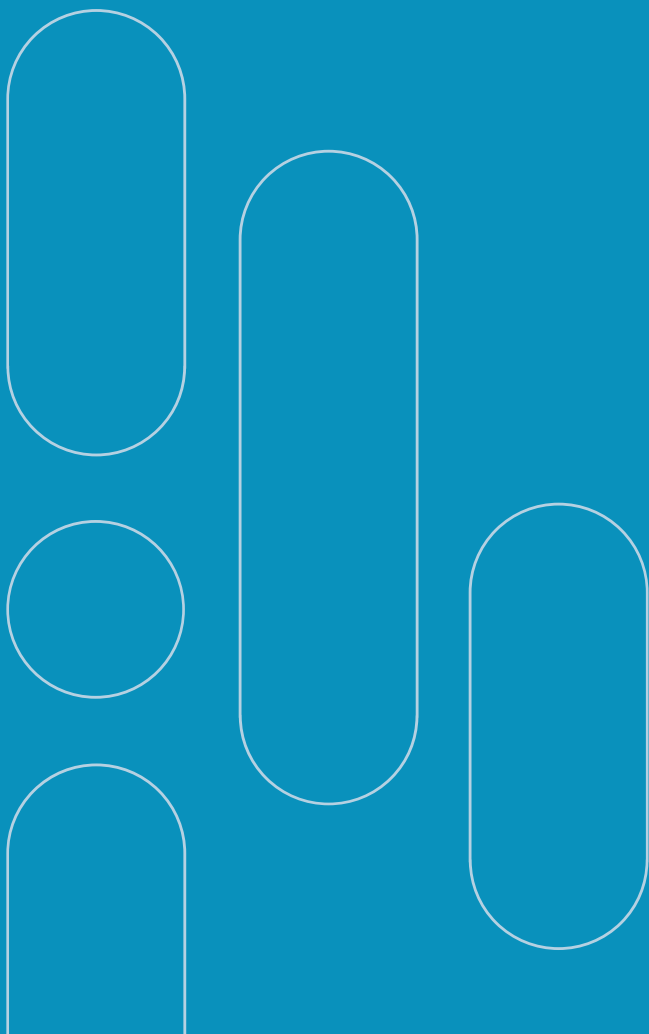




VEHICLE RETURN GUIDE



INTRODUCTION

This **Vehicle Return Guide** has been prepared for **Business Lease** customers in order to clarify the vehicle return procedure at the end of the leasing period.

It provides information on normal wear and tear, a description of acceptable and unacceptable damages, contact details, as well as details regarding the option to purchase our vehicles.

After the vehicle is returned, both the interior and the exterior are subject to a thorough inspection. To ensure an independent and transparent process, Business Lease uses the services of its partner **Macadam**, a global leader in inspection, verification, testing, and certification services.

Following this inspection, evaluation reports are prepared and subsequently made available to buyers of used vehicles.

The user (employee of the client company) has the option to purchase the vehicle at the end of the leasing period. Vehicles that have been purchased or are in the process of being purchased by the user are no longer required to be returned.

If you are interested in receiving an offer for a specific vehicle, please contact us prior to returning it:

Phone: +40 726 301 414

Phone: +40 722 370 837

Email: carsandcare@businesslease.ro



Preparing the Vehicle for Return

To ensure an efficient vehicle return process, we recommend that you take the following into account:

1. Checking the Vehicle

We have included in the **Business Lease Vehicle Return Guide** examples of acceptable and unacceptable damages, as well as usage conditions. This can serve as a good starting point for inspecting the vehicle prior to return.

We also recommend ensuring that you have all the documents and accessories received together with the vehicle at the start of the leasing contract.

2. Removal of Branding and Stickers

Stickers or any other personalization elements, as well as adhesive residues, must be removed prior to returning the vehicle. Any removal of branding elements carried out by **Business Lease** will be subject to additional charges.

We offer our customers the option to have these adhesive materials removed through our partner network. If you would like to receive further details regarding these additional services, please contact us at **+40 727 367 367**.

3. Vehicle Cleaning Requirements

The vehicle must be clean and dry upon return, in order to allow for an effective damage assessment. At the same time, please be aware that unpleasant odors and/or interior stains that affect the vehicle's resale value may result in additional return costs. We recommend ensuring that the vehicle is in proper condition from this perspective and, where necessary, using the services of a specialized cleaning company.

Please note that if the vehicle is not returned in a clean condition, additional charges will apply, as follows: **exterior cleaning – RON 250 (transport included) and interior and exterior cleaning – RON 400 (transport included)**. In extreme cases, **Business Lease** reserves the right to refuse acceptance of the vehicle.

Preparing the Vehicle for Return

4. Tires

If your vehicle was supplied with a spare wheel or a temporary repair kit including a compressor and sealant, these items must be present in the vehicle at the time of return.

For any additional information regarding the preparation of the vehicle for return, please feel free to contact us:

Phone: +40 726 301 414

Phone: +40 722 370 837

Email: carsandcare@businesslease.ro



Preparing the Vehicle for Return

5. Vehicle Inspection Report

If the vehicle has sustained any damage during the contract period, **a damage claim file must be opened prior to the vehicle return.**

At the time of handover, the corresponding **inspection report** issued following the assessment must be available.

Please note the following:

- any external damage must be reported prior to return;
- the damage claim file must be opened and finalized before the inspection report is issued;
- the inspection report must be presented at the time of vehicle return;
- the vehicle must be returned clean in order to allow for an accurate assessment.

6. Opening a Damage Claim File

If the vehicle has external damage and you need to open a damage claim file, you can do so by accessing:



<https://notificaredauna.businesslease.ro/>



Where and How Should the Vehicle Be Returned?

1. Booking the Return Date

At the end of the usage period, the vehicle must be returned to **Business Lease România**, clean, undamaged, and in good working condition.

The process is simple and can be scheduled online, subject to availability.

2. Email Contact Information

Please schedule the return **exclusively online**, at least **48 hours in advance**, by accessing the link below:

Vehicle Return Appointment:



<https://www.businesslease.ro/pentru-clienti/returnarea-masinii>

After completing the booking, you will receive an email confirmation of the appointment.

3. Vehicle return

The vehicle must be returned to the premises of **Cars & Care România**, at the following address:

Bd. Pipera, No. 2, near The One building, Voluntari City, Ilfov County

Phone: +40 726 301 414 or +40 727 727 058

Email: carsandcare@businesslease.ro

Please make sure to respect the scheduled return time and allow approximately **45 minutes** for the vehicle handover and inspection process. In case of non-attendance, our service provider will apply a **EUR 50 fee**.



Documents and Accessories Required for Vehicle Return

All accessories and items that were provided to you at the time of vehicle delivery must be returned together with the vehicle.

- Vehicle keys and remote controls
- Vehicle registration certificate
- Mandatory third-party liability insurance (RCA)
- Maintenance and warranty booklet
- Vehicle user manuals and manuals for other equipment, where applicable
- Fuel card (if applicable)
- Vehicle audio system security code and instruction manual
- Mandatory road safety kit – first aid kit, fire extinguisher, and two reflective warning triangles
- Any other emergency equipment supplied with the vehicle, such as jack, wheel brace, etc.
- Spare wheel and, where applicable, tire repair kit (sealant and compressor);
- All accessories included in the leasing contract.

All accessories and items that were supplied at the time of vehicle delivery must be returned together with the vehicle.



NORMAL WEAR AND TEAR VS. UNACCEPTABLE DAMAGES



Normal Wear and Tear vs. Unacceptable Damages

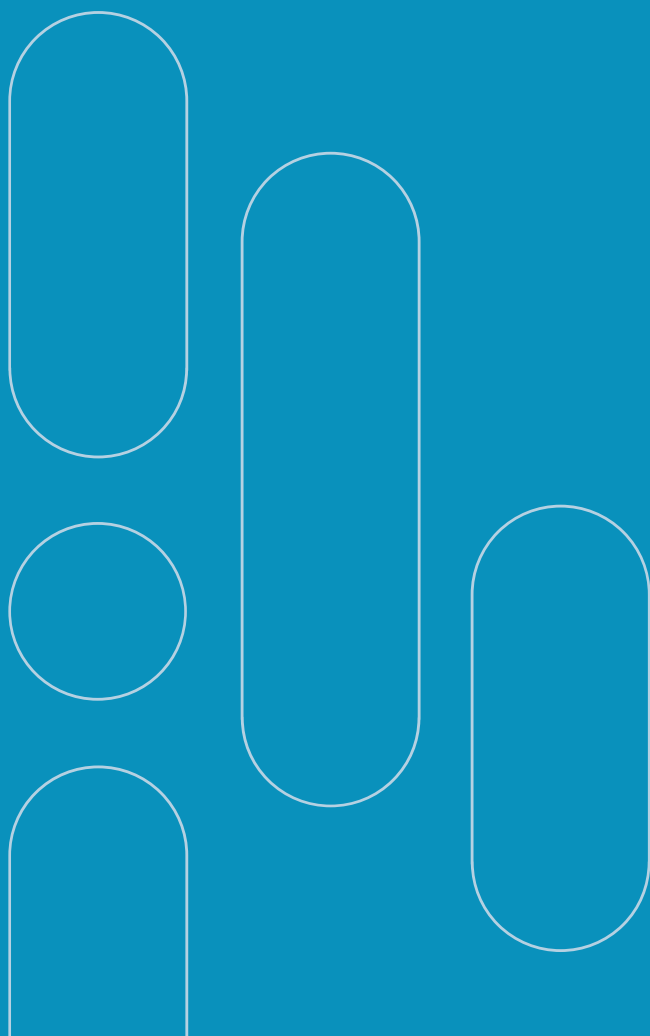
The assessment of normal wear and tear generally depends on the age and actual mileage of the inspected vehicle. Accordingly, we evaluate acceptable deterioration that typically occurs on vehicles of similar age and does not have a significant impact on the vehicle's market value.

We also identify unacceptable damage that does not occur under normal vehicle usage conditions and may affect the vehicle's resale value. Following the vehicle inspection, an electronic report will be issued listing all identified damages.

In the case of any unacceptable damage, the report will include a breakdown of the required repair methods and the associated costs. A detailed evaluation report will also be prepared for the buyer of the used vehicle.



EXTERIOR



Exterior - Windshield



ACCEPTED

- ✓ Damage that does **not** affect the driver's field of vision is considered acceptable.
- ✓ One single **minor defect** on the windshield is accepted.

UNACCEPTABLE

- ✗ Deep or large-scale damage, as well as windshields showing multiple chips or cracks, is not acceptable.



Exterior – Lights



ACCEPTED

- ✓ Minor scratches on the headlights, provided that the housing is not cracked.

UNACCEPTABLE

- ✗ Cracks or holes in the glass or in the plastic housings of lighting equipment (headlights, fog lights, or rear lights).



Exterior – Bodywork and Paint – Dents



ACCEPTED

- ✓ Dents up to 2 cm in length that do not require bodywork repair are acceptable, up to a maximum of two per panel.

UNACCEPTABLE

- ✗ Dents exceeding 2 cm in length that require bodywork repair.



Exterior – Bodywork and Paint – Scratches



ACCEPTED

- ✓ Scratches shorter than 10 cm that can be removed by polishing.

UNACCEPTABLE

- ✗ Scratches longer than 10 cm that require repainting.



Exterior – Bumpers



ACCEPTED

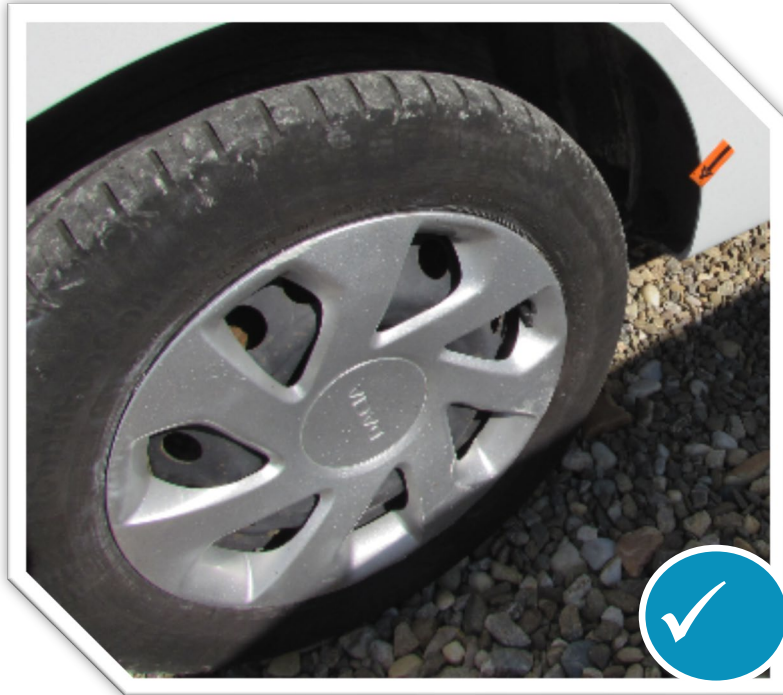
- ✓ Shorter than 10 cm in length and removable by polishing.

UNACCEPTABLE

- ✗ Deformations, scratches longer than 10 cm, holes, cracks, and missing parts of the bumpers are UNACCEPTABLE.



Exterior – Wheels and Rims



ACCEPTED

- ✓ Light scratches caused by normal vehicle use.
- ✓ Wheels showing a single wear mark caused by rubbing or abrasion, up to 10 cm in length.

UNACCEPTED

- ✗ Bent or deformed wheels that may affect the vehicle's proper operation.
- ✗ Wheels showing more than one wear mark caused by rubbing or abrasion, or wear marks longer than 10 cm.
- ✗ Broken or deformed wheel trims.
- ✗ Returning the vehicle without the original wheel covers, repair kit, or spare wheel.



Exterior – Tires

ACCEPTED

- ✓ Tires showing normal wear, with a tread depth of at least 1.6 mm, or with tread depth within the legal limits.

UNACCEPTABLE

- ✗ Tires with excessive wear, punctures, or bulges, as well as tyres showing any type of damage that affects the vehicle's proper operation and safety.



INTERIOR

Interior



ACCEPTED

- ✓ Signs of wear and dents caused by normal use.

UNACCEPTED

- ✗ Heavily soiled interior and stained upholstery.
- ✗ Unpleasant odors that can only be removed through specialized cleaning.

The cost for full upholstery cleaning (detailing) will be charged at **EUR 100 + VAT per vehicle.**



Interior



UNACCEPTABLE

X Burn marks on upholstery.

UNACCEPTABLE

X Cuts, tears, and deformations of the upholstery, carpets, and protective floor mats.



Interior

UNACCEPTABLE

- X** Cracks or holes in the console caused by the removal of equipment.



UNACCEPTABLE

- X** Burn marks on the carpet.

For this item, a flat fee of EUR 100 + VAT will be charged (no more than two burn marks per element).

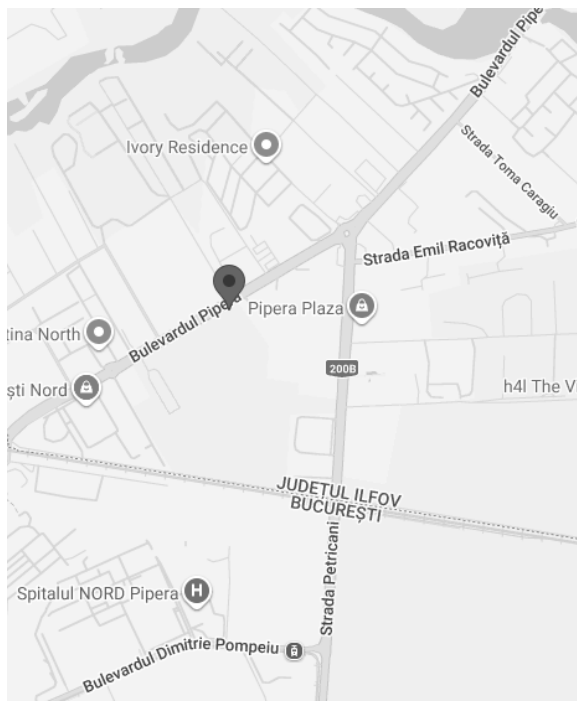
Other elements

Repair costs will be assessed in accordance with the depreciation scale, taking into account the vehicle's age and mileage.

The following items will not be included in the depreciation calculation:

- **Vehicle keys** – a fixed charge of EUR 200 per missing key;
- **Vehicle registration certificate** – a fixed charge of EUR 100 for a missing registration certificate;
- **Missing items** – replacement cost will apply.





Cars & Care Romania
2 Pipera Avenue,
next to One Building

Phone: 0726.301.414, 0722.370.837

Email: carsandcare@businesslease.ro

Passion for mobility