insurance policy (compulsory motor third party liability insurance) and CASCO insurance policy (voluntary motor own damage insurance).

CASCO insurance covers damages caused by:

- collision with other vehicle or obstacle;
- overturn and fall (e.g. from bridge etc.) of the vehicle on the move;
- fire, explosion;
- natural disasters;
- damages from falling of various objects;
- malicious actions of third parties;
- theft, robbery, burglary.

Please get acquainted with the terms and conditions of CASCO insurance policy provided enclosed with other documentation.

IMPORTANT:

Never leave car documents in the car and keep the keys in a safe place!

In case of accident and theft

What to do if you are involved in a traffic accident?

- Keep calm, evaluate the situation and act in accordance with the traffic and insurance rules;
- Call the police and rescue services, if required.
Emergency phone No 112;
- If, according to the traffic rules, the car may not be used further in the traffic, call ALD 24 Hour Roadside Assistance.
Phone No +370 5 243 14 10;
- After registering the accident with the relevant authorities, please notify ALD Automotive.
Phone No +370 5 247 77 68.

In case of theft:

- Immediately contact the police;
- A written statement about the event and official documents from the authorities must be provided to ALD Automotive;

In all cases notify and contact ALD Automotive for assistance on administrative procedures.

Frequently registered cases and recommended actions

1. If you notice that one or two parts of your car is slightly damaged (scratch, bump):
 - During the business hours call ALD Automotive. If noticed outside the regular business hours, please call us the next working day.
2. If you notice any other major damage:
 - Call the police immediately and register the accident;
 - After the accident is registered, please contact ALD Automotive. If outside the regular business hours, please call us the next working day.
3. If two cars are involved in an accident, there are no victims, the parties can agree on who is the guilty party and the car may be used further in traffic in accordance with the traffic rules:
 - please fill out the form “Agreed Statement on the Accident”;
 - during the business hours call ALD Automotive. If outside the regular business hours, please call us the next working day.
4. If two cars are involved in an accident and parties can't agree on who is guilty, or there are more than two cars involved in the accident:
 - call the police and rescue services, if required, immediately;
 - during the business hours call ALD Automotive. If outside the regular business hours, please call us the next working day.
5. If a rock (or any other object) has hit the front windshield of the car in motion and the windshield needs to be replaced:
 - during the business hours call ALD Automotive. If outside the regular business hours, please call us the next working day.
6. If there is damage resulting from hail or any other falling object:
 - during the business hours call ALD Automotive. If outside the regular business hours, please call us the next working day.



24 Hour Roadside Assistance

This service is optional. To find out if it is included in the contract please contact your manager

ALD Automotive provides 24 Hour Roadside Assistance to offer technical support, on-site repair and towing service.

Depending on the situation our specialist will provide you with a consultation on the phone or visit the accident site or send a towing truck, which will transport your car to the nearest garage.

If included in the contract and should the vehicle be immobilized due to breakdown or accident and repair works will last more than 1 (one) day, a replacement car will be provided (within Lithuania territory up till 5 (five) days per year).

IMPORTANT:

Do not pay directly to anyone without prior approval from ALD Automotive.

24 Hour Roadside Assistance Phone No +370 5 243 14 10



Tyres

This service is optional. To find out if the service is included in the rental contract, please contact your manager.

This service includes seasonal tyre change and replacement of tyres in accordance with normal use.

ALD Automotive cars are equipped with the tyres according to the respective seasonal requirements.

The tyres to be used during the next season are stored at our partners providing tyre storage and replacement services. The contact information of the service partners was been provided to you.

We will contact you and remind you of the necessary tyre change and will agree on the most convenient time to do the tyre change.

If you have booked an appointment for tyre change but can't make scheduled appointment, please contact ALD Automotive or our partner.

IMPORTANT:

The minimum wear of the tyres is following:

summer tyres – 1.6mm

winter tyre – 3.00mm

The use of winter tyres is compulsory in the period from November 1 till April 1.



Fuel Credit Card

This service is optional. To find out if it is included in the contract please contact your manager.

With the Fuel Credit Card issued by ALD Automotive you can purchase fuel, car-related goods (e.g. washing liquid etc.) and pay for services available at petrol stations. Invoices for the purchases will be sent to your company together with the monthly invoice.

IMPORTANT: If your Fuel Credit Card is lost or stolen, please call:

- ALD Automotive during business hours phone No. +370 5 247 77 68
- STATOIL outside working hours phone No. 1877
- NESTE outside working hours phone No. 370 5 212 33 57



Replacement car

This service is optional. To find out if it is included in the contract please contact your manager.

This service is optional. To find out if the service is included in the rental contract, please contact your manager.

During your vehicle repairs, a replacement car is available at a special price. If there is a need for a replacement car, please contact us calling to our Customer Service or send us an e-mail.

NB!

A replacement car has to be approved by your manager



Pick up and delivery

This service is optional. To find out if the service is included in the rental contract, please contact your manager.

11

According to contract conditions ALD Automotive will take your car from your office and deliver to the specified service station. After repair work your car will be delivered back to you by ALD Automotive.

Mileage

The mileage allowance can be found in your lease contract. If the actual mileage significantly differs from the agreed contract mileage, please contact your manager.

Fines

The driver is responsible for all fines such as speeding, parking etc. If the fine has not been paid in a timely manner and it is done by ALD Automotive, an additional fee will be applied to the monthly rental payment in addition to the fine.

General Terms of Use of the Car

The car has to be used according to the car manufacturer manual and guidelines. It is strictly forbidden to use the car in conditions which may decrease the value of the car more than normal wear and tear.

IT IS NOT ALLOWED TO USE THE CAR:

- for towing trailers or similar objects;
- for racing and competitions;
- for any type of rental including commercial passenger carrying, driving lessons etc;

The rental INCLUDES (if not otherwise stated in contract):

- contract mileage;
- regular technical maintenance;
- normal wear and tear repairs;
- summer and winter tyres;
- insurance – MTPL and CASCO.

The rental payment DOESN'T INCLUDE:

- replacement of missing, damaged or consumed components ;
- fitting and repairs of optional equipment;
- repairs of damages resulting from accidents or intentional or ill-intentional activities, theft, unauthorised use, robbery, natural calamities, fire, explosion, and other insured events. The said costs will be paid by the insurer if approved as an insurance case;
- repairs required due to inappropriate use of the vehicle, including but not limited to use of inappropriate fuel or technological liquids or lack of technological liquids and if the scheduled maintenance and repairs have not been carried out in due time;
- repairs resulting from modifications to the initial structure of the vehicle or if parts that are not permitted by the manufacturer have been fitted on the vehicle;
- repairs of damages suffered when the driver has been under the influence of alcohol or any other drug.
- fuel and windscreen washing liquids;
- fines

Leaving the Country

Prior to the trip::

- check the validity of the insurance (dates, territory) and obtain additional insurance if required;
- if travelling in Europe, you will need a letter of authority issued by your company.
- check the technical condition of your car (lights, brakes, oil) and take it to the technical inspection if necessary;
- in winter, find out what the rules on tyres are in the countries you are going to travel to. In Southern and Central Europe, it is forbidden to use studded tyres;
- get acquainted with the traffic rules in the countries you are going to travel to. For example, in some countries it is forbidden to speak on mobile phone while driving or a hands-free system is recommended.

NB!

To plan your travel, you can use the website of Viamichelin, www.viamichelin.com, which provides also information on traffic rules in various countries.

Abroad:

- in case of a traffic accident, always call the police and, if possible, get a copy the police report, photograph the place of accident and the damages, and record contact information of the victims and the other party. Complete the form Traffic Accident Report;
- in the case of technical problems or a traffic accident, you can call the ALD 24 Hour Roadside Assistance on +370 5 243 14 10. We will arrange assistance through our partners in that country. A separate invoice will be issued for such services.

Returning the Car

Upon expiry of the lease period, the car is to be returned to the place specified by ALD Automotive. Please note that car must be returned clean and with all options and accessories.

Upon returning, the car's condition and mileage will be checked and an acceptance certificate, recording in it damages and missing components, if any, will be signed and issued. Costs or damages resulting from excessive wear and replacing of missing components will be invoiced to your company.

Please ensure that the following are present:

- service book;
- all keys and remote controls;
- alarm and radio codes;
- insurance policy;
- fuel credit card;
- vehicle registration certificate;
- letters of authority and other documents.

Algeria
Austria
Belgium
Brazil
China
Croatia
Czech Republic
Denmark
Egypt
Estonia
Finland
France
Germany
Greece
Hungary
India
Italy
Latvia
Lithuania
Luxembourg
Mexico
Morocco
Netherlands
Norway
Poland
Portugal
Romania
Russia
Serbia
Slovakia
Slovenia
Spain
Sweden
Switzerland
Turkey
Ukraine
United Kingdom
United States

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SOCIÉTÉ GÉNÉRALE GROUP