

Lease form instructions

Important Information Regarding Your Lease Vehicle with Renault Eurodrive

If you require assistance with your documents, please contact Renault Eurodrive
on 1300 55 11 60 or 02 9006 9799.

To complete your booking we require you to:

1. Check all your personal and booking details and complete any missing information on all required forms.
2. Read our Terms and Conditions.
3. Print the forms and sign in the required places.
4. Print this page and complete the credit card details with signature
5. Return the documents listed below by email: documents@renaulteurodrive.com.au
by fax: 02 9922 7944
or by post: PO Box 1321, North Sydney NSW 2059.

Please note: If you booked your vehicle via a Travel Agent please be sure to return your completed forms directly to your travel consultant.

Please return to Renault Eurodrive:

1. Your completed and signed **Order Form** (page 2).
2. Your completed and signed **Declaration and Power Form** (page 3).
3. Your completed and signed credit card details (this page).
4. A copy of your **Passport**.

To ensure your car will be ready on time, please return these items to our office within 7 DAYS of booking. No further action can be taken until these documents are received by our office.

If you are travelling on a European Passport:

You must complete and return the attached **Statutory Declaration Form** (page 4). This Statutory Declaration Form **must be completed in all blank spaces and must be signed by a Justice of the Peace.**

CREDIT CARD INFORMATION	
Full Name on Credit Card:	
Type of credit card:	CVN/ Security number:
Credit card number:	Expiry date:
The customer authorises RENAULT to debit his / her account, should the non payment of additional fees not covered by the contract, occur.	Customer's signature:
Office Use Only: Booking TT Number	

Privacy: Renault Eurodrive recognises the importance of your privacy. We may use and communicate the details you provide within the Renault group of companies and dealer network to process your booking, for research and analysis purposes and for marketing communications. Your details may also be disclosed to government authorities as necessary to process your booking. We will not sell your information, nor make it available to other businesses without your consent. We may use external contractors (such as mail houses) and other third parties who have business dealings with us who may have access to your personal information, but only subject to appropriate privacy undertakings. In order to make use of your details as described in this statement we may disclose your details outside of the country in which you are located. If you do not wish to receive marketing communications from us in the future or would like further information on our privacy policy or would like to find out what information we hold concerning you, please contact us in writing on the following details: Renault Eurodrive, Drive in Europe Pty Ltd, Level 1, 157 Walker Street, North Sydney NSW 2060; PO Box 1321, North Sydney NSW 2059; Phone: 02 9006 9799; Fax: 02 9922 7944; Email: documents@renaulteurodrive.com.au

ORDER FORM FOR TAX FREE SALE WITH BUY BACK AGREEMENT (6 MONTHS TT)

* DVSE

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PERSONAL DETAILS

Title:	First name:	Surname:
Nationality:	Profession:	
Street address:		
Email address:		
Phone:	Mobile:	Fax:
Birth Date:	Passport number:	
Birth Place:	Issued on:	
Birth Region:	Issued at:	
Birth Country:		

BOOKING INFORMATION

Vehicle model:	Duration:	
Delivery depot:	Date:	
Return depot:	Date:	
Date ex Australia:	Car pick up time:	
Airline:	Flight number:	Arrival time:
(Please remember, non flight arrivals need to reconfirm your appointment with the depot 72h before pick up)		

<p>I have read and agree to the Terms and Conditions and Conditions of Insurance / Assistance.</p>	<p>Customer's signature:</p> <hr/>
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<p>Direction des Ventes Spéciales Exportation 22/24 rue Yves Kermen 92109 Boulogne Billancourt cedex Tel: +33 (0)1 76 84 94 94 - Fax: +33 (0)1 76 89 00 41 Siret: 780 129 987 03963 - APE 501 Z N° CEE: FR 66780129987</p>	<p>Renault Eurodrive, Drive in Europe Pty Ltd. ABN 16 067 552 612 Level 1, 157 Walker Street, North Sydney NSW 2060, Australia Postal Address: PO Box 1321, North Sydney, NSW 2059, Australia Tel: 02 9006 9799 - Fax: 02 9922 7944 Toll Free: 1300 55 11 60 Website: www.renaulteurodrive.com.au Email: documents@renaulteurodrive.com.au</p>
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DECLARATION AND POWER

ATTESTATION ET POUVOIR

* DVSE

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A	T	P
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Titre: (Title)		Prénom: (First name)		Nom: (Surname)	
Nationalité: (Nationality)			Profession: (Profession)		
Adresse: (Street address)					
Date de naissance : (Date of birth)			Lieu de naissance : (Place of birth)		
Etat ou Région: (State or Region)			Pays: (Country)		
Numéro de Passeport: (Passport number)		Délivré le: (Issued on)		Délivré à: (Issued at)	
Téléphone: (Telephone)		Téléphone portable: (Mobile)		Fax: (Fax)	
Adresse email: (Email address)					
Adresse de séjour en Europe : (Address during stay in Europe)		TOURING			

FRENCH VERSION

Je sollicite l'immatriculation d'un véhicule automobile dans la série française TT en tant que:

- Touriste, et certifiée à ce titre :
- que ma résidence normale est hors de Europe*
 - que je n'exerce aucune activité lucrative de mon séjour en Europe
 - que mon séjour, ou mes séjours, n'excèdent pas 185 jours par période de douze mois consécutifs

Je demande le TT pour 6 mois.

"Je soussigné(e), donne procuration à RENAULT pour accomplir en mon nom toutes les formalités administratives prévues par la législation française liées à l'immatriculation et à la livraison du véhicule commandé auprès de cet établissement, pour le transporter en mon nom en quelque lieu que ce soit, pour effectuer en mon nom toutes opérations financières auprès des banques à l'effet de solder mon compte pour le paiement du véhicule, pour affecter toute destination douanière autorisée au dit véhicule et, le cas échéant, acquitter tous les droits et taxes exigibles, lors de l'importation, dont je me trouverais être redevable auprès de l'Administration des Douanes et droits indirects, pour établir toute déclaration en cas d'accident, ainsi qu'une déclaration de subrogation des droits à la police d'assurance afin que les réparations soient payées par la Compagnie d'assurance à (société contractante) en mes lieu et place".

L'absence de la signature manuscrite du demandeur précédée de la mention "lu et approuvé, bon pour pouvoir", entraînera le rejet de la demande."

(* Article 2 de l'arrêté du 4 décembre 1984: "Pour l'application du présent arrêté, on entend par résidence normale le lieu où une personne demeure habituellement, c'est-à-dire pendant au moins 185 jours par année civile en raison d'attaches personnelles et professionnelles ou, dans le cas d'une personne sans raison d'attaches personnelles relevant des liens étroits entre elle-même et l'endroit où elle habite. Toutefois, la résidence normale d'une personne dont les attaches professionnelles sont situées dans un lieu différent de celui de ses attaches personnelles, et qui, de ce fait, est amenée à séjourner alternativement dans les lieux différents situés dans deux ou plusieurs pays étrangers, se situe au lieu de ces attaches personnelles, à condition qu'elle y séjourne régulièrement."

"Read, approved and authorised"; "Lu et approuvé, bon pour pouvoir"

Place: _____

Customer's signature:

Date: _____

ENGLISH VERSION

I hereby apply for the registration of a motor vehicle in the special "French 'TT' category" in my capacity as:

- Tourist, and hereby certify as such:
- that my normal place of residence is outside Europe*
 - that I shall not be engaged in profitable employment during my stay in Europe
 - that my stay, or stays, will not be of a duration of more than 185 days per period of twelve consecutive months

I apply for a TT registration for 6 months.

"I, the undersigned, authorise RENAULT to carry out in my name all administrative formalities required under French law relating to the registration and the delivery of the vehicle ordered from this company, to transport it under my name to whatever place it may be, to also carry out in my name any financial transaction with the banking authorities in order to settle my account for the payment of the vehicle, to allocate any customs' destination authorised for the said vehicle, to draw up any declaration that may be required in the event of an accident, as well as a declaration of subrogated rights in the insurance policy so that repairs may be paid the Insurance Company to (contracting company) in place of myself."

The absence of the signature of the applicant preceded by the wording "read, approved and authorised" will render the application invalid.

(* Article 2 of the (government) present decree of 4 December 1984, "Under the terms of application of the present decree, the normal place of residence is understood to be the place where a person usually lives, i.e.; during a period of at least 185 days per annum for personal or professional ties or, in the case of a person without professional ties, for personal ties which spring from close links between the person and the place where they live. Notwithstanding, the normal place of residence of a person whose professional ties are located in a place other than that of his or her personal ties and is consequently obliged to stay alternately in the two different places located in two or more foreign countries, is situated in the place of his or her personal ties, on condition that such person returns there regularly."

STATUTORY DECLARATION

*** DVSE**

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(Only Required if Travelling with an EU Passport)

I, (Name, Surname)

Of (City)

In the state of (State)

Do hereby solemnly declare and affirm that I am a permanent resident of Australia, and have been residing here since ... / ... /

I will be on holidays in Europe from ... / ... / 20... to ... / ... / 20... and will be returning to Australia on ... / ... / 20... , to resume my residency in Australia.

And I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the "Oaths Act of 1900-1953".

Subscribed and declared at (city) this (day) of (month and year)

Signature of client

Justice of the Peace

TO COMPLETE ONLY IF YOU ARE COLLECTING AND RETURNING IN PORTUGAL

DOCUMENTO DE HABILITAÇÃO (ART.º 433)

Nome:

.....
detentor do passaporte n.º: (ver abaixo), nomeia seu representante a firma RAQUELMAR LDA., portadora da cédula 008015, emitida pela Alfândega do Porto, representada pelo Sócio Gerente Manuel Rodrigues Morais, habilitando-o a praticar por sua conta, os actos inerentes a declaração Aduaneira Fiscal de mercadorias de que seja destinatário.

A presente habilitação é válida na Autoridade Tributária Aduaneira – Alfândega do Freixieiro, pelo período de 12 meses, salvo revogação expressa, devidamente comunicada à Alfândega competente.

DOCUMENT DE QUALIFICATION (ART. 433 ème)

français

Nom

.....
titulaire du passeport n.º : (voir au dessous), nomme son représentant l'entreprise RAQUELMAR LDA., porteuse de la cédula 008015, émise par la Douane du Porto, représentée par l'Associé Gèrent Manuel Rodrigues Morais, en l'habilitant à pratiquer pour son compte, les actes inhérents à la déclaration Douanière Fiscale de marchandises dont il soit destinataire.

La présente qualification est valable à l'Autorité Tributaire Douanière - Douane du Freixieiro, par la période de 12 mois, sauf révocation expresse, dûment communiquée à la Douane compétente.

ENABLING DOCUMENT (ART.º 433)

English

Name:.....

.... holder of passport number. No: (see below) appoints its representative, the firm RAQUELMAR LDA., bearer of note 008015, issued by the Oporto Customs, represented by the Managing Partner Manuel Rodrigues Morais, enabling him to practice on his behalf, acts related to the declaration of goods for Customs Taxes which is the recipient.

This Enabling is valid in the Customs Tax Authority - Customs of Freixieiro for a period of 12 months, unless expressly revoked, duly reported to the Customs authority.

Passaporte nº : / Passeport nº: / Passport No:

Emitido por: / Emis par: / Issued by: :

A : / Le : / On the : / /

**Assinatura conforme passaporte /Signature conforme passaport :/
Signature according passport:**

.....

...

Data / date/ date:....., / / 2016

RENAULT EURODRIVE - BOOKING TERMS AND CONDITIONS

Eligibility: Renault Eurodrive customers eligible for a tax free vehicle with special temporary plates for a maximum of six months include:

1. Tourists, who regardless of their nationality,
 - 1A. Have their legal residence outside of the EU,
 - 1B. Are visiting the EU temporarily and are not staying more than 185 days in a 12 month period,
 - 1C. Do not engage in any type of employment during their stay.
2. European citizens residing outside the EU who fit the conditions above and who can obtain proof of their intention to return to their employment at the end of the stay in the EU.

3. People on temporary assignment in the EU, such as professors and journalists – under certain conditions. Consult Renault Eurodrive for details.

Under French customs law, only the registered owner of the car, direct ascendants, descendants or spouses may drive the car. This law has no effect on the vehicle insurance, which covers all drivers regardless of the relationship to the registered owner.

Driving Licence: Renault Eurodrive advises the acquisition of an International Drivers Licence for all drivers.

Collection of Car: Documentation Required: 1. Passport; 2. Copy of Eurodrive Order Form. Insurance documents will be issued upon delivery of the vehicle. All vehicles are supplied left hand drive and fitted with standard tyres.

– When driving in Winter its the responsibility of each driver to respect the legal requirements in place in each European country visited.

– Our insurance cover remains the same regardless of whether the car is equipped with snow tyres or not.

– If you decide to purchase your own snow tyres you must return the car with its original standard tyres, otherwise you will be billed for them.

Fuel: All vehicles, delivered outside Paris centre, will be supplied with 10 litres of fuel.

Final Payment is due as per your booking invoice. Late return of lease forms may delay the delivery of your vehicle. For bookings within six weeks of collection, please contact our office.

Period of Use : Vehicles may be leased from all of our locations for a maximum period of 170 days with the following exceptions : Milan-Brest-Amsterdam-Madrid-Santiago-Vigo-Barcelona-Rome-Zurich: 165 days. – Munich-London: 155 days. Lisbonne-Porto: 90 days within Portugal.

Please Note: Days are calculated on calendar days, not 24 hour periods. All vehicles are manual transmission unless otherwise noted.

Refunds: No refunds will be paid for the early return of vehicle.

Deliveries and Returns: Deliveries and returns within France are free, however charges are applicable to other European cities. Please contact our office for full depot details.

Returns: The return of a vehicle to a centre other than that indicated on the customer's Eurodrive contract will result in additional charges to the customer.

What are the Additional Costs: The Renault Eurodrive Program is a tax free sale with buy back agreement. After you pay for your lease in your home country, your only other costs are petrol/diesel. Tolls and Motorway charges are not included.

Safety Kit: Mandatory safety jacket and triangle are included in all Renault Eurodrive lease vehicles.

Servicing Costs: As with any vehicle, service costs are the responsibility of the owner of the vehicle.

The Renault model range require their first service between 20,000 and 30,000kms (see model specifications).

Extension of Contract Period: While travelling you can arrange an extension by contacting Renault RCD Paris. Extensions will be calculated using RCD tariff rates and can be as much as double pre-booked rates. Notice of intention to extend must be given at least 2 weeks prior to the expiry date of the original period, and should include a return address so that updated insurance papers can be forwarded to you. If the extension is not paid for, the vehicle will only be insured for the initial period.

Cancellation and Amendment: An administration charge of \$100 in addition to the set cancellation fees will be applied upon the cancellation of a confirmed booking within six weeks of the collection date. These Additional fees may be as high as \$1000.00 to cover costs such as registration, insurance, customs compliance, transportation and any other administration costs which have been incurred in the processing of the booking. For full details please check with our office. If you amend any details of your reservation within 30 days of collection, the amendment will be made subject to availability and will incur a minimum fee of \$350. Please check with our office for any details regarding an amendment to your reservation details.

Travel Insurance: We strongly recommend that you consult with an insurance broker or travel agent regarding appropriate travel insurance protection.

Responsibility: All information contained in this publication was correct as at the date of printing. All rates, terms and conditions in this brochure are subject to change. Prices are quoted in Australian dollars and valid only for bookings made on behalf of clients residing in Australia.

All reservation confirmations, invoices, exchange vouchers, receipts and other documentation are issued subject to any and all terms and conditions under which items or services are provided by the Service Providers. The customer hereby authorises the Company to select and utilise the services of a Service Provider of its choice for the purpose of the customer's requirements and on such terms and conditions as time to time are arranged between the company and the Service Provider. Any additional services of Service Providers requested by the Customer shall, if assented to by the Company in its absolute discretion, be at the sole cost and risk of the customer. In so far as local law allows, the Company and its servants and agents shall not be liable for any injury, damage, loss, accident, delay or irregularity, additional expense or liability occasioned to any person or property howsoever caused or arising including, but without limiting the generality of the foregoing, whether due to the act, neglect, default or otherwise from acts of God, dangers incident to the air, land or sea, fire, breakdown in machinery or equipment, force majeure or acts of de facto Governments or authorities, wars whether declared or otherwise, riots, strikes, insurrections, theft, pilferage, epidemics, quarantine, medical, custom or other regulations, dissatisfaction with any service provided, any inaccuracy or misdescription contained in the brochure to which these terms and conditions relate, delays and cancellations of or changes in itinerary or schedules or over booking, improper or insufficient passport, visa or other travel documents or by any act, neglect, default or otherwise of the Service Providers, their servants or agents or any other person.

Consumer Claims: Must be lodged in writing within 30 days of the customer's return.

Claims will only be considered upon presentation of original invoices and receipts. Duplicates and photocopies will not be accepted.

Disclaimer: Renault Eurodrive reserves the right to modify the versions, equipment and prices offered in the Eurodrive programme without prior notice and to provide a similar or superior vehicle to that booked. Photographs shown are not contractual. Some model options shown may not be available to the local market.

Insurance Cover: Please note the following items are not covered: - non return of the vehicles keys, registration and insurance papers; – Repairs or work made to your vehicle by any person unless authorised by Renault Eurodrive; – Personal effects; Telephone calls.

Your vehicle is covered for full comprehensive insurance in the following countries: Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Cyprus, Denmark, Estonia, Finland, France, Germany, Gibraltar, Great Britain, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, Monaco, The Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey and Vatican.

Terms and Insurance coverage are subject to change, please contact our office for further information.

Just like your local full comprehensive insurance policy, you are covered for accident damage, theft, vandalism and third party injury to occupants in the car including in most instances, the driver. There are NO ADDITIONAL collision waiver costs.

Please note that should your vehicle be delayed or incur a mechanical breakdown, Renault Eurodrive will, subject to the terms of the Assistance Program, arrange for a replacement rental vehicle or accommodation on your behalf until your vehicle has been repaired at the initial place of delay. Further details of the Renault Assistance Program are available on request from our office.

Customers who travel in a country that is not mentioned in the above list of insured countries do so at their own risk and shall assume full responsibility for any incidents during the course of their travels in these uninsured countries.

Privacy: Renault Eurodrive recognises the importance of your privacy. We collect personal information to process bookings and may use details we collect for marketing communications made by us and the Renault group of companies either in Australia or overseas as well as for research and analysis purposes. We will not sell your information, nor make it available to other businesses without your consent. (We may use external contractors, such as mail houses, who may have access to your personal information, but only subject to strict privacy rules.) If you do not wish to receive marketing communications from us in the future or would like further information on our privacy policy or would like to find out what information we hold concerning you, please contact our office.

†GPS: For full details of the countries covered for the GPS unit fitted to your vehicle please contact our office for further information. Update costs for TomTom Live services are not included and are at the customer's own expense.

RENAULT EURODRIVE – TERMS AND CONDITIONS

GENERAL CONDITIONS OF SALE - Applicable to sales of vehicles effected under temporary exemption from tax.

This present document relates to the supply of new RENAULT vehicles (Department of Special Export Sales) to customers who have the right to benefit from a tax-free regime under Temporary Transit Registration.

1 – FORMATION OF CONTRACT

1.1 – Cash sales or sales under a finance agreement outside the scope of French Law No 78.22 of 10 January 1978.

The contract comes into force the moment the order is signed and a deposit has been paid.

The customer (or finance body) must pay, in any payment form accepted by RENAULT (cheque, bill of exchange accepted and domiciliated), the balance of the price when the vehicle is delivered and before registration formalities have been completed by the said finance body should the customer have requested it so to do.

– Finance agreement coming within the scope of French law No 78.22 of 10 January 1978.

Where a vehicle under the present contract is sold or delivered with the assistance of a finance body, the method of financing (credit sale or hire agreement with Purchase Option) must in all cases be indicated on the contract.

The contract comes into force as soon as the prior offer of finance has been accepted by the customer and after the payment of a deposit which must not be higher than the contribution that the customer had arranged to pay in cash.

1.2.1 – If the customer selects DIAC as the finance body, he gives authority to RENAULT to present to DIAC the prior offer of finance and to receive for his own account the subsequent agreement from this latter body.

1.2.2 – If the customer selects another finance body, the customer will undertake himself to discuss the prior offer of finance with the said finance body. He must also inform the designated body, at the latest 7 days following his acceptance of the prior offer, if the finance body selected accepts or rejects his application or if he himself has withdrawn from the deal.

2 – PRICE GUARANTEE – TECHNICAL MODIFICATIONS

2.1 – The tax-free price of the vehicle described in the present contract is guaranteed for three months starting from the date the order is signed. If the delivery stipulated in the time covered by the price guarantee has not been effected within this period and if the delay is not the fault of the customer, the price guarantee period will be extended up to the time the delivery of the vehicle is effected, as long as the delay is not the result of a case of force majeure.

2.2 – This price guarantee applies in all cases, except where price variation results from technical modifications consequent to the application of regulations imposed by the authorities in France or the importing country.

2.3 – At all times it may be the case that modifications resulting from technical advances can be made to the vehicle on order, on condition that neither price increases or variations in quality levels occur, and that the customer has the option to indicate those features for which he accords his agreement.

3 – PAYMENT CONDITIONS

When booking, the customer is requested a credit card print. Renault reserves the right to use it and to debit the customer's account in the event of the non-payment of additional fees not covered by the contract, i.e.:

- out-of-France vehicle return charges,
- additional days beyond the duration of the initial contract,
- vehicle returned with missing parts.

4 – DELIVERY

4.1 – RENAULT will deliver the vehicle at the place and on the date indicated on the present contract.

The customer will take delivery of the vehicle under the same conditions.

The agreed delivery date, where there is an event constituting a case of force majeure, will be extended, to the benefit of the customer and the designated body, for a period equal in time to the said event.

In view of the special traffic and registration conditions applying in France to this type of vehicle:

- the vehicle registered tax-free can only be delivered to the purchasing client, the single possessor of the vehicle's registration document (except in the case of special dispensation given by the principal), after the customs authorities have verified that the conditions allowing a tax-free purchase under a Temporary Transit regime have been fully complied with.
- the customer undertakes to regularise the position of his vehicle vis-à-vis the customs authorities when the conditions allowing tax exemption are no longer being met.

5 – GUARANTEE

The vehicle ordered is covered by a legal guarantee for hidden defects as laid down in articles 1641 and thereafter in the Code Civil.

In addition, under the present contract relating to a tax-free sale, if it is used temporarily on the French mainland before being taken abroad, the vehicle also benefits from:

- a contractual guarantee covering any defect duly observed on the said vehicle :

the «Garantie Losange», the conditions of which appear hereinafter, and whose key points are stated in the maintenance booklet (or the RENAULT SERVICE booklet) given to the customer at the time of delivery.

- an Anti-Corrosion Guarantee, the conditions of which appear hereinafter and whose key points are stated in the maintenance booklet (or RENAULT SERVICE booklet) given to the customer at the time of delivery.

When the customer, in accordance with the terms of the present contract exports his vehicle outside of mainland France, the conditions of guarantee that shall apply will be those in force in the country where he resides, whether the transit registration is retained or not, because it is the place of residence that shall determine the guarantee conditions from which he can benefit.

5.1 – «Guarantee Losange»

5.1.1 – How long does the Guarantee Losange last?

Two years starting from the time of delivery, or failing this, from the date the vehicle was first put on the road as shown in the registration document, without a limit on mileage.

5.1.2 – What does the Guarantee Losange cover?

The customer benefits from the removal free of charge (parts and labour) of any material or construction fault duly found on the vehicle, on the customer's own initiative, as well as any damage caused either by this fault to other parts of the vehicle, by repair procedures or by the replacement of the part shown to be defected, according to conditions hereinafter defined.

The Guarantee Losange does not cover indirect consequences of a subsequent fault (loss of use of the vehicle, etc).

Service costs incurred by the customer, in accordance with the Manufacturer's recommendations and those costs connected to normal running of the vehicle, remain the customer's responsibility.

In addition, the Guarantee Losange does not apply to parts of the vehicle that have been altered, and does not cover consequences subsequent to such modifications (weakening of the vehicle, advanced wear and tear, alteration, etc) affecting other parts or engine components on the vehicle, or the overall characteristics of the latter.

5.1.3 – How does the Guarantee Losange operate?

In order to benefit from the Guarantee Losange, the customer must contact a member of the RENAULT dealer network displaying the brand sign; it is only such centres that can operate the scheme. It is up to the RENAULT repair shop to decide if the part in question needs repairing or replacing.

The customer will hand in the service booklet duly filled in (or the RENAULT SERVICE booklet) which will have been given to him at the time of delivery, confirming that the services recommended by the Manufacturer have been correctly carried out.

For certain types of vehicle, a service is carried out between 15,000 and 30,000 kms (Cf. service booklet).

The supply of engine and other oil and oil filters is charged to the customer; labour is free of charge.

The customer must have confirmation, as quickly as he can, from a RENAULT service centre, the only centre allowed to carry out procedures under this Guarantee, or have it stated in writing, that the part or defect is covered by the Guarantee Losange and, if the vehicle cannot be moved, he must call RENAULT Assistance. Failing this outside of normal opening times of the nearest RENAULT repair centre or where special conditions apply (breakdown on the motorway), the customer can call, as far as the breakdown and towing-off are concerned, another local car repairer belonging preferably to the RENAULT network.

The Guarantee Losange does not apply and the centre selling the vehicle is free of all responsibility:

- When parts have been put on, modifications have been carried out on the vehicle, without the Manufacturer's authorisation.

- When the stated defect is due to the fact that the customer has had the vehicle repaired or serviced by a centre not belonging to the RENAULT network.

- When the vehicle has been used under conditions that do not conform to those recommended by the Manufacturer (example: overloading or using the vehicle for sport competitions of any description whatsoever).

- When the vehicle has not been maintained normally, and notably, when instructions concerning the treatment, servicing or care to be taken during such procedures, outlined in the service booklet (or RENAULT SERVICE booklet) have not been adhered to.

When there is an intervention under the terms of the Guarantee Losange involving the vehicle being immobile for more than 7 consecutive days, an equivalent period of time will be added to the

period of the Guarantee Losange still left to run on the date the customer initiates the said intervention, with written confirmation in the form of a signature on a repair sheet.

Parts replaced under the terms of the Guarantee Losange become the sole property of RENAULT.

The Guarantee Losange is applicable to the vehicle ordered outside of mainland France, under the same conditions as those in force in the country of origin of the vehicle.

6 – COMPUTER DATA AND THE RIGHTS OF THE INDIVIDUAL

Items of information requested from the customer at the time of taking the latter's order are essential for processing the said order. Such information is held under our control and can be communicated to RENAULT, its service subsidiaries and to members of its dealer network, in order to supply the customer with a quality service adapted to his particular needs. They can also be communicated to third parties with business dealings with RENAULT, who have signed up to a confidentiality agreement. Naturally, the customer has a right of access to such details of information on via our service centres and RENAULT's Customer Service Department.

7 – DISPUTES

In the case of disputes arising under the present contract, the sole competent courts will be French:

- If the customer is not an individual person, the court within the district of RENAULT's Head Office will be the sole competent body. - If the customer is an individual person, the choice of competent court will be made in accordance with current legislation.

GENERAL CONDITIONS RELATING TO VEHICLE RETURNS

1 – RENAULT, or any other body designated so to do, agrees to take back from the customer the ordered vehicle, in accordance with the conditions stated hereinafter:

– The vehicle must be returned at the latest on the date indicated on the reverse of the present contract.

– Interruption before the due date. No refund is due to the customer in the event that the latter asks for his vehicle to be taken back before the date indicated on the reverse of the present contract.

– The vehicle must be returned in a perfect state of repair according, notably, to the advice and instructions of the Manufacturer shown in the service booklet (or the RENAULT SERVICE booklet) and the vehicle's technical handbook.

– If the vehicle is returned damaged without prior notification to RENAULT EURODRIVE insurance, the customer is liable to pay the sum required to return the vehicle to a correct state of repair.

– At the time of return, the customer must hand over to RENAULT or any other body selected by RENAULT all documentation relating to the vehicle, it being emphasised that the vehicle will not be accepted without the registration document. In case of loss, the customer is obliged to supply a certificate of loss drawn up by a police officer in France or a police officer abroad. The customer must sign a sales certificate as well as an authority for customs clearance of the vehicle.

– In case of price modification of the vehicle agreed at the time of taking the order and accepted by the customer, the return value will be changed by the same amount.

– The customer must adhere strictly to the date and place of return agreed with RENAULT. It is not allowed to abandon the vehicle away from the designated point, without written agreement from RENAULT. Repatriation costs and other costs would be in this event entirely the customer's responsibility. In the event of non-observance of the return date, RENAULT cannot be held responsible, subsequently, notably where insurance is concerned, and the customer, alone, shall assume responsibility for all consequences due to such non-observance of the return date.

– If, following delivery, and where beforehand he wanted to benefit from RENAULT taking charge of the vehicle on return, the customer decides to retain his vehicle, he must inform RENAULT of this at the latest within 15 days before the return date shown on the present contract.

– It is stated that the vehicle accessories (with the exception of the car radio) are not taken back by RENAULT.

6 – TRANSFER OF OWNERSHIP

It is expressly agreed that the transfer of vehicle ownership and risks to RENAULT or to any other individual or legal entity that RENAULT names, will take place on the date the vehicle is properly returned.

7 – In case of disputes, the French courts will be the sole competent authority.

RENAULT EURODRIVE – ASSISTANCE TERMS AND CONDITIONS

The EURODRIVE ASSISTANCE guarantee is an integral part of the RENAULT EURODRIVE formula. It is insured and implemented by AXA Assistance France Assurances acting under the name "RENAULT EURODRIVE ASSISTANCE" in application of assistance contract No. 5003095.

Preliminary article - Definitions:

The definitions of the expressions used in this document are given below:

- **Vehicle:** refers to any new vehicle of less than 3.5 tons sold under the RENAULT EURODRIVE formula.
- **Duration of the guarantee:** the duration of the assistance guarantee is the same as that of the RENAULT EURODRIVE contract. It therefore terminates if the vehicle is exported definitively. The guarantee also applies to vehicles registered under the manufacturer's name.
- **Beneficiary:** refers to the person who signed the RENAULT EURODRIVE contract, or his spouse, or any other user authorized by him, as well as to any other person traveling in the vehicle in question, up to the number of seats specified on the registration certificate.
- **Geographical limits:** the services defined below are applicable for the duration of the RENAULT EURODRIVE contract in metropolitan France and the following countries: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Metropolitan France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, UK, Vatican.
- **Accident:** refers to any collision, impact with a fixed or moving object, overturn or leaving the road, fire or explosion, attempted theft, etc. that results in the vehicle being taken off the road.
- **Theft:** the vehicle shall be considered as stolen if it is not found within 48 hours of its disappearance. This period, as well as the assistance services, start to run when the beneficiary declares the theft to the competent authorities.
- **Attempted theft:** any forced entry committed on a vehicle and requiring it to be taken off the road, due to broken windows and/or malfunctioning of locks. This clause shall not take effect until the beneficiary has declared the attempted theft to the relevant authorities.
- **Breakdowns:**
 - **Off-road breakdown:** any unforeseeable mechanical incident resulting in the car being taken off the road, recognized by the manufacturer and for which the user is not responsible.
 - **Safety off-road breakdown:** any incident or failure that makes the vehicle difficult or dangerous to drive and that requires it to be taken off the road. This type of failure expressly concerns the wiper mechanisms, side window lifts and headlamp lenses.
 - **Immobilization of the vehicle:** a vehicle is considered as immobilized when it is placed in the hands of the nearest Renault dealer or, failing this, another local repairer belonging to the Renault network. On receiving the vehicle, the repairer will specify the time for which it will remain off the road.

Article 1 - Service conditions:

Starting from the delivery of the vehicle and for the duration of the RENAULT EURODRIVE contract, the services defined below shall be provided at the request of the beneficiary or the DVSE assistance department. This request shall be made directly to RENAULT EURODRIVE ASSISTANCE.

If the beneficiary reports an accident, theft, break-in or failure, RENAULT EURODRIVE will verify that the person making the report is indeed the beneficiary as defined in the preliminary article, and will request him to provide the following information:

- vehicle registration number (registration certificate).
 - dates of the RENAULT EURODRIVE contract.
 - name and address of the contract holder.
 - vehicle type and serial number (registration certificate).
 - place and date of vehicle drop-off.
 - nature, place and date of incident.
 - vehicle documents:
 - If the car is repaired outside of France, leave the documents with the repairer.
 - If the event happens in France, send them to the DVSE, if the vehicle is not returned to the customer.
- accident report: the original must be sent to GRAS SAVOYE, together with the police report, where applicable. Along with any other information deemed to be useful.

Article 2 - Assistance services:

The services are provided in the event of accident, theft, attempted theft or breakdown, as defined in paragraphs 5, 6, 7 and 8 of the preliminary articles.

- For safety off-road breakdowns, only the main services are included in the present contract.
- For failure of the onboard GPS system and/or air conditioning, RENAULT EURODRIVE ASSISTANCE will process the request and refer the beneficiary to a Renault repairer.

1) Main services:

Repair and/or towing services are included in all cases.

1.1. Repair / towing:

RENAULT EURODRIVE ASSISTANCE organizes and pays for repair and/or towing of the vehicle after an accident or breakdown, or as the result of damage caused by theft/attempted theft.

- In France, the vehicle is towed to the Renault repairer, branch or dealer designated by RENAULT EURODRIVE ASSISTANCE.
- In other countries, it is towed to the nearest Renault repairer.

In the event of abandon, termination of the contract or repairs taking longer than ten days, the vehicle shall be left with the nearest Renault dealership or branch.

2) Additional services (except for safety off-road breakdowns and failure of the onboard GPS or air conditioning systems):

2.1. Shipment of spare parts

RENAULT EURODRIVE ASSISTANCE agrees to ship any unavailable parts to the Renault repairer in the shortest possible time, if he deems it necessary.

2.2. If the vehicle is off-the-road or unavailable for between 12 hours and 10 days, the beneficiary may choose one of the following solutions:

2.2.1 RENAULT EURODRIVE ASSISTANCE shall provide the beneficiary, while the vehicle remains off the road and depending on local availability, with a rental vehicle of a category equivalent, at most, to the vehicle taken off the road, for an amount of up to 750 Euros. The rental vehicle must be returned to the point of departure. The beneficiary must recover the repaired vehicle. Any amount in excess of this sum, as well as fuel expenses, are payable by the beneficiary.

2.2.2 If the beneficiary wishes to wait locally, RENAULT EURODRIVE ASSISTANCE shall contribute to hotel accommodation for an amount of up to 65 Euros per night and per passenger for 10 nights maximum. See Preliminary Article - Definitions, Beneficiary. Bar, restaurant and telephone charges, as well as incidental expenses, are payable by the beneficiary.

2.3. If the vehicle remains off the road or unavailable for a period of more than ten days.

2.3.1 RENAULT DVSE agrees, after studying the case, to provide the customer with a second new vehicle of a brand and category equivalent, at most, to the vehicle taken off the road, until the scheduled drop-off date. The second vehicle, available at DVSE Paris, will be transported by a driver from RENAULT EURODRIVE ASSISTANCE, to the current location of the beneficiary, in countries covered by the contract.

2.3.2 While the beneficiary is waiting for the vehicle to arrive from Paris, RENAULT EURODRIVE ASSISTANCE shall, if necessary, pay for the rental of a vehicle or contribute to accommodation expenses, within the limits of the amount specified.

2.4. If the incident (accident, theft, attempted theft or failure) occurs less than ten days before the contractual drop-off date, and if the vehicle is off the road for more than 10 days, the beneficiary can choose one of the following solutions:

2.4.1 RENAULT EURODRIVE ASSISTANCE shall provide the beneficiary, up to the scheduled drop-off date and depending on local availability, with a rental vehicle of a category equivalent, at most, to the vehicle taken off the road for an amount of up to 750 Euros. The vehicle must be returned or rented in the town specified as the drop-off point.

Any amount in excess of this sum, as well as fuel expenses, are payable by the beneficiary. The rental period is limited to the number of days left to run on the RENAULT EURODRIVE contract.

2.4.2 If the beneficiary wishes to wait locally, RENAULT EURODRIVE ASSISTANCE will contribute to hotel accommodation for an amount of up to 65 Euros per night and per passenger for 10 nights maximum. See Preliminary Article - Definitions, Beneficiary. The number of days is limited by the number of days left to run on the RENAULT EURODRIVE contract. Bar, restaurant and telephone charges, as well as incidental expenses, will be payable by the beneficiary.

2.4.3 If the beneficiary wishes to be repatriated, RENAULT EURODRIVE ASSISTANCE shall organize and pay for the beneficiary to travel to the contractual drop-off point by first-class rail, or by economy class air travel, if the train journey is longer than eight hours.

Article 3 - Terms of service:

RENAULT EURODRIVE ASSISTANCE agrees to provide the services described above with its best diligence on a 24/7 basis. The operations listed are subject to availability, local regulations, particularly in terms of accommodation and vehicle rental, and immediate possibilities, particularly in terms of transport by rail or by air. No reimbursement or compensation shall be payable for services not organized or agreed to by RENAULT EURODRIVE ASSISTANCE.

If the RENAULT EURODRIVE ASSISTANCE vehicle is replaced by a rental vehicle from a conventional rental firm, the customer will be asked to provide a credit card swipe. The rental firm may also suggest complementary insurance (for deductibles in particular), which shall be payable by the customer.

Article 4 - Exclusions:

RENAULT EURODRIVE ASSISTANCE can only intervene to the extent that local authorities give approval. It shall not be held responsible for any failure or mishap in the execution of its obligations caused by acts of God, war, strikes, seizures or detention by the authorities, official bans, piracy, explosive devices, nuclear or radioactive effects. The RENAULT EURODRIVE contract does not cover lack of fuel, mechanical incidents arising from incorrect use of the car, mechanical incidents relating to trailers or tow couplings, snow tyres and chains, the price of spare parts, fines, bar expenses, telephone, restaurant, fuel and toll expenses, vehicle servicing costs and other costs that the beneficiary would normally pay in the event of an initially planned stay in the place where the incident occurred (e.g. hotel). The RENAULT EURODRIVE contract does not cover chains, snow tyres, couplings and the corresponding trailers. Nor does the RENAULT EURODRIVE contract cover events arising from the beneficiary taking part in sporting competitions, bets and matches.

AXA Assistance France Assurances

Entreprise régie par le Code des Assurances

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S.A. au capital de 7 275 660 . - Nanterre 451 392 724 RCS - Code APE 660E

N° TVA Intracommunautaire : FR 81 45 13 92 724



SUMMARY OF THE EURODRIVE INSURANCE CONDITIONS – AXA CS contract n° XFR 005700MO

The complete General Conditions of AXA CORPORATE SOLUTIONS are available on demand. The conditions of this contract apply in the countries shown on the valid Green Insurance card and whose national code letters have not been stricken out. –Monaco, -Andorre, The Vatican, Saint Martin, Liechtenstein and the DROM, COM POM are also included.

1 – Damage to third-parties

1a - CIVIL LIABILITY

Covers the civil liability of the insured party in accordance to the article L211-1 of the French Insurance Code.
The insurer covers damages caused to third parties (passengers, property or persons outside the vehicle) by the vehicle when in motion or stationary.

Limits applicable to the amounts of the guarantee:

- * bodily harm: no limits
- * material damage: €100,000,000 with the sublimits below :
 - material damage by fire or explosion: €10,000,000 per claim
 - accidental material damage to the environment (accidental pollution) : €10,000,000 per claim
 - material damage to the aircraft : €1,200,000 per claim
- * consequential immaterial damages to an accident : 10,000,000 € per claim

1b - DEFENSE – RECOURSE and ADVANCE PAYMENT ON REPARATION

Defense: Whenever the responsibility of the insured person can be sought, the insurer shall cover the costs relative to the protection of his financial interests in accordance with the clauses B-1 of chapter VII of the General Conditions.

Recourse: The insurer shall act on behalf of the insured in order to obtain from any responsible third party reparation of the damages sustained by the insurer in case of accident. Expenses to be exposed by the insurer for fees related to the accident investigation and or expert services are capped at 10.000 Euros.

Advance payment on reparation: this guarantee provides the owner of the insured vehicle with a 20.000 Euros maximum advance payment of the compensation to which he/she is entitled, as a result of the damage caused to the vehicle provided this damage has been caused by a vehicle belonging to an identified third party, registered in France, with valid insurance in France and whose liability is established.

1c – LEGAL PROTECTION

Guarantee per incident according to the clauses of the Legal Protection Annex XAUT 315 12/08.

2 – Damage suffered by the vehicle

The guarantees are granted to the value say by the expert of the insured vehicle the day of the incident (chapter VII of the General Conditions excluding light vehicles related to the compensation in conventional value.

2a – ACCIDENTAL DAMAGE/VANDALISM

The insurer covers in full direct material damage resulting from the following:

- Collision between the insured vehicle and one or more other vehicles
- Impact between the insured vehicle and a fixed or mobile object
- Overturning of the insured vehicle without prior collision
- Partial damage or total loss of the insured vehicle during transportation by land
- Total loss of the insured vehicle during transportation by air or sea
- Acts of vandalism
- Damage caused by natural phenomena, such as earthquakes, volcanic eruptions, tidal waves, flooding, typhoons, falling snow or stones, avalanches, hail, tornado, mudslide.

Exclusions: damage caused by poor maintenance, wear to the vehicle or falling accessories; partial damage during transportation by sea or air; damages or breakdowns covered by the manufacturer's warranty (see the Warranty Book).

2b - FIRE/EXPLOSIONS/TERRORIST ATTACKS/STORMS

Direct damage caused by fire, explosions (including terrorist attacks), lightning and storms are covered.
The guarantee covers without excess the value of the insured vehicle established by an assessor on the day of the incident (see Chapter VII of the General Conditions).

2c – THEFT/ATTEMPTED THEFT

Damage caused by the theft or attempted theft of the insured vehicle are covered.
The guarantee covers without excess the value of the insured vehicle established by an assessor on the day of the incident (see Chapter VII of the General Conditions).

2d – GLASS PARTS (Vehicle of less than 3.5 tons only)

Damage to windows and glass or organic glass parts (windshields, rear windows, side windows, door windows, lights, sun roofs) is covered. The guarantee covers without excess the cost of replacement.

2e – NATURAL DISASTERS

In accordance with articles L 125-1 and L125-2 of the French Insurance Code, this guarantee applies to damage caused essentially by abnormally violent natural phenomena.
This guarantee is conditional on the publication of an interministerial notice in the Official Journal of the French Republic decreeing a state of natural disaster. Geographical scope: mainland France and Corsica. Application of a legal excess (€380 per vehicle from 01 / 01 / 2010)

3 – Bodily harm to passengers

3a – LUMP SUM GUARANTEE OF THE PERSONS CARRIED ABOARD

Covers all persons transported free of charge or driving the insured vehicle with the permission of the owner or the policyholder.

Amount of compensation:
medical costs limited to €5,000 per injured person;
benefit of €38,000 for total permanent disability;
benefit of €16,000 in the event of death.
Note: this compensation is paid in addition to any indemnities that may be paid under common law.
Persons aged over 70 do not benefit of this guarantee



The 'EURODRIVE ASSISTANCE' cover is an integral part of the RENAULT EURODRIVE package. It is insured and implemented by ASSURIMA under the name "RENAULT EURODRIVE ASSISTANCE" under the roadside assistance cover.

Preliminary Article – Definitions:

The terms specified below will have the following meaning in this guide:

- (1) Vehicle: vehicle means any new motor vehicle of less than 3.5 tons, sold under the RENAULT EURODRIVE package.
- 2) Duration of cover: the term of the roadside assistance cover is the same as the RENAULT EURODRIVE agreement. It will automatically terminate if the vehicle is definitively exported. It also applies to the vehicle registered under the name of the car manufacturer.
- 3) Beneficiary: beneficiary means the person who signs the RENAULT EURODRIVE agreement (hereafter referred to as 'you'), your spouse or any user authorised by you and any other person travelling in the vehicle in question, provided that these do not exceed the number of seats shown on the registration certificate.
- 4) Geographic boundaries: The services defined below are applicable for the duration of the Renault Eurodrive agreement in Mainland France and in the following countries:
Germany - Andorra - Austria - Belgium - Bosnia and Herzegovina - Bulgaria - Cyprus - Croatia - Denmark - Spain - Estonia - Finland - Metropolitan France - Gibraltar - United Kingdom - Greece - Hungary - Ireland - Iceland - Italy - Latvia - Liechtenstein - Lithuania - Luxembourg - Macedonia - Malta - Monaco - Norway - Netherlands - Poland - Portugal - Czech Republic - Romania - San Marino - Serbia - Montenegro - Slovakia - Slovenia - Spain - Sweden - Switzerland - Turkey - the Vatican.
- (5) Accident: accident means any collision, impact with a fixed or mobile object, overturning or running-off the road, fire or explosion, which has the effect of taking the vehicle off the road.
- 6) Theft: the vehicle shall be deemed stolen if it is not found within 48 hours following its disappearance. This excess, along with the roadside assistance cover will apply as soon as the beneficiary has declared the theft to the competent authorities.
- 7) Attempted theft: any attempt to break into a vehicle which makes it impossible to drive, such as broken windows/windscreen and/or a malfunction of the various locks. This benefit will take effect as soon as you have declared the theft to the competent authorities.
- 8) Breakdown:
 - 8.1 - Immobilising breakdown: any unexpected mechanical incident accepted by the manufacturer which means the vehicle must be taken off the road and does not invoke the user's liability.
 - 8.2 - Non-immobilising safety breakdown: any incident or malfunction which makes it difficult, dangerous to use the vehicle and requires that the vehicle be taken off the road. This benefit specifically covers breakdowns affecting windscreen wipers, opening and closing of side-windows and headlights.
- 9) Flat tyres
Any loss of pressurised air (deflated or burst tyre not caused by an impact) which makes it impossible to use the vehicle under normal safety conditions and makes it impossible to drive the vehicle away from the place where the incident occurred, and therefore requires the vehicle to be repaired or towed to a garage in order to carry out the necessary repairs.
- 10) Loss, theft or breakage of keys
If your keys are lost, stolen or broken in the vehicle's lock or Nieman lock.
- 11) Empty tank
Any time you run out of fuel due to the malfunction of the fuel gauge.
Fuel error: Accidentally or involuntarily filling the tank with the wrong fuel for the type of the vehicle.
- 12) Off the road: the vehicle is deemed to be taken off the road from the moment that it is taken to the nearest Renault dealer or, failing this, to another local repairer belonging to the RENAULT network. The repairer will specify how long the vehicle will be off road as soon as it receives the vehicle.

Article 1 - Call out conditions:

As from the delivery of the vehicle, and for the duration of the RENAULT EURODRIVE agreement, the benefits defined below shall be provided at your request or at the demand of the roadside assistance service of Renault EURODRIVE. This request shall be made directly to Renault Eurodrive Assistance. Any time that you indicate that your vehicle has been in an accident, been stolen, broken into or has broken down, RENAULT EURODRIVE ASSISTANCE will first check that you are indeed the beneficiary of the breakdown cover as defined in Article 1 and ask you to provide the following information:

- Vehicle registration number (*carte grise* [registration document])
- Dates of the RENAULT EURODRIVE agreement
- Name and address of the signatory of the agreement
- Type of vehicle and the serial number (*carte grise* [registration document])
- Place and date that the vehicle is to be returned
- Place, date and type of incident
- The vehicle's documents

1 - If you are abroad, leave them with the repairer.

2 - In France, send them to RENAULT EURODRIVE, if the vehicle is not returned to you.

■ The accident statement must be faxed immediately to 01 76 89 00 47, the original must be sent to GRAS SAVOYE, as well as the police report if applicable. Along with any other information deemed useful.

Article 2 - Roadside assistance services:

The services will be provided in the event of accident, theft, attempted theft or breakdown, **flat tyre, loss, theft or breakage of keys, empty tank or fuel error** as defined in paragraphs 5, 6, 7, **8, 9, 10 and 11** of the preliminary articles.

- **For flat tyre, the cover is automatic if the vehicle is equipped with a spare wheel or a tyre inflation kit which comply with current regulations and a jack (except for vehicles running on LPG).**

- **Loss of keys**, If you leave the keys inside the locked vehicle, IMA Assistance will only cover the cost of calling out the breakdown vehicle, you will need to cover any other costs.

- For non immobilising safety breakdowns, only the main benefits will be provided under this agreement.

- For malfunctions of the on-board GPS system and/or air conditioning system, RENAULT EURODRIVE ASSISTANCE will process the request and redirect you to the nearest Renault repairer.

1) Main benefits:

In all cases, roadside assistance and/or towing services are included.

1.1. Roadside assistance/towing:

RENAULT EURODRIVE ASSISTANCE will organise and cover the roadside assistance and/or towing the vehicle which has broken down, been in an accident or found damaged after a theft/attempted theft.

■ In France, the vehicle will be towed to the Renault repairer, Renault Retail Group or dealer, appointed by RENAULT EURODRIVE ASSISTANCE.

■ Abroad, to the nearest Renault repairer.

If you wish to abandon the vehicle, the agreement has ended or the repairs will take more than 10 days, the vehicle must be taken to the nearest dealer or Renault Retail Group.

2) Additional benefits (with the exception of non immobilising safety breakdowns or malfunctions of the on-board GPS system and air conditioning system):

2.1. Shipping **spare parts abroad.**

If it deems it necessary, RENAULT EURODRIVE ASSISTANCE undertakes to promptly send any spare parts that the Renault repairer does not have in stock.

2.2. If the vehicle is unavailable or off the road for between 12 hours and 10 days, you may select one of the following options:

2.2.1 RENAULT EURODRIVE ASSISTANCE will **provide** you with a hire vehicle at least equivalent to the category of the vehicle which is off the road up to €750, for the period that the vehicle is off the road, subject to local availability. The hire vehicle must be dropped off to the pick-up **agency**. you must pick up your repaired vehicle. you will pay for any amount over and above this sum as well as fuel costs.

2.2.2 If you wish to wait for your vehicle to be repaired on the spot, RENAULT EURODRIVE ASSISTANCE will contribute to your hotel expenses up to a limit of €65 per night and per **beneficiary** for up to 10 nights. you will be required to pay for any bar, restaurant and telephone costs as well as any incidental costs.

2.3. If your vehicle is off the road or unavailable for more than 10 days, and there are **more than 10 days left before your RENAULT EURODRIVE agreement expires**,

2.3.1 After examining the case, RENAULT EURODRIVE undertakes to provide the customer with a second new vehicle which is as close as possible to the make and category of the vehicle under repair until the date that the vehicle is due to be returned. The second vehicle, available in EURODRIVE Paris, will be taken by a RENAULT EURODRIVE ASSISTANCE driver to your location in the covered countries.

2.3.2 If necessary, RENAULT EURODRIVE ASSISTANCE will cover the costs of either hiring a vehicle or contribute to the accommodation costs up to the amounts set in **Articles 2.2.1 and 2.2.2**, so that you can wait for the vehicle driven from Paris to arrive,

2.4. If the incident (accident, theft, attempted theft or breakdown) occurs less than 10 days before the contractual drop off date and the vehicle will be off the road for more than 10 days, you may select one of the following options:

2.4.1 RENAULT EURODRIVE ASSISTANCE will **provide** you with a hire vehicle at least equivalent to the category of the vehicle which is off the road up to €750, until the date the vehicle is due to be dropped off. Subject to local availability. The vehicle must be returned or hired in the town or city agreed as the drop off location. you will pay for any amount over and above this sum as well as fuel costs. The hire term is limited to the number of days remaining in the RENAULT EURODRIVE agreement.

2.4.2 If you wish to remain on the spot, RENAULT EURODRIVE ASSISTANCE will contribute to your hotel expenses up to €65 per night and per **beneficiary**. The number of days is limited to the number of days remaining on the RENAULT EURODRIVE agreement. you will be required to pay for any bar, restaurant and telephone costs as well as any incidental costs.

2.4.3 If you wish to be repatriated, RENAULT EURODRIVE ASSISTANCE will organise and cover the costs of your return to the contractual drop off location by **1st class train** or economy class plane ticket, if the travel time by train is more than 8 hours.

Article 3 - Service performance terms

RENAULT EURODRIVE ASSISTANCE agrees to provide the above-mentioned services 24/7 and with the utmost diligence. The above-mentioned services shall be performed subject to local availability and in accordance with the **local** regulations, notably in terms of accommodation or vehicle hire, or availability at a given moment in time, especially in terms of **train** or air transport. Services which have not been organised or agreed **beforehand** by RENAULT EURODRIVE ASSISTANCE shall not give rise to any refunds or compensation. If RENAULT EURODRIVE ASSISTANCE replaces the vehicle by a hire vehicle through a car rental company, this company shall ask you to make an imprint of your credit card; it may also offer additional insurance (in particular for the excess) which will be at your expense.

Article 4 - Exclusions:

RENAULT EURODRIVE ASSISTANCE operations are limited by the authorisations granted by local authorities. It shall not be held liable for any breaches or shortcomings in performing its obligations which are the result of force majeure, war, strikes, impoundments or restrictions by the law enforcement agencies, official prohibitions, piracy, engine explosions or nuclear or radioactive effects. The RENAULT EURODRIVE agreement does not cover situations when you run out of fuel, nor does it cover mechanical incidents affecting trailers and hitches, winter tyres and chains, the cost of spare parts, fines or violations, bar, telephone, restaurant, motorway tolls, the cost of servicing the vehicle or the costs which you should normally have paid for if a covered event had not occurred (e.g.: hotel). The RENAULT EURODRIVE agreement does not cover snow chains, winter tyres, hitches or accompanying trailers. The RENAULT EURODRIVE agreement also does not cover incidents which occur as a result of you competing in sports competitions, bets and matches.

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