

DRIVER SET | COMPANY CARS

Volkswagen Financial Services | Company Cars would like to welcome you as a new driver.

In this DRIVER SET manual, you can find all the important information, instructions and an overview of services. The DRIVER SET is an integral part of the agreement and summarises all your rights and obligations. Other mutual rights and obligations are specified by the operating lease terms and conditions of ŠkoFIN, s.r.o.

We wish you lots of happy kilometres without any accidents.

Volkswagen Financial Services | Company Cars

In its communications, ŠkoFin, s.r.o. uses the trademark Volkswagen Financial Services.



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Important Phone Numbers

Roadside Assistance Service

T: +420 605 201 820

Report an Insurance Claim

Online form: vwfs.cz/skody

T: +420 224 992 296

E: skody@vwfs.cz

Mon–Fri: 8:00–16:30

Company Cars Department

T: +420 224 992 300

E: fleet@vwfs.cz



Emergency Phone Number

Emergency Line	112
Fire Department	150
Ambulance	155
Police	158

Handover of Vehicle

Upon handover of your vehicle, you will sign a handover record with the responsible person. Please keep documents and accessories that you will receive upon handover in a safe place. (Upon termination of your agreement, you must return them together with the vehicle.)



In the vehicle, you will find:

- instructions for use and maintenance
- service logbook, unless in electronic form
- mandatory equipment of the vehicle (supplied by the manufacturer)

Upon handover, you will receive:

- on the handover record of the subject of lease
- vehicle registration certificate (the “VRC”)
- keys from the vehicle, including the spare keys, and safety labels, if any
- printed DRIVERSET in summarised version
- and more, depending on the selected vehicle equipment

Depending on the agreed services, you may also receive:

- international motor insurance card (the so-called green card)
- confirmation for the activation of an electronic highway vignette for the Czech Republic
- Volkswagen Financial Services service card
- fuel card (+PIN)

Use of Vehicle

You must properly maintain the vehicle and operate it in accordance with the attached Instructions for Use and Maintenance of the Vehicle, as published by the manufacturer, and the service book. As a lessee, you are obliged to observe the dates of regular service and technical inspections of the vehicle (including the manufacturer's or the lessor's recall or extraordinary events).



As a lessee, you are further responsible:

- to protect the vehicle from unfavourable weather conditions and to prevent the current condition of the vehicle becoming impaired using appropriate measures
- to operate the vehicle in accordance with the traffic rules
- to use the vehicle exclusively according to the manufacturer's or the lessor's instructions
- to keep the service book including records, unless the service book is in electronic form
- to return the vehicle including its full equipment (including the basic equipment) in a condition in which you accepted it



Failure to comply with these provisions may result in additional costs payable by you.

As a driver of the vehicle:

- you must check the vehicle's condition on a regular basis before driving
- you are responsible for the basic daily maintenance of the vehicle (e.g. checking the tyre pressure, bulbs, refilling fluids etc.)



Please keep in mind that your vehicle is not a safe.

You can arrange for the maintenance, repairs and service using the network of our service partners. To display the list of service partners, click on the [Network of Authorised Services](#) or [Network of Contractual Services](#).



If you use the Prepaid Services, use only the [Contractual Centres](#) designated by Volkswagen Financial Services.

For your vehicle, you may only use tyres and wheel rims the sizes of which are specified for the given type of vehicle in the vehicle documents or the lease agreement.

You should notify us immediately in any of the following cases:

- additional modifications and alterations made to the vehicle (you may only make these upon Volkswagen Financial Services approval; if you break this rule, you may be liable for damage caused)
- theft of the vehicle, loss of documentation or an insurance claim
- odometer or kilometre counter malfunction

Services and insurance

Service and Maintenance



Tyre Repair Services



Roadside Assistance



Additional Roadside Assistance Services



Highway Fees



Electronic Journey Logbook



Fuel card



Replacement Vehicle



Insurance

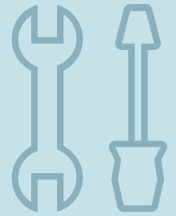


GAP Insurance



Service and Maintenance

Follow the maintenance schedule prescribed by the vehicle's manufacturer. You can find the schedule in your service book. Service and maintenance are to be ordered directly from Volkswagen Financial Services [service centres](#) or [contractual centres](#). All service operations are to be recorded in your service book.



BASIC SERVICE

The Basic Service package includes:

- basic service inspection (every 2 years/30 000 km)
- change of engine oil (every 2 years/30 000 km), pollen filter (every 2 years/60 000 km, or 30 000 km), air filter (every 6 years/90 000 km), spark plugs (petrol engines, every 4 years/60 000 km), fuel filter (diesel engines, every 90 000 km), brake fluid, 4 x 4 drive oil or differential lock oil (every 2 years), automatic direct-shift gearbox (DSG) oil (after 120 000 km, or after 60 000 km), distribution belt (after 210 000 km)
- checks of EV, PHEV, CNG systems depending on the type of vehicle
- other operations prescribed by the manufacturer based on the Maintenance List (such as cleaning of the roof window or towing equipment, diagnostics, refills of operating fluid etc.)
- other petty materials used for service inspections – windscreen washer fluid, screws, pads, standard bulbs, seals, etc.
- standard extension of mobility guarantee (1000 km toleration of the service interval)



No other maintenance procedures are included in this service package.

UNLIMITED SERVICE (FULL)

The Full Service package includes:

- basic service inspection
- change of engine oil, pollen filter, air filter, spark plugs (petrol engines), fuel filter (diesel engines), brake fluid, 4 × 4 drive oil or differential lock oil, automatic direct-shift gearbox (DSG) oil, distribution belt
- other operations prescribed by the manufacturer based on the Maintenance List (such as checks of towing device systems, CNG/PHEV device, roof window etc.)
- other petty materials used for service inspections – refill of operating fluids (e.g. into windscreen washers, cooling system etc.), screws, pads, standard bulbs (with the exception of Xenon and LED), seals, etc.
- standard extension of mobility guarantee (1000 km toleration of the service interval)

The Full Service package also includes the following maintenance operations and (depending upon manufacturer's recommendations) replacements of parts subject to normal wear and tear:

- replacement of front/rear brake pads or linings, front/rear brake disks, front windscreen wiper bars and rear wiper
- inspection in front of the National Motor Vehicle Inspection, or carrying out of the National Motor Vehicle Inspection
- cleaning of the air-conditioning system and, if necessary, refill
- axle geometry measuring

- checking and maintenance of the exhaust and fuel systems, chassis systems (axles, axle shafts, suspension, shock absorption), clutch, cooling system, automotive battery (and its replacement, if necessary) and other parts subject to normal wear and tear
- refill of engine oil or cooling fluid in between the service intervals

ŠkoFIN limits for usual wear-and-tear:

- minimum mileage for the replacement of brake pads – 30 000 km
- minimum mileage for the replacement of brake disks – 60 000 km
- minimum mileage for the measuring and adjustment of geometry – 90 000 km
- minimum mileage for the replacement of clutch – 150 000 km
- replacement of wipers – 1× per calendar year
- AC disinfection – 1× per calendar year

Other limits for ordinary wear-and-tear are determined individually based on the actual mileage, operation time and opinion of the company's service partner with respect to the specific service/case.

Any repairs, service and maintenance beyond the limits of ordinary wear-and-tear are paid for by yourself. If these services are provided to the Client by the company, they will be billed separately, and the Client must reimburse the company for the cost of these services.

The Unlimited Service package does not include the following in particular:

- repairs and replacements of spare parts damaged as a result of an accident or negligence, incorrect use or failure to following the manufacturer's instructions and recommendations
- costs in case of unqualified repair works carried out by a service centre which is not a contractual partner of Volkswagen Financial Services
- costs of repairs of parts additionally installed in the vehicle, costs associated with special paint or sticking of corporate and identification labels
- service/maintenance/repairs caused by aggravated operating conditions as defined by the service book and instructions for use
- costs of replacement of broken or damaged rear-view mirrors, headlights or glasses, replacement or repairs or tyres and wheels due to damage or wear and tear, or the costs of wheel balancing, navigation and maps updates, vehicle towing outside the contractual conditions of roadside assistance, washing, waxing, interior cleaning, wheels storage, AdBlue refill or replacement, costs associated with the loss or keys or remote control, damage caused by rodents
- extension of mobility guarantee where the service interval gets exceeded by more than 1000 km
- and more as per the business terms and conditions of ŠkoFIN, s.r.o.

PREPAID SERVICE

If you bought a separate Prepaid Service / Service Package for your vehicle, present the Instructions for Use, where the package is marked, to the service partner. The service partner may also check that you are entitled to the package via manufacturer's portal by entering your VIN.

The package duration may vary and is limited by the number of years from putting into operation or by using up the selected limit of kilometres driven, the service gets terminated upon the earlier of the two. The Prepaid Service / Service Package is not tied to the lease agreement but to the vehicle and so, the package duration is not limited by the lease agreement.

The basic option includes service checks recommended by the manufacturer, including extended mobility warranty. The higher option includes, beyond the inspections prescribed by the manufacturer, also parts subject to wear and tear. For detailed breakdown of service operations included in individual options, see the Product Terms and Conditions or Instructions for Use of the vehicle.





Headed for repairs? How to proceed

In a service centre, identify yourself with a service card and ORV. Without them, the service centre may deny the requested service, unless you pay for it in cash. Upon accepting the vehicle, you must check the repairs carried out by the service centre. You must have any defects found remedied by the service centre immediately.

[service centres](#)
[a contractual centres](#)

Mandatory Revisions

If you have any equipment in the vehicle for which mandatory revisions are prescribed, you must have the revisions made upon the manufacturer's instructions in the designated service centres. You must have the operations marked in the relevant documents (e.g. warranty certificate).

Such equipment includes passive safety equipment (Construct, Defend Lock etc.), LPG, CNG, PHEV, special electric equipment etc. Failure to comply with these obligations may result in loss of warranty and full liability for damage incurred.

Service Abroad

If you have an unexpected defect and need to use a service centre abroad, you can use the given automaker guarantee or roadside assistance (if agreed). Then, you must get a preview/pro-forma invoice and send it to the Company Cars Department. If the service centre requires immediate payment of the invoice, the invoice must be issued to the name and address of the user stated in the agreement. ŠkoFIN, s.r.o. will reimburse the user the amount.

Only urgent repairs of defects that prevent the driver from continuing to drive or which might result in more extensive damage unless remedied immediately are to be carried out abroad.



Tyre Repair Services



The **Basic Tyre Repair Service** package includes replacement and purchase, fitting, removing, balancing or also storage of tyres. Seasonal tyre replacements should be made by [authorised](#) or [contractual service](#) centres within the set periods.



The **Unlimited Tyre Repair Service** package includes the provision of tyres in the quantity necessary for proper use of the vehicle. Because of their wear and tear and provided that you have this service agreed, you can have them replaced after 30 000 km or where the tread depth drops under the statutory minimum limit increased by 10%.

Costs not included in the Tyre Repair Service package are to be paid by you as a lessee or to be rebilled to you

- tyres of a different type
- replacement of a defective tyre
- costs of repairs paid at special rates or outside normal working hours etc.



Headed to a tyre shop? How to proceed

- in a service centre, identify yourself with a service card and ORV (without these, the service centre may deny the requested service, unless you pay for it in cash)
- upon accepting the vehicle, you must check the repairs carried out by the service centre
- you must have any defects found remedied by the service centre immediately



When to switch tyres

When outside temperatures have been steadily over 7°C, it is time to switch to summer tyres. When outside temperatures have been steadily below 7°C, it is time to switch to winter times.

Under the law, you are obliged to use winter tyres with minimum tread depth of 4 mm (applicable to vehicles up to 3500 kg) from 1st November to 31st March.



Tyre Repair Services Abroad

If the expected time of repair of the vehicle abroad exceeds 2 days, we will tow your vehicle to a service centre in the Czech Republic closest to your home. (This applies only if the service is part of your prepaid programme.) Then, you must get a preview/pro-forma invoice and send it to the Company Cars Department. If the service centre requires immediate payment of the invoice, the invoice must be issued to the name and address of the user stated in the agreement. ŠkoFIN, s.r.o. will reimburse the user the amount.

Only urgent repairs of defects that prevent the driver from continuing to drive or which might result in more extensive damage unless remedied immediately are to be carried out abroad.



Roadside Assistance

You can find your selected Roadside Assistance programme in the agreement. If the vehicle is inoperable as a result of accident, malfunction, theft or driver's error in the Czech Republic or abroad, please call + 420 605 201 820. For the financial coverage limits, see below (provided you have the Roadside Assistance service taken out).



Who can use the Roadside Assistance service

You and the passengers in your car may use the service. The number of persons to which the service applies is limited to the number of passengers stated in the vehicle documents. The services do not apply to persons transported in the vehicle at a fee.

Where you can use the Roadside Assistance service

The assistance services are provided in the territory of the Czech Republic and Europe including the European part of Turkey. In the countries listed below, the assistance services are provided as the local conditions and capacities allow

- Belarus
- Bosnia and Herzegovina
- Bulgaria
- Montenegro
- Iceland
- Cyprus
- Lithuania
- Latvia
- Malta
- Romania
- Russian Federation
- Ukraine

You can use the roadside assistance services repeatedly.

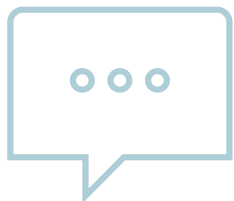


Did you have an accident? How to proceed

Where an assistance event occurs, contact the Volkswagen Financial Services Roadside Assistance (+420 605 201 820) immediately, available 24/7 all year long, and follow their instructions.

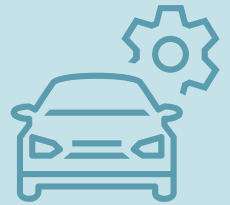
Please provide the following information to the operator:

- name and surname
- phone number from which you are calling for the operator to call you back (a phone number of the nearest landline will be fine, too)
- what happened
- place where you are now
- type of vehicle, colour, licence plate and VIN



Repair on site

A service vehicle that will come repairs miniscule defects usually on site, though only when safety and flow of road traffic is not jeopardised and access to the vehicle is possible and legally permissible.



Towing to the nearest service centre, parking fees

If the vehicle cannot be repaired after a traffic accident or breakdown, it will be towed into the nearest contractual service centre. If the service is unable to accept the vehicle for repair immediately, your inoperable vehicle will be kept safe for 3 to 5 days, depending on the selected programme.

Driver's error in the Czech Republic or abroad

In spite of care, a so-called driver's error may occur when the vehicle is being operated.

The following is considered a driver's error:

- lack or mix-up of fuel or other operating fluids
- loss, theft or locking out keys from the vehicle or breaking of a key in the vehicle lock
- dead battery
- tyre defect
- ascertaining that the certificate of roadworthiness of the vehicle expired



In case of a driver's error and provided that you have the Roadside Assistance service agreed in your agreement, the assistance service will help you on site or tow the vehicle into an contractual service centre. The costs of replacement materials are payable by you as the vehicle user.

ADDITIONAL ROADSIDE ASSISTANCE SERVICES

If you had an accident or malfunction and the vehicle is not repaired within 2 hours on site or in an authorised service centre, you can use one of the following services.



Alternative transport

You and your passengers can return or get to the destination using other means of transport (1st class train, bus etc.).

Loan of a replacement vehicle

To get where you need to, we will lend you a replacement vehicle for 5 to 10 days (depending on your arranged programme). The category and equipment of the vehicle do not have to be the same as in your vehicle. The service excludes the costs of fuel, operating fluids, or highway or any other fees. Return of a replacement vehicle is subject to the car rental conditions.

Hotel accommodation

If the situation requires, you and your passengers may accommodate in a hotel for 1 to 3 nights (depending on the arranged programme).

Transport of unrepaid vehicle from abroad

If the expected time of repair of the vehicle abroad exceeds 2 days, we will tow your vehicle to a service centre in the Czech Republic closest to your home or company headquarters. (This applies only if the service is part of your arranged programme.)

Transport of a repaired vehicle

As soon as the authorised service centre repairs your vehicle, they will transport the vehicle to your place of residence or company's registered office. (This applies only if the service is part of your arranged programme.)

Return of a replacement vehicle

You can accept your repaired vehicle in any contractual service centre at your place or residence or company's registered office in the Czech Republic or abroad. (This applies only if the service is part of your arranged programme.)

Replacement driver

If the driver of the insured vehicle is hospitalised abroad and none of the passengers is able to drive the vehicle, you can request a replacement driver (for 2 days maximum) within the agreed assistance programme and depending on your arranged programme. The costs of fuel, operating fluids or highway or any other fees are not part of the service.

Delivering a message to a close person

Whenever you have troubles with your car, the assistance service may deliver a message to a person designated by you (by phone, via e-mail or fax).

DESCRIPTION OF ASSISTANCE SERVICES	Czech Republic + EU package, 5 days for a replacement vehicle		Czech Republic + EU package, 10 days for a replacement vehicle	
	Czech Republic	Abroad	Czech Republic	Abroad
If the vehicle becomes inoperable as a result of accident, malfunction or driver's error, or has been stolen:				
Roadside assistance arrival, departure, repair on site, sending of spare parts	YES	YES	YES	YES
Towing of the vehicle into the nearest authorised service centre, including loading, unloading, rescue	YES	YES	YES	YES
Safekeeping of the inoperable vehicle	YES for up to 3 days	YES for up to 3 days	YES for up to 5 days	YES for up to 5 days
If the vehicle is not repaired within 2 hours from its acceptance to an authorised service centre or has not been found within 2 hours from being reported stolen:				
Hotel accommodation	YES for the duration of vehicle repair, 3 nights maximum	YES for the duration of vehicle repair, 3 nights maximum	YES for the duration of vehicle repair, 3 nights maximum	YES for the duration of vehicle repair, 3 nights maximum
or:				
Replacement vehicle in case of the vehicle being inoperable on the road Vehicle will be brought within 2 hours	YES for the duration of vehicle repair, 5 days maximum	YES for the duration of vehicle repair, 5 days maximum	YES for the duration of vehicle repair, 10 days maximum	YES for the duration of vehicle repair, 10 days maximum
or:				
Reimbursement of travel costs payment of fare to continue the trip / return home (1st class train or bus ticket)	YES	YES	YES	YES

DESCRIPTION OF ASSISTANCE SERVICES	Czech Republic + EU package, 5 days for a replacement vehicle		Czech Republic + EU package, 10 days for a replacement vehicle	
	Czech Republic	Abroad	Czech Republic	Abroad
Additional assistance services:				
Transport of unrepaired vehicle from abroad to a service centre in the Czech Republic closest to the client's place of residence / registered office, if the repair abroad is to take more than 2 business days	NO	NO	NO	YES
Transport of a repaired vehicle Towing into the client's place of residence / registered office, including loading and unloading	NO	NO	YES	YES
Return of a replacement vehicle taking back the replacement vehicle in any authorised service centre or the client's place of residence / registered office	NO	NO	YES	YES
Replacement driver provision of a driver for the crew to return to the place of residence in case of the driver's illness/injury	NO	NO	NO	YES For 2 days maximum
Transporting the crew Into the client's place of residence / registered office in the Czech Republic	NO	NO	YES	YES
Financial assistance	NO	NO	NO	YES Up to EUR 500
Delivering a message to a loved one	NO	NO	YES	YES

HIGHWAY FEES

If you have this service agreed in your agreement, we will provide a highway vignette valid in the Czech Republic.

You can check that your highway vignette is effective by entering your licence plate number [on the link here](#).

Highway vignettes for vehicles exempt from the fees (electric vehicles, hybrids) are provided by Volkswagen Financial Services only for vehicles with this service agreed. If you have not agreed this service, you must get a notice of exemption on your own.



ELECTRONIC JOURNEY LOGBOOK

If you have this service agreed in your agreement, you can get a current overview with respect to your vehicle online. To access the web service, use the assigned username and password.



You can for instance use:

- driver's identification using electronic access
- identification of service/private journey using on-board switch
- full electronic journey logbook, differentiating among private and service journeys
- monitoring of the vehicle in real time on a map
- autonomous check of the utilisation of the fleet with the reporting of deviations (speeding, leaving posts etc.)
- link to fuel tanking information
- full analyses and reporting

FUEL CARD

If you have the Fuel service agreed, you can refuel using the card you received upon the vehicle acceptance.

Safeguard the fuel card from theft or misuse. You must not write the PIN on your card nor keep it close to the card.



If your card or PIN gets lost or stolen:

- write to tankservis@vwfs.cz or call +420 224 992 300
- note the contract number or licence plate number and the card number and ask for blocking of the card, or issuing a new one, or for a new PIN

Responsibilities of the lessee:

- safeguard the fuel card from theft or misuse;
- do not leave the card in an unguarded vehicle;
- you are also liable for all claims that arise from using the card and for any damage incurred as a result of use, misuse or forging of the card.





Use of the card

Use the card for direct debit payments of goods relating to the vehicle operation. Unauthorised purchases will be rebilled to you. Present the card to the gas station personnel before payment. For the reasons of regular checking of fuel consumption, note the odometer reading upon refuelling. Sign the receipt and keep it for inspection.

Stolen card

After your card has been stolen or your PIN has been disclosed, please contact us immediately. Employee in Volkswagen Financial Services will block the card and will have a new one issued for you. The costs of blocking the card will be paid by you as a lessee.

Card expiry date

The card expiry date is printed on the card. Before it expires, you will receive a new card. If not, please contact us. You will return the fuel card together with the vehicle after termination of lease.

REPLACEMENT VEHICLE



If you have taken out this service, you can use it when your vehicle is in a service centre or destroyed or damaged other than as a result of an insured event or an event requiring road assistance.

In case of regular maintenance of your car, pick your favorite contractual [service out of the VWFS partner list](#).

When making an appointment to the service, tell them your request for a replacement vehicle. If this service does not have any cars at the moment available, get in contact with your key account manager from VWFS.

In case of an insured event, you are entitled to a replacement vehicle based on your insurance (for more information see page 16, [Did you have an accident? How to proceed](#)). If the vehicle has been stolen or become inoperable and cannot be repaired in an authorised service centre within 2 hours, you can get a replacement vehicle as part of the [Roadside Assistance service](#) (provided that you have the service agreed).

You can use the replacement vehicle service also where this service has not been agreed in your lease agreement. In this case, the costs are paid by you upon re-invoicing.



Do you need to borrow a replacement vehicle? How to proceed

Choose an authorised service centre and contact it.
Find our list of service partners [HERE](#).

Have the following information on hand:

- when you need the vehicle to be brought to you
- driver's name
- driver's licence number
- driver's telephone number, or another contact person
- type of the requested vehicle

In case the service centre is currently unable to provide a replacement vehicle, please contact VWFS customer support line on **+420 224 992 410**.



The Replacement Vehicle service includes:

- unlimited number of km for short-term loans
- green card
- highway fees in the Czech Republic
- motor vehicle liability insurance
- vehicle accident insurance (coinsurance depends on the type of vehicle)
- assistance service
- vehicle replacement in case of malfunction or accident
- driving/parking the vehicle into the registered office of your company
- costs of repairs and maintenance

The Replacement Vehicle service excludes:

- fuel or battery charging (in case of an electric car)
- VAT

If you use this service, you must return the replacement vehicle with a full tank and in the same condition in which you accepted it.



INSURANCE



Insurance is an integral part of financial services of our company. Vehicle accident insurance, motor vehicle liability insurance and other additional types of insurance provide maximum coverage against multiple unexpected situations.

In the agreement, the following types of insurance can be agreed:

- motor vehicle liability insurance
- vehicle accident insurance including additional insurance
- legal protection insurance – Assistant
- GAP insurance

Motor vehicle liability insurance

The motor vehicle liability insurances covers damage or injury caused by you to health, property of another, lost profit or life in the Czech Republic and in all countries accepting the green cards. Check [here](#) to see which are those.

Vehicle accident insurance

This insurance covers damage caused to the vehicle you use in case of a crash, natural phenomenon, vandalism or theft and applies in the whole of Europe.

As part of vehicle accident insurance, you can agree the following additional services:

- windscreen insurance
- luggage insurance
- accident insurance of passengers transported in the vehicle (so-called seat insurance)
- insurance of rental fees for the duration of vehicle repair





How to use the Assistant insurance

- Have the information to identify yourself on hand
 - name of the person in the lease or loan agreement or Assistant insurance agreement
 - agreement number
 - licence or registration plate of the vehicle
 - telephone number (including international prefix) where you can be immediately reached
- **Dial +420 272 101 082**
 - After checking your data, the Assistant will give you the information you need.
 - Provide the Assistant with the information requested and briefly describe your situation. The Assistant will help you navigate through the situation, tell you how to proceed next and together, you will resolve the problem.
 - When resolving your case, you can contact the Assistant again any time.
 - Although the Assistant does not provide technical assistance, he/she can help you contact the assistance service in case of an accident or malfunction, and the assistance service will provide the assistance required as part of your vehicle accident insurance or motor vehicle liability insurance (repair, towing etc.).

Legal protection insurance – Assistant

This insurance includes:

- legal protection insurance – criminal/administrative proceedings in connection with a traffic accident, enforcement of damages, resolution of disputes under another vehicle insurance, resolution of disputes with a service centre or National Motor Vehicle Inspection or in connection with a parking place
- administrative and legal assistance – information about how to proceed when resolving problem situations, assistance in cases of theft or loss of documents, interpreting and translation, assistance with the mediation of services, dealing with the police or authorities, assistance in case of custody of the insured
- telephone legal advice centre

The scope of services depends on the agreed insurance coverage option.

With option Assistant XL, you will receive comprehensive services in their entirety and maximum insurance limits, with Assistant L, you will receive the standard scope of care and with Assistant M, you will receive the basic range of services.

The Assistant is not a substitute for technical assistance in case of vehicle malfunction or crash. (It is usually already part of vehicle accident insurance or motor vehicle liability insurance, or part of the [Roadside Assistance](#) service.)



GAP INSURANCE

GAP is an extension of vehicle accident insurance that protects you from losses caused by the drop of value of the vehicle in time (in the case of total loss or theft of the vehicle).



GAP can be taken out in three options:

- GAP XL – this option covers the difference between the current price and the acquisition price of the vehicle (up to one half of the acquisition price) and covers full coinsurance (deductible) under the motor vehicle insurance
- GAP L – covers the difference between the current price and the acquisition price of the vehicle (also up to one half of the acquisition price); however, coverage of coinsurance (deductible) under the motor vehicle insurance is not part of this option
- GAP M – provides the basic coverage in the amount of one half of the difference between the current price and the acquisition price of the vehicle (up to one quarter of the acquisition price)
- GAP OL – this option is intended for an operating lease and provides coverage up to the net book value of the vehicle; however, coverage of coinsurance (deductible) under the motor vehicle insurance is not part of this option

HOW TO SETTLE AN INSURANCE CLAIM

On the website vwfs.cz, you can find the following forms for reporting insurance claim:

- European record of traffic accident
- Online form to report a claim

Based on provided documents, the insurance claim gets registered by the relevant insurance company.

In case of a claim, fill in the form at www.vwfs.cz/skody.

For more information, please call Volkswagen Financial Services at +420 224 992 296.

Reporting an insurance claim

- If you have taken out insurance, use the contacts designated for reporting insurance claims listed in the beginning of this DRIVER SET.
- You must report an insured event immediately, before bringing the vehicle to a service centre, at www.vwfs.cz/skody.
- When filing the report, attach documents required for claim settlement – filled-in European record of traffic accident, Czech Police report, driver's licence (of the driver at the time of accident), application for damage assessment and advice to the injured party.
- When filling in the forms, please remember that the owner (i.e. the insured) is ŠKOFIN, s.r.o.



Possible procedures of handling claims depending on the type of accident:

Inoperability or insurance claim in the Czech Republic or abroad

- Contact the relevant insurance company or call the Roadside Assistance, if you have this service agreed

Traffic accident over CZK 100,000.00, accident including injury, damage to road, public equipment or environment, damage to third-party property

- In these cases, always call the Czech Police (158), also if you had a collision with an animal.
- Fill in the European traffic accident record, determining the guilty party. If the parties cannot agree on who the guilty party is, the Czech Police will make the determination.
- If you do not receive a copy of the police report, write down the reference number or address of the Police, or name, address, licence plate number and insurance agreement number of the counterparty.
- You will have no insurance claim unless the Police are called to the accident or if the driver tested positive for alcohol or another narcotic or psychotropic substance or if the driver refused to undergo an alcohol test.

Traffic accident up to CZK 100,000.00 and no injury

- You are not obliged to call the Police in this case.

Please follow the following procedures:

In case of a traffic accident involving one vehicle

- In case of such accident where damage is up to CZK 100,000.00 (e.g. collision with an animal without killing the animal, vehicle damage on a parking lot caused by an unknown vehicle etc.), you must only fill in a claim report.

In case of an accident involving two and more vehicles

- In case of an accident where damage is up to CZK 100,000.00 but there is no injury, fill in the European record of traffic accident determining the guilty party.
- If either party refuses to cooperate, call the Czech Police. For two vehicles involved, use only 1 set of forms European record of traffic accident (2 sets for 3 vehicles etc.); however, the copy must be legible. Any party may fill in the form irrespective of the language.



Vandalism or theft

- In such a case, you must have the insurance claim investigated by the Czech Police (158).
- In case of theft, you must (if it is possible) hand over the documents and accessories you received upon acceptance at Volkswagen Financial Services.
- In case of a claim, the insurance company may reduce the claim settlement on the account of unreturned documents or accessories of the vehicle.

Replacement vehicle

- Your insurance covers the use of a replacement vehicle only if your vehicle has become inoperable or technically incapable of operation as a result of an insured event.



Exclusions from insurance and from the provision of services

Volkswagen Financial Services will not provide its services in cases where:

- the assistance or insurance claim happened after you have consumed alcohol, drugs or other narcotics
- you paid the assistance service directly without obtaining prior consent from Volkswagen Financial Services (except in case of a repair or towing of an inoperable vehicle at the site of the event, where you were objectively not able to contact the Volkswagen Financial Services assistance centre)
- the vehicle was driven by a person not holding a valid driver's licence
- the vehicle was not fit for operation, was not being regularly maintained in accordance with the manufacturer's instruction or it was mishandled, or you have been invited before to remove the causes of the consequential damage
- the assistance/insurance event was caused by unqualified interventions to the vehicle
- the assistance/insurance event resulted from an accident intentionally caused by you or from an attempted suicide
- the assistance/insurance event occurred at a motor-racing competition, race, show, bet, from crime or misdemeanour
- the assistance/insurance event was caused by body contamination and was not removed in time and the vehicle paint was disturbed and damaged
- assistance/insurance event occurred as a result of insufficient securing of the transported cargo and its fall, transport or displacement caused damage to the vehicle

If any of the above-mentioned cases is proved, you as a lessee will make a reimbursement of all costs incurred.



HOW TO RETURN THE VEHICLE



Before you return the vehicle

- If the vehicle has been damaged, report an insurance claim and have it repaired. The repair must be completed before the vehicle is returned.
- In a sufficient advance, you will be notified of the option to prolong the agreement, purchase or return the vehicle, or you will be delivered a new offer.
- 15 days before termination of the agreement, call the number provided in the written notification and schedule a specific handover date.
- Before handover, check the technical and operating condition of the vehicle and, if necessary, have it cleaned, repaired etc.
- Set the vehicle into its original condition and remove all your car accessories or equipment.
- If you have exceeded the limit of kilometres driven, you will be invoiced for the kilometres driven over the limit.
- If the kilometres driven do not reach the limit, the amount for these non-driven kilometres will be returned to you (CZK 12,100.00 maximum). You must not modify the kilometre counter in any way.
- If the vehicle is not in a proper condition, additional costs may be charged.

Vehicle pre-check

- If you are not sure about the technical condition, you can use a preventive check of the vehicle from DEKRA CZ, a.s. before you return the vehicle.
- The service is subject to a fee according to the administrative fee price list of Volkswagen Financial Services. The contact to order a pre-check will be sent to you in a letter before returning your vehicle.



After you return the vehicle, you may not report any damage as an insurance claim!

Return the vehicle

- Bring the vehicle upon the date of proper termination of the agreement. In case of an earlier return, bring the vehicle upon the date agreed upon early termination of the agreement.
- Return the vehicle undamaged and clean, in proper technical and operating condition.
- Upon the return, a return and handover report will be filled in, describing the visual and technical condition of the vehicle upon its handover.
- Together with the vehicle, hand in all accessories, documents and everything you received upon handover.



The termination date of the agreement is derived from the vehicle handover date and agreed financing period.

You must leave the following in the returned vehicle:

- service book including duly filled in records (if you have an electronic book, print the records beforehand)
- instructions for use of the car radio and security code

Upon returning the vehicle, you must hand over to the authorised person:

- certificate of registration of the vehicle
- keys from the vehicle including spare keys (or also including safety labels)
- remote control of the alarm
- if the vehicle has a mechanical security equipment, also keys from the equipment including security codes



If you are unable to return the vehicle in person, you must give an officially certified power of attorney to your representative.



Depending on the equipment of the vehicle and agreed services, you must also hand over:

- green card
- set of tyres, or the second set of tyres or wheels, if part of the lease
- mandatory equipment of the vehicle which was part of the vehicle upon its acceptance
- Volkswagen Financial Services service card
- fuel card (without PIN)
- PLUS SD card
- CD for the navigational system, if part of the vehicle
- dongle, if included in the vehicle equipment
- other accessories you have received upon acceptance

You are also required:

- to disassemble any equipment which is not part of the basic or additional equipment, without leaving any traces
- to remove stickers, without any visible traces of mechanical damage or change of colour

After the vehicle has been handed over

Volkswagen Financial Services technical department will assess the handover record and calculate the costs, if any, exceeding the vehicle wear-and-tear standards, and these costs will be charged to you.

STANDARDS OF WEAR-AND-TEAR AND DAMAGE

Standards of wear and tear and damage

On the following pages, you can find the definition of acceptable and unacceptable damage of the vehicle being returned. The limits are defined primarily for passenger vehicles. For utility vehicles, limits of unacceptable damage are provided in the [Vehicle interior section](#).



How to determine the level of vehicle damage

1

In a printed brochure, you can find a meter which will help you measure all damage to the vehicle (on the last page of the DRIVER SET). Just cut it out.

2

Go through the brochure and peruse all text.

3

Now, you know what the level of damage to your vehicle is and how it will be assessed by Volkswagen Financial Services.

4

You also know the tips for alleviating the impacts of unacceptable damage.

5

A technician will assess the level of damage in your presence when you return the vehicle.

6

Each damage will be recorded in the Vehicle -Handover Report.

7

The report shall be mutually approved.

8

If you disagree with a damage as described in the handover report, proceed according to the business terms and conditions.



Acceptable vehicle damage

Vehicle damage corresponds to the normal wear-and-tear of vehicles of a comparable age and number of kilometres driven and does not significantly reduce the vehicle market price.



Unacceptable vehicle damage charged to the client

Vehicle damage does not, on average, appear in vehicles of a comparable age and number of kilometres driven and the extent of damage has a direct impact on reduction of the vehicle market price.

VEHICLE EXTERIOR



Ordinary (acceptable) damage to the vehicle exterior

- caused by a long-term load which does not exceed the bearing capacity limit
- the overall condition of the vehicle corresponds to its age and number of kilometres driven
- it is usually demonstrated on the whole area of worn material
- the vehicle shows damage occurring from the normal use of a vehicle
- the vehicle damage does not have a significant impact on its market price
- an acceptable exterior damage may be for instance a paled paint on the entire surface of the bodywork, minor scratches on the paint or equally worn tyres, if the tread is higher than the statutory minimum

Only a washed vehicle will be accepted in order to find all exterior damage. In winter, the vehicle must be handed in without frost.



Excessive (unacceptable) damage to the vehicle exterior

- caused by a short-term load which exceeds the bearing capacity limit
- the overall condition of the vehicle does not correspond to its age and number of kilometres driven
- the vehicle damage has a significant impact on its market price
- unacceptable vehicle damage often occurs as a result of a foreign body acting on the damaged material and it is usually limited in the area
- unacceptable exterior damage may be for instance a deep scratch in the paint, large dents or bulges on the bodywork, damaged tyres or wheel rims

How to reduce the impact of excess vehicle damage:

- qualified repair of damage in contractual service centres listed at vwfs.cz
- prudent removal of car accessories which are not part of the agreement

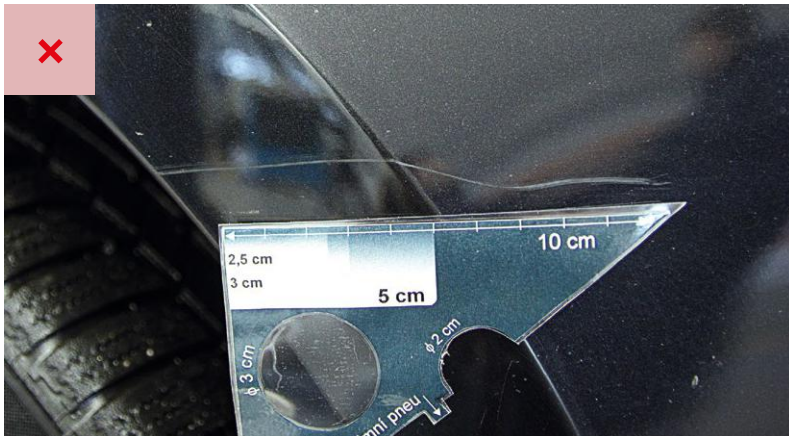


Vehicle paint damage



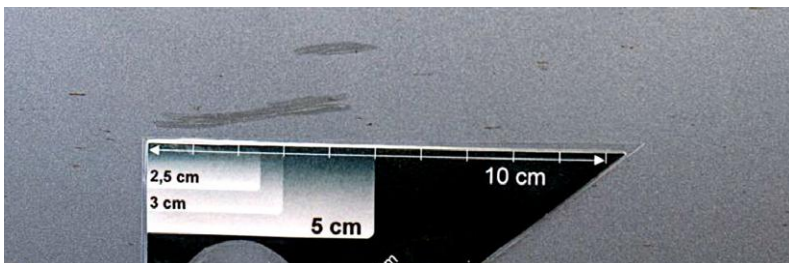
Acceptable damage

- in the upper paint layer are only scratches removable by polishing
- maximum of 3 instances of unpolishable paint damage up to 3 cm per one part are acceptable for vehicles older than 24 months
- maximum of 2 instances of unpolishable paint damage up to 3 cm per one part are acceptable for vehicles less than 24 months old

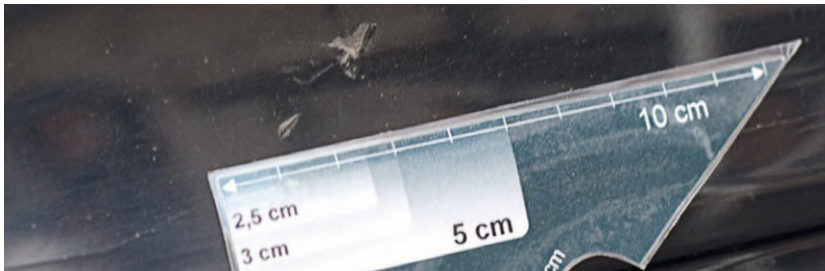
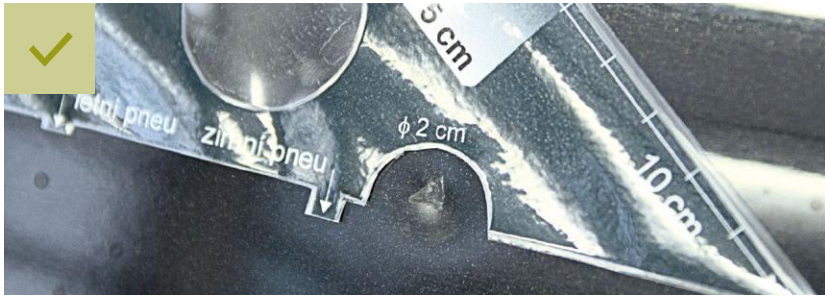


Unacceptable damage

- deep and unpolishable scratches longer than 3 cm or more than 3 scratches per on part (vehicles over 24 months) / more than 2 scratches per one part (vehicles up to and including 24 months)
- unqualified paint repair
- peeled or otherwise deteriorated paint or paint damage to base paint
- paint damage on the edges of individual parts of bodywork of more than 5 cm or with the beginning corrosion
- unremovable advertising stickers and other labels and signs or traces left after their removal (mechanical damage or change of surface colour, traces of glue)



Advertising stickers and other labels and signs must be fully removed before returning the vehicle.



Bodywork damage



Acceptable damage

- bodywork damage of 2 cm maximum, without paint damage
- maximum of two minor dents per one part of the bodywork; traces of a stone impact (maximum of 10 traces of a stone impact per 15 × 15 cm area); repair made up to standards



Unacceptable damage

- cases where the bodywork has been clearly hit by hailstorm or another natural phenomenon
- where dents and bulges in the bodywork are bigger than 2 cm or more numerous than two per part
- clearly unqualified repair of a damaged spot
- corrosion at any stage or extent
- damaged thresholds, doorframes and seals
- deformed or damaged edges of bodywork parts
- soiling with tar or concrete



Has the bodywork been damaged by a hailstorm, and have you reported it as a claim? Damage must be repaired before returning the vehicle.



Damage to car mask, bumpers and unpainted parts



Acceptable damage

- surface scratches in bumpers which are only in the upper paint layer and are removable by polishing or renovating the plastics (a maximum of 10 cm in length and a maximum of two scratches per part)
- nicks on bottom parts of bumpers and protective strips, with a maximum nick length of up to 5 cm, without cracks, and a maximum of two instances of damage per part
- abrasions and scratches smaller than 3 cm in average, no deformation of the part

Damage to wheel covers and rims



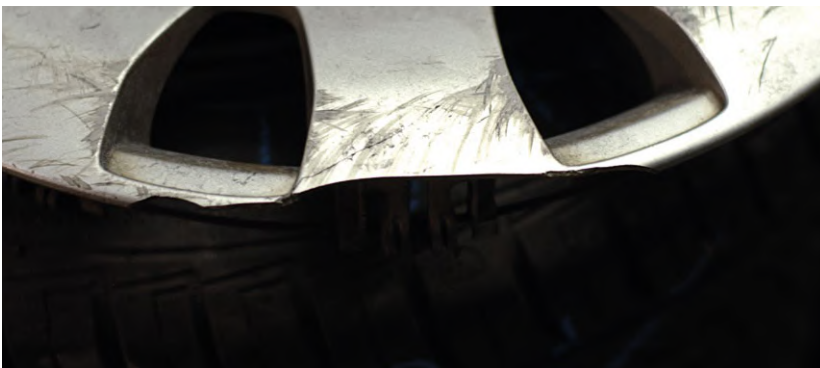
Acceptable damage

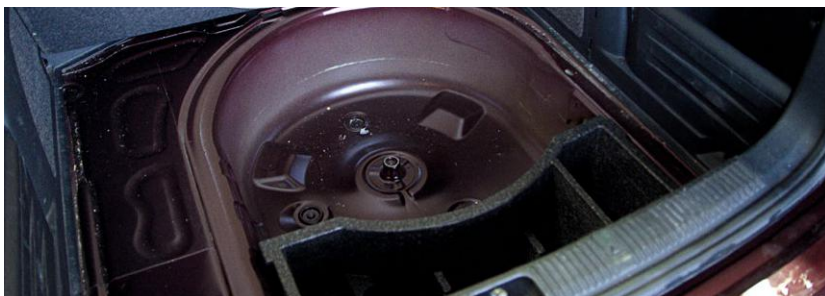
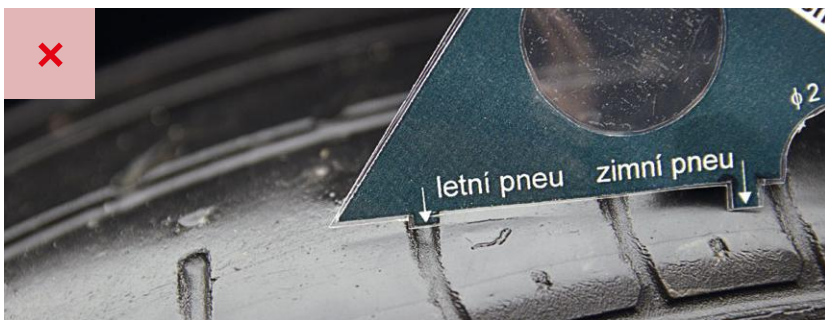
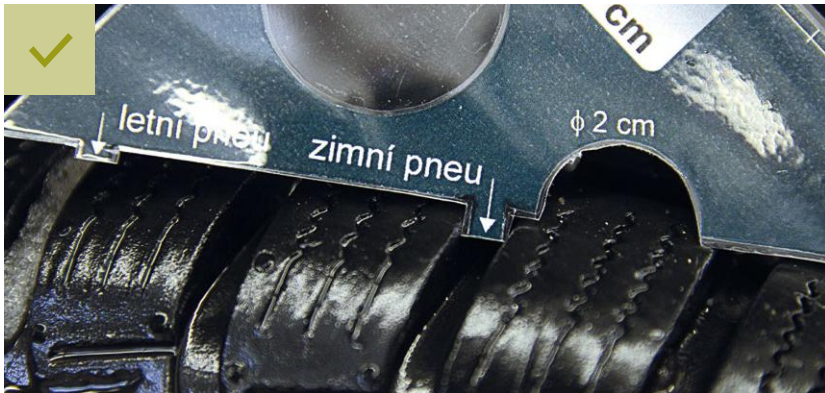
- operating damage of wheel covers and rims by spinning stones, or fine scratches to a minor extent
- scratches on wheel covers of any extent
- varied colour share of steel wheels and/or local surface corrosion around screws and centre of the wheels
- in case of wheel rims of light alloys, for vehicles less than 24 months old, the maximum length of a scratch is 3 cm, and the maximum number of scratches is two per wheel; for vehicles older than 24 months, the maximum length of a scratch is 5 cm, and the maximum number of scratches is two per wheel; wheel rims must be free from any deformations or traces after contact with a curb or nicks into the base layer of the material



Unacceptable damage

- cracked, deformed or otherwise broken cover (hubcap)
- bigger scratch or sharp edge of a wheel rim
- missing wheel covers if part of the vehicle upon purchase; wheel covers must be original and must belong with the particular vehicle
- missing spare wheel or full tyre repair set
- any unqualified repair of wheel rims





Tyre damage



Acceptable damage

- summer tyres with tread depth all over the circumference according to the currently applicable regulations, i.e. at least 1.6 mm
- winter tyres (if returned with the vehicle) with tread depth all over the circumference according to the currently applicable regulations, i.e. at least 4 mm
- only slight tread damage without limiting the function
- no damage on sides, no bulges



Unacceptable damage

- tyres worn over the determined tread limit (summer tyres: 1.6 mm / winter tyres: 4 mm)
- any damage on the side of the tyre
- bulges, deformations, punctures, tears, cuts in any spot of the tyre



Before returning the vehicle, check whether a spare wheel and repair set are in place.



Damage to glass, headlights and mirrors



Acceptable damage

- minor damage (windscreen standardly struck by stones, without cracked glass) and very fine hairline scratches to a minor extent, provided that they do not impede the vehicle safety and roadworthiness
- a repaired crack up to 10 cm and chip up to 2 cm, provided that they do not prevent from the vehicle safety and roadworthiness
- abrasions and scratches shorter than 5 cm are acceptable in painted mirrors, provided that they do not penetrate the paint layer
- scratches to a minor extent are acceptable in unpainted mirrors where the mirrors must not be deformed
- type-approved sun foil with a visible attest, placed on the windows outside the front line of seats, in accordance with the applicable laws, without limiting the window functions

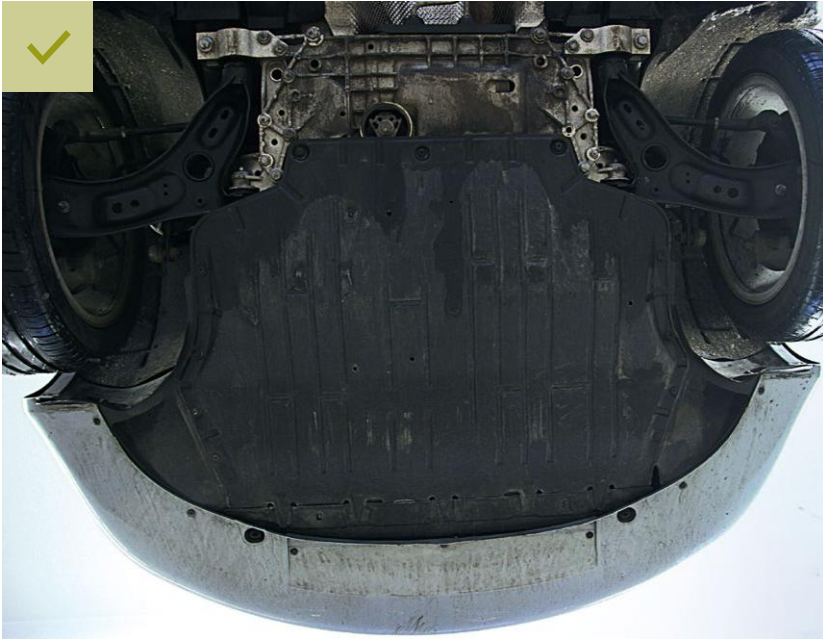


Unacceptable damage

- unrepaired windscreen damage (chip, hole, crack) in the wiped area and a chip larger than 3 mm outside the wiped area
- non-functioning lights (also due to non-functioning bulbs)
- broken mirror cover
- windshield or rear window scratched from wipers
- cracks or chips in other glasses, lights, mirrors
- broken glasses, lights, mirrors
- protective sun foils placed in conflict with the applicable laws, or damaged or non-type-approved



Replace broken bulbs in headlights.



Damage to the bottom part of the vehicle, engine, brakes and exhaust



Acceptable damage

- operating damage to the bottom part of the vehicle from spinning stones and fine scratches to a minor extent



Unacceptable damage

- mechanically damaged and dented bottom part of a threshold or axle
- scratches on brake disks from the contact of metal on metal
- damage to the engine caused by lack of operating fluids (e.g. oil or cooling fluid)
- gearbox and clutch showing difficult switching gears, slipping clutch, noisy gearbox, inefficient synchronisation



TIP!

Upon returning the vehicle, all care of the vehicle engine and its efficient operation will be reimbursed.

VEHICLE INTERIOR



Ordinary (acceptable) damage to the vehicle interior

- caused by a long-term load which does not exceed the load bearing capacity limit
- the overall condition of the vehicle corresponds to its age and number of kilometres driven
- it is usually demonstrated on the whole area of worn material
- the vehicle shows damage occurring from the normal use of a vehicle
- the vehicle damage does not have a significant impact on its market price
- an acceptable interior damage may be normal wear-and-tear of carpets, plastic and textile parts, interior equipment and seats



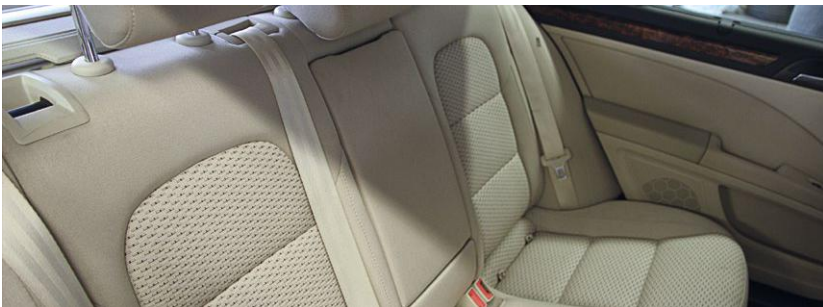
Excessive (unacceptable) damage to the vehicle interior

- caused by a short-term load which exceeds the load bearing capacity limit
- the overall condition of the vehicle does not correspond to its age and number of kilometres driven
- the vehicle damage has a significant impact on its market price
- damage, burned-through and torn upholstery and carpets
- interior contaminated by cigarette smoke or other distinctive smell
- soiling with animal fur, or soiling requiring wet, specialised interior cleaning



TIP!

You can reduce the impact of excess vehicle damage by cleaning the vehicle interior.



Seat damage



Acceptable damage

- seat upholstery is fully undamaged, without any cracks, burnt-through spots or chafing, in original colour shade, no stains
- driver's and front passenger's seats may bear surface wear marks on the outer front parts of backrests providing they do not compromise the integrity of the basic cover material
- leather upholstery without any scratches



Unacceptable damage

- any soiling of seats which cannot be removed by a standard cleaning of the vehicle interior
- torn or otherwise damaged upholstery (e.g. burnt, cut-through, punctured)
- scratched leather upholstery
- smelling vehicle interior



Before returning the vehicle to the leasing company, the interior should be completely cleaned.

Damage to floor, ceiling and interior padding



Acceptable damage

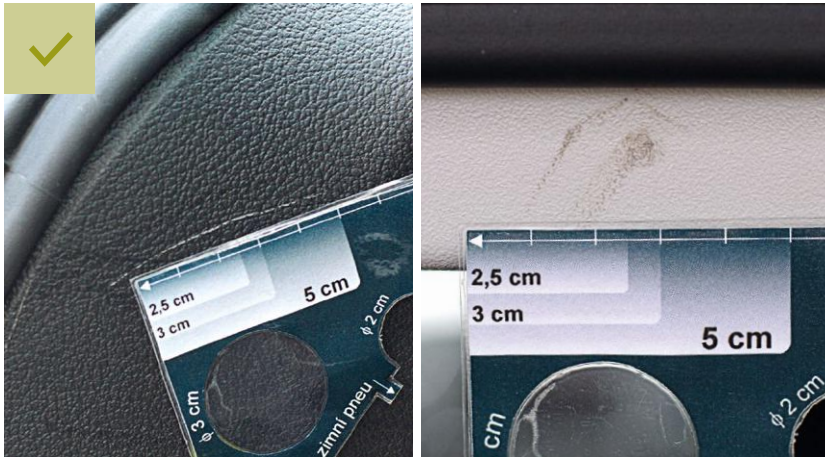
- visible signs of use and abrasions of upholstery of the ceiling and side pillars without damage to the upholstery
- visible signs of use, partial changes of colouring and abrasions on additional carpets, change of colouring caused e.g. by partially covering the ceiling upholstery



Unacceptable damage

- torn, burnt-through, chemically damaged upholstery of the ceiling and side pillars
- deformation of ceiling upholstery of more than 2.5 cm, deep deformation or more than two deformations of the whole ceiling upholstery
- cracked, differently coloured, penetrated carpet or carpet with burns





Damage to luggage compartment



Acceptable damage

- only surface scratches without deformations or deep nicks, luggage compartment cover must be undamaged



Unacceptable damage

- soiling, cracks or deformations, e.g. from load, or soiling with chemicals
- soiling requiring interior shampooing, soiling with animal fur
- missing luggage compartment partition, if part of the vehicle equipment



Damage to dashboard, steering wheel, control elements and interior lights



Acceptable damage

- blind-flanged hole from installing and removing extraordinary equipment in the lower half of the dashboard where the blind flange is up to 25 mm in size; there can be only one damaged spot
- after removing the accessories (e.g. handsfree set of a cell phone, radio or another non-standard equipment), all holes or damaged parts must be set into original condition and all original control elements must be unbroken and properly functioning
- ventilation grilles must be undamaged, without any traces of chemicals or glue



Unacceptable damage

- damage to control elements, ventilation grilles and speaker grilles by chemicals or glue and their disrupted (peeling) painted layers
- scratches, cracks, damage to venting grilles and speaker grilles, deformations (such as from trapping a foreign object)
- missing parts of the interior
- holes after installing and removing extraordinary equipment

LIST OF UNACCEPTABLE DAMAGE AND WEAR-AND-TEAR		Vehicle category			
EXTERIOR		Passenger up to and including 24 months	Passenger over 24 months	Utility up to and including 24 months	Utility over 24 months
Vehicle paint damage	unpolishable paint damage per one part (no damage to base coat) – size	bigger than 3 cm	bigger than 3 cm	bigger than 4 cm	bigger than 5 cm
	unpolishable paint damage per one part (no damage to base coat) – number, irrespective of the size	more than 2	more than 3	more than 3	more than 5
	peeled or otherwise deteriorated paint	unacceptable	unacceptable	unacceptable	unacceptable
	unqualified paint repair visible at first sight	unacceptable	unacceptable	unacceptable	unacceptable
	paint damage to base coat	unacceptable	unacceptable	unacceptable	unacceptable
	paint damage on the edges of individual parts of bodywork, accompanied by the beginning corrosion	unacceptable	unacceptable	unacceptable	unacceptable
	stickers and other labels and signs left on the vehicle (except as provided by the lease agreement)	unacceptable	unacceptable	unacceptable	unacceptable
traces left after removal of the stickers – traces of glue, paled paint	unacceptable	unacceptable	unacceptable	unacceptable	
Bodywork damage	dent per part – size	bigger than 2 cm	bigger than 2 cm	bigger than 3 cm	bigger than 5 cm
	dent per part – number irrespective of the size	more than 2	more than 2	more than 3	more than 5
	dented from stones – number of dents per 15 x 15 cm area	more than 10	more than 10	more than 10	more than 10
	marks from a hailstorm or another natural phenomenon	unacceptable	unacceptable	unacceptable	unacceptable
	corrosion at any stage or extent	unacceptable	unacceptable	unacceptable	unacceptable
	unqualified repair – visibly repaired damage	unacceptable	unacceptable	unacceptable	unacceptable
	damaged thresholds, doorframes and seals	unacceptable	unacceptable	unacceptable	unacceptable
	deformed or damaged edges of bodywork parts	unacceptable	unacceptable	unacceptable	unacceptable
soiling with tar or concrete	unacceptable	unacceptable	unacceptable	unacceptable	
Damage to wheel covers and rims	abraded or scratched wheel rim – size	bigger than 3 cm	bigger than 5 cm	bigger than 5 cm	bigger than 10 cm
	abraded or scratched wheel rim – number irrespective of the size	more than 2	more than 2	more than 2	more than 5
	deformed wheel rim, nick, scratch or sharp edge	unacceptable	unacceptable	unacceptable	unacceptable
	cracked, deformed or otherwise broken or unoriginal or missing hubcaps	unacceptable	unacceptable	unacceptable	unacceptable
	missing spare wheel or full tyre repair set	unacceptable	unacceptable	unacceptable	unacceptable

Unacceptable wear-and-tear/damage – wear-and-tear or damage to the vehicle that usually does not occur in vehicles of similar age with a similar number of driver kilometres and its extent has a direct impact on the reduction of the vehicle market value. Acceptable wear-and-tear/damage – wear-and-tear or damage to the vehicle that correspond to the normal wear-and-tear of vehicles of similar age with a similar number of driven kilometres and does not reduce the vehicle market value any significantly. Dent – visible hole or bulge in part of the bodywork.

LIST OF UNACCEPTABLE DAMAGE AND WEAR-AND-TEAR

Vehicle category

EXTERIOR		Passenger up to and including 24 months	Passenger over 24 months	Utility up to and including 24 months	Utility over 24 months
Damage to the bottom part of the vehicle, engine, brakes and exhaust	mechanically damaged and dented bottom part of a threshold or axle	unacceptable	unacceptable	unacceptable	unacceptable
	scratches on brake disks from the contact of metal with metal	unacceptable	unacceptable	unacceptable	unacceptable
	damage to the engine caused by lack of operating fluids	unacceptable	unacceptable	unacceptable	unacceptable
	slipping clutch, noisy gearbox, inefficient synchronisation	unacceptable	unacceptable	unacceptable	unacceptable
Tyre damage	tyres with a tread less than required by the applicable laws	unacceptable	unacceptable	unacceptable	unacceptable
	damaged tyres – bulges, deformations, punctures, tears, cuts	unacceptable	unacceptable	unacceptable	unacceptable
Damage to car mask, bumpers and unpainted parts	damage not repairable by plastics renovation – size	unacceptable	bigger than 5 cm	bigger than 5 cm	bigger than 5 cm
	damage not repairable by plastics renovation – number irrespective of the size	unacceptable	more than 2	more than 2	more than 2
	dent per part – size	unacceptable	bigger than 2 cm	bigger than 2 cm	bigger than 5 cm
	dent per part – number irrespective of the size	unacceptable	more than 2	more than 3	more than 5
	crack, deformation or break-off	unacceptable	unacceptable	unacceptable	unacceptable
	missing parts of bodywork equipment (blind flanges, grilles, parts of handles, antenna rod, locks etc.)	unacceptable	unacceptable	unacceptable	unacceptable
Damage to glass, headlights and mirrors	unqualified repair visible at first sight	unacceptable	unacceptable	unacceptable	unacceptable
	unrepaired windscreen damage (crack) in the wiped area	bigger than 0,3 cm	bigger than 0,3 cm	bigger than 0,3 cm	bigger than 0,3 cm
	qualified repair of windscreen crack – size	bigger than 10 cm	bigger than 10 cm	bigger than 10 cm	bigger than 10 cm
	qualified repair of windscreen chip – size	bigger than 2 cm	bigger than 2 cm	bigger than 2 cm	bigger than 2 cm
	windshield or rear window scratched from wipers	unacceptable	unacceptable	unacceptable	unacceptable
	scratched other glasses, lights, mirrors – size	unacceptable	bigger than 2 cm	bigger than 2 cm	bigger than 5 cm
	broken other glasses, lights, mirrors and their cracks or stems	unacceptable	unacceptable	unacceptable	unacceptable
	broken or deformed mirror cover	unacceptable	unacceptable	unacceptable	unacceptable
	non-functioning lights (also due to non-functioning bulbs)	unacceptable	unacceptable	unacceptable	unacceptable
damaged or non-type-approved protective sun foils of foils placed in conflict with the applicable laws	unacceptable	unacceptable	unacceptable	unacceptable	
Other damage	any damaged or unprofessionally installed exterior accessories	unacceptable	unacceptable	unacceptable	unacceptable
	damaged seal	unacceptable	unacceptable	unacceptable	unacceptable
	any missing or broken parts	unacceptable	unacceptable	unacceptable	unacceptable

LIST OF UNACCEPTABLE DAMAGE AND WEAR-AND-TEAR		Vehicle category			
INTERIOR		Passenger up to and including 24 months	Passenger over 24 months	Utility up to and including 24 months	Utility over 24 months
Seat damage	any soiling of seats which requires wet, specialised cleaning	unacceptable	unacceptable	unacceptable	unacceptable
	scratched, torn or otherwise damaged upholstery (e.g. burnt, cut-through, punctured)	unacceptable	unacceptable	unacceptable	unacceptable
	smelling vehicle interior	unacceptable	unacceptable	unacceptable	unacceptable
Damage to floor, ceiling and interior padding	torn, burnt-through, chemically damaged upholstery of the ceiling and side pillars	unacceptable	unacceptable	unacceptable	unacceptable
	cracked, differently coloured, penetrated carpet or carpet with burns	unacceptable	unacceptable	unacceptable	unacceptable
	deformation of ceiling upholstery – size	bigger than 2,5 cm	bigger than 2,5 cm	bigger than 2,5 cm	bigger than 2,5 cm
	deformation of ceiling upholstery – number per the entire ceiling upholstery	more than 2	more than 2	more than 2	more than 2
	deep deformation of the ceiling	unacceptable	unacceptable	unacceptable	unacceptable
Damage to luggage compartment	soiling, cracks or deformations, e.g. from load, or soiling with chemicals	unacceptable	unacceptable	–	–
	soiling requiring interior shampooing, soiling with animal fur	unacceptable	unacceptable	–	–
	missing luggage compartment partition, if part of the vehicle equipment	unacceptable	unacceptable	–	–
Damage to dashboard, steering wheel, control elements and interior lights	blind-flanged hole after removal of extraordinary equipment in the lower part of the dashboard – size of the blind flange	bigger than 2,5 cm	bigger than 2,5 cm	bigger than 2,5 cm	bigger than 2,5 cm
	blind-flanged hole after removal of extraordinary equipment in the lower part of the dashboard – number of instances of damage	more than 1	more than 1	more than 1	more than 1
	non-blind-flanged holes after removal of extraordinary equipment	unacceptable	unacceptable	unacceptable	unacceptable
	scratches, cracks, damage to control elements, venting grilles and speaker grilles by chemicals or glues and disruption of their painted layers	unacceptable	unacceptable	unacceptable	unacceptable
	missing parts of the interior	unacceptable	unacceptable	unacceptable	unacceptable

Unacceptable wear-and-tear/damage – wear-and-tear or damage to the vehicle that usually does not occur in vehicles of similar age with a similar number of driver kilometres and its extent has a direct impact on the reduction of the vehicle market value. Acceptable wear-and-tear/damage – wear-and-tear or damage to the vehicle that correspond to the normal wear-and-tear of vehicles of similar age with a similar number of driven kilometres and does not reduce the vehicle market value any significantly. Dent – visible hole or bulge in part of the bodywork.

LIST OF UNACCEPTABLE DAMAGE AND WEAR-AND-TEAR

Vehicle category

		Passenger up to and including 24 months	Passenger over 24 months	Utility up to and including 24 months	Utility over 24 months
Cargo load compartment (LCV)	any signs of corrosion	–	–	unacceptable	unacceptable
	cracks and deformations of interior parts of the cargo load compartment (it does not apply to bodywork parts) – number irrespective of the size	–	–	more than 2	more than 4
	cracks and deformations of interior parts of the cargo load compartment (it does not apply to bodywork parts) – size	–	–	bigger than 5 cm	bigger than 5 cm
	deformation of inner arches in the cargo load compartment – number irrespective of the size	–	–	more than 2	more than 4
	deformation of inner arches in the cargo load compartment – size	–	–	bigger than 5 cm	bigger than 5 cm
	any damage restricting the function of doors, windows or locks	–	–	unacceptable	unacceptable
	puncturing, unprofessional holes	–	–	unacceptable	unacceptable
	missing parts of the cargo load compartment	–	–	unacceptable	unacceptable
Documents and accessories	missing additional accessories subject to the lease agreement (roof racks, chains etc.)	unacceptable	unacceptable	unacceptable	unacceptable
	missing winter tyres, if the lease includes the Tyre Repair Services including winter tyres	unacceptable	unacceptable	unacceptable	unacceptable
	missing key to the vehicle or card with a code	unacceptable	unacceptable	unacceptable	unacceptable
	incomplete mechanical security equipment of the vehicle	unacceptable	unacceptable	unacceptable	unacceptable
	missing service book (except where in electronic form)	unacceptable	unacceptable	unacceptable	unacceptable
	missing or incomplete vehicle documentation	unacceptable	unacceptable	unacceptable	unacceptable
	missing mandatory equipment of the vehicle which was part of the vehicle upon handover	unacceptable	unacceptable	unacceptable	unacceptable

A photograph showing two people shaking hands over a document in a car garage. The background is slightly blurred, showing the interior of a car and some mechanical parts.

PREPARING THE VEHICLE FOR RETURN

Now, you just have to set out for the appointment with a technician and return the vehicle on the appointed date at the return place determined by Volkswagen Financial Services in a letter delivered before termination of your contract.

All information about returning the vehicle is recapitulated in the chapter [How to Return the Vehicle](#).

What can you expect here?

- the technician will inspect the vehicle in your presence and produce the Vehicle Handover Report
- you will both approve the form by signature
- the handover report will be the basis for final billing of the agreement
- in the final calculation, vehicle impairments (see [Unacceptable Vehicle Damage](#), not covered by insurance) may be charged to you in addition



A FEW FINAL TIPS

Before you return the vehicle:

- check that all required documents, keys, mandatory equipment, safety wheel screws etc. are ready
- wash the vehicle
- clean the interior, remove dog hair, if any
- remove all corporate labels or signs from the vehicle
- remove all your accessories and equipment from the vehicle
- return at handover all accessories to the vehicle which were in the vehicle
- if the second set of tyres or wheel rims were part of the lease, you must hand these back as well

IDENTIFICATION DATA

If you have any questions, please do not hesitate to contact us at +420 224 992 300 or a tour address.

Volkswagen Financial Services contact details



Correspondence address

Volkswagen Financial Services
Evropská 866/63
Prague 6
160 00

Invoicing address

ŠkoFIN s. r. o.
Pekařská 635/6
Prague 5
155 00
Comp. Reg. No.: 45805369
VAT No.: CZ45805369



Shareholders:

VOLKSWAGEN FINANCIAL SERVICES AKTIENGESELLSCHAFT

With its registered office in Germany

38112 Braunschweig

Federal Republic of Germany

Share: 100%

Under the provisions of Section 79 of Act No. 90/2012 Coll., on Business Corporations, as amended, ŠkoFIN s.r.o. as a controlled entity is a member of VOLKSWAGEN FINANCIAL SERVICES AKTIENGESELLSCHAFT Group.



Working hours:

Mon-Fri 9.00 am–5.00 pm

BON VOYAGE!