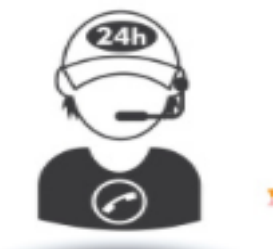


**DEFINITION:** The user guide for the vehicle will provide a complete understanding of all services. The guide describes the main steps to be taken to make the most of the rental service for the entire duration of the vehicle usage.



#### Contact 24/24:

Telephone: 0744 500 909

E-mail: [office@amsrentacar.ro](mailto:office@amsrentacar.ro)

#### TRAVELING OUTSIDE ROMANIA

- ⇒ In case you are traveling by car outside Romania, you will need the Green Card insurance, CASCO extension and **the Power of attorney to leave the country from AMS**. To get them please contact us at least 1 week in advance. Depending on the vehicle, AMS may refuse the request.

#### RETURNING THE VEHICLE

- ⇒ Contact us 1 day before return to determine the details of the return of the vehicle (time and address)
- ⇒ Return the vehicle in the same condition you received (fuel level). Otherwise, the costs for bringing the vehicle to the delivery status will be charged to you

#### MAINTENANCE

- ⇒ Periodic inspection of the vehicle is carried out according to the manufacturer's recommendations. Information on the date or mileage at which the next revision is to be made can be found in the delivery minute (PV) or in the service book of the vehicle. In order to perform the maintenance, please let us know one week in advance to complete the service schedule.



- ⇒ Periodically check the oil and other fluids and the tire pressures after approx. 1,000 km.
- ⇒ In case you notice a non-compliant operation of the vehicle, please contact us as soon as possible for service planning and troubleshooting.
- ⇒ If the car is immobilized, contact us to provide a platform.



#### SEZONAL TYRES

- ⇒ Depending on the date of delivery, the vehicle is delivered with tires corresponding to the season (15 October to 15 March winter tires, the rest of the summer tire season)
- ⇒ If tire replacement is required during the use of the vehicle, please contact us for servicing the tire replacement service



- ⇒ The car is assured FULL CASCO. In case of accident or theft, you have the responsibility of CDW (Collision Damage Waiver) and TP (Theft Protection)
- ⇒ **Do not leave the keys or keys inside the vehicle! In case of total vehicle theft, this is an exclusion from the CASCO insurance**
- ⇒ In case of vehicle theft or loss / theft of the keys or the bead, notify theft / loss immediately to the nearest police and telephone unit at 0744 500 909

## INSTRUCTIONS IN CASE OF ACCIDENT / DAMAGE

**If in the accident are people who are bodily injury or victims after the accident, immediately notify the Police calling the unique national emergency number 112.**

**Statement of damage to the police can only be done by the driver involved in the event.**

- ⇒ go to the police station on which the accident / damage occurred, within maximum 24 hours of the event, to obtain the following documents: a document issued by the competent authorities on the causes and circumstances of the accident, a copy of the TPL insurance and the registration certificate from the other drivers, authorization to repair the vehicle
- ⇒ **Auto damaged in the parking lot.** In the event of an accident or damage only to the vehicle you are using (including if you have found the car hit in the car park and you do not know the author) in accordance with the legislation in force, you are obliged to report damage to the police within 24 hours to issue the documents necessary for the repair of the vehicle.
- ⇒ The driver has the obligation to ensure that all visible damage has been recorded in the police report
- ⇒ If the vehicle is immobilized, we will provide a platform as soon as possible.
- ⇒ For any other details related to the production of a road event do not hesitate to contact us

**Documents required to open a claim file:**

- Vehicle Registration Certificate from the other drivers (copy)
- ID and driver's license (copy)
- TPL from the other drivers (copy)
- CASCO policy (copy)
- Power of attorney to open the damage file
- Claim statement form (insured type)
- documents from police

**When returning the vehicle, it is necessary to hand over a copy of the damage file (the above documents and those issued by the insurer).**

**Amicable claim forms are not accepted!**