

## We are very pleased that you have selected the company AutoCorp, a.s. and have decided to use our services.

You have just picked up the vehicle, operated by the company AutoCorp, a.s.. The company's technical service department shall provide services your vehicle needs through its contractual partners. This **DRIVER SET** has been prepared to guarantee the use of all services, which you have negotiated with our company, to your full satisfaction. The driver set includes basic information, contained in your vehicle contract, as well as simple instructions how to use the individual services. Please, do not hesitate to use this documentation. Have a safe trip. The following listed contractual services have been negotiated for the vehicle with the license plate:

|                                 |                              |                             |
|---------------------------------|------------------------------|-----------------------------|
| Service and maintenance         | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Tires – replacement and storage | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Replacement vehicle             | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| Road assistance                 | YES <input type="checkbox"/> | NO <input type="checkbox"/> |

### Compliance with Service Maintenance Schedule

Terms of service inspections shall be followed in harmony with the prescribed service maintenance schedules. **You shall bear the full responsibility** for any damage suffered in case of violation, expiration of warranty etc.

### Vehicle Damage and Loss Occurrence Report

In harmony with the contractual terms and conditions, each damage shall be **reported not later than 24 hours**; at the same time, a loss occurrence report shall be sent, both to the address:

[nehody@autocorp.cz](mailto:nehody@autocorp.cz)

### Contacts:

| Service department | Replacement vehicles | Vehicle return |
|--------------------|----------------------|----------------|
| 533 449 503        | 533 449 506          | 533 449 505    |
| 602 505 059        | 725 440 259          | 774 220 190    |

## Tires

### Steps of booking, handing and taking over of your vehicle for the tire service:

- Contact your contractual partner by phone (see the list of contractual tire service centers) and inform the partner about the following facts:
  - vehicle license plate and supervision of AutoCorp, a.s.,
  - type and exact brand of the vehicle,
  - required tire size (tire identification number is shown on the tire, e.g., 195/55/15), incl. tire speed rating (e.g., H) and storage protocol number (if already issued),
  - your contact telephone.
- Show your service card, tire storage protocol and vehicle registration certificate (VRC).
- After delivery of your vehicle to the tire service center for replacement and/or repair of the tires, in cooperation with a receiving engineer fill out a job order sheet, which should describe negotiated scope of replacement, or repairs, and term of repair completion.
- When picking-up your vehicle after the replacement, or repair, please check whether all ordered works have been made according to the job order and in the required quality. File any claims immediately.

### Basic rules:

- tire replacement and maintenance shall be always carried out by specialized tire service centers, the list of which constitutes an integral part of this driver set, not identical to the authorized service dealers. The list of tire service centers see also the websites [www.autocorp.cz](http://www.autocorp.cz).
- the user himself/herself shall order the replacement and/or maintenance of tires in the tire service center at his/her own discretion.
- replacement of the season tires may be made in the period from 1 October until 15 April (unless otherwise agreed), taking into account climatic conditions and by legislation stipulated compulsory use of winter tires.
- replacement of winter tires shall be ordered at least 7 days in advance.
- in the case of tire damage any tire service center, included in the attached list, can be used. In special cases also another tire service center - always upon the prior consent of the service department of AutoCorp, a.s., and approval number allocation.

## Service maintenance and repairs

### Steps of booking, handing and taking over of your vehicle for the service:

- With sufficient advance notice, contact your contractual partner by phone with the information about all required repairs.
- Inform your contractual partner that the vehicle is under the supervision of the company AutoCorp, a.s..
- Show your vehicle registration certificate (VRC) and **service card**.
- After delivery of your vehicle to the service shop, in cooperation with a receiving engineer fill out a job order sheet, which should describe negotiated scope of repairs, estimated price and term of repair completion.
- When picking-up your vehicle after the repair, please check whether all ordered works have been made according to the job order and in the required quality. File any claims immediately in the service shop.

### Basic rules:

- the vehicle, entrusted to your use, shall be used properly and maintained in harmony with the operating instructions and regulations of the vehicle manufacturer, described in the service and vehicle user manual.
- maintenance and service of the vehicle shall be always carried out in the specific car brand authorized service center. The list of authorized service centers (including contacts), cooperating with AutoCorp a.s., constitutes an integral part of this driver set, is regularly updated and available at the websites [www.autocorp.cz](http://www.autocorp.cz)
- the user himself/herself shall order the service, directly at the authorized service center.
- contractual service centers, included in the attached list, shall be obliged to accept the AutoCorp vehicle usually no later than 48 hours after taking the telephonic order. Unless such obligation is fulfilled, please inform the service department of AutoCorp, a.s. to take corrective measures.
- the authorized service center shall send the invoices for repairs directly to AutoCorp, a.s.. On that basis, do not pay repairs or inspections by yourself.
- any unauthorized and unapproved interventions into the vehicle are prohibited.
- any defect in the tachometer and odometer shall be immediately reported to the service department of AutoCorp, a.s..
- in the case of any damage follow "**Accidents and loss occurrence events**".
- where repairs must be made abroad, a contractual road assistance service must be employed. Unless such road assistance service constitutes the part of your vehicle contract, the repair shall be paid in cash, whereas corresponding invoice-tax document for such repair shall be issued in the name of AutoCorp, a.s.. Furthermore, the repair shall be discussed with the service department of AutoCorp, a.s. in advance.
- Inform AutoCorp, a.s., of the loss of the license plate, keys, records and other documents. The license plate loss must be reported to the Police.

## Accidents and loss occurrence events

### Following steps and procedures shall govern accidents and loss occurrence events:

- accidents and damages attributed to the driver's fault,
- burglary and damage attributed to an unknown offender,
- damages attributed to a third party,
- car theft.

### Steps to take after an accident or loss occurrence event

- Turn on emergency flashers.
- If a person is injured, call either the medical help (tel.:155), or the integrated rescue system of the Czech Republic (tel.:112).
- Set up an emergency warning triangle, place the triangle 100 m behind the place of the accident.
- Report the accident to the Police of the Czech Republic (tel.:158), or, as the case may be, to the state police of the particular country (for the accident liable to such obligation by virtue of law).
- Stay at the scene of the accident until the resolution and decision are made by the Police of the Czech Republic, or, as the case may be, until a written agreement with the second party involved in the accident – a traffic accident report shall be filled and bilaterally signed; for this purpose, use the attached form "Loss Occurrence Report – Accident Statement Report".
- Report the event immediately to the service department of AutoCorp, a.s., and send filled out Loss Occurrence Report and copy of your driver's license until 24 hours to the e-mail: [nehody@autocorp.cz](mailto:nehody@autocorp.cz)
- If the damaged vehicle is mobile, drive such vehicle to the contractual authorized service center – see the list of contractual vehicle service centers.
- If the vehicle is immobile, contact the contractual road assistance service and report such fact to the service department of AutoCorp, a.s.
- In the case of vehicle theft, the Police of the Czech Republic shall be asked to file the "Vehicle Theft Report Protocol"; the protocol shall be delivered to AutoCorp, a.s.. Unless such protocol is available, AutoCorp, a.s. shall be informed about the reference number and address of the police department, investigating the specific case.

**Loss prevention:** When leaving your vehicle, use all anti-theft security features included in the vehicle.

## Replacement vehicle

If our replacement vehicle must be repaired, our company entitles you to the replacement vehicle in the following cases (i.e., you are paying only one vehicle):

- an insured accident covered by the compulsory motor third party liability insurance for the period of repair,
- an insured accident covered by the accident insurance for the period of 5 days,
- any other (illiquid) damage, resulting in the vehicle immobility. In such a case, the vehicle must be picked-up in our branch office, or a vehicle pick-up fee amounting to CZK 10/km must be paid; however, CZK 500 as a minimum. Outside the working hours or at weekends we will be happy to assist you after the payment of fee CZK 1,000.

### Contact to order replacement vehicle:

**533 449 506**  
**725 440 259**

## Road assistance

- When your vehicle is immobile due to the accident or breakdown, you shall be entitled to the road assistance service, provided by the contractual partner of the insurance company. The assistance service shall be provided on the basis of your telephone request.

### Road assistance contact:

**727 891 044**

Inform the dispatcher about the following facts:

1. What happened, type of vehicle and vehicle license plate.
2. Your exact location and your telephone contact.
3. If you are calling from abroad: your passport number, your name, the address of your permanent residence in the Czech Republic.

The road assistance, listed in the annex, shall apply to your vehicle. The annex includes services, provided within the road assistance free-of-charge, and services paid by the user.

## Vehicle return after the rental termination

The vehicle shall be returned clean and in adequate technical condition after the rental termination.

The vehicle shall be returned accompanied with the below-mentioned documents; both parties shall sign a vehicle-return hand-over protocol.

- vehicle registration certificate,
- service and assistance cards,
- service log book,
- operating instructions incl. radio and alarm (incl. codes for radio, alarm and immobilizer),
- Green card,
- vehicle keys, incl. remote controllers,
- mandatory equipment,
- tire storage protocol.

Vehicle return - long-term rentals (longer than 30 days)

**The hirer shall repair any and all damages prior to the vehicle return; furthermore, all prescribed service inspections shall be made; in the opposite case, the renter shall not take-over the vehicle back and the rental shall further continue under the contractual terms and conditions.**