

Information for user of an Ayvens vehicle

How to use vehicle-
related services

Product leaflet



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 **ayvens**
SOCIÉTÉ GÉNÉRALE GROUP



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Introduction

Dear Sir or Madam,

Congratulations on your car from Ayvens and thank you for choosing our company to be your mobility partner.

To enable you to make full use of the vehicle according to the agreement concluded between Ayvens and yourself or your employer, we have prepared the following material to guide you through the process, including handover, all the services we provide, and how to return the vehicle.

Please follow our recommendations carefully. We have made them both to ensure you get the most out of your journeys in our vehicle, and also to avoid any possible misunderstandings or potential costs you could incur by not returning the vehicle at the end of the agreement in a state reflecting normal wear and tear and meeting the technical and legal conditions for operation.

We trust that you will appreciate our efforts to ensure your greatest possible comfort and convenience in mobility, and that you will be happy with both the vehicle and the services we will be providing you with here at Ayvens from this point on.

Ayvens looks forward to working with you.



Handover of the vehicle for use

Upon handover of the vehicle for use, you will receive:

- ▶ A form confirming the handover and acceptance of the leased vehicle.
- ▶ The vehicle registration certificate.
- ▶ The vehicle operating and maintenance manual in electronic form (see the Driver Set).
- ▶ The service book (see the Driver Set).
- ▶ The keys to the vehicle.
- ▶ The Driver Set with all the necessary contacts and references.
- ▶ A refuelling/charging card (if included in the contracted range of services).
- ▶ A paid electronic motorway vignette (if you have arranged this service with us; validity can be checked at www.edalnice.cz).

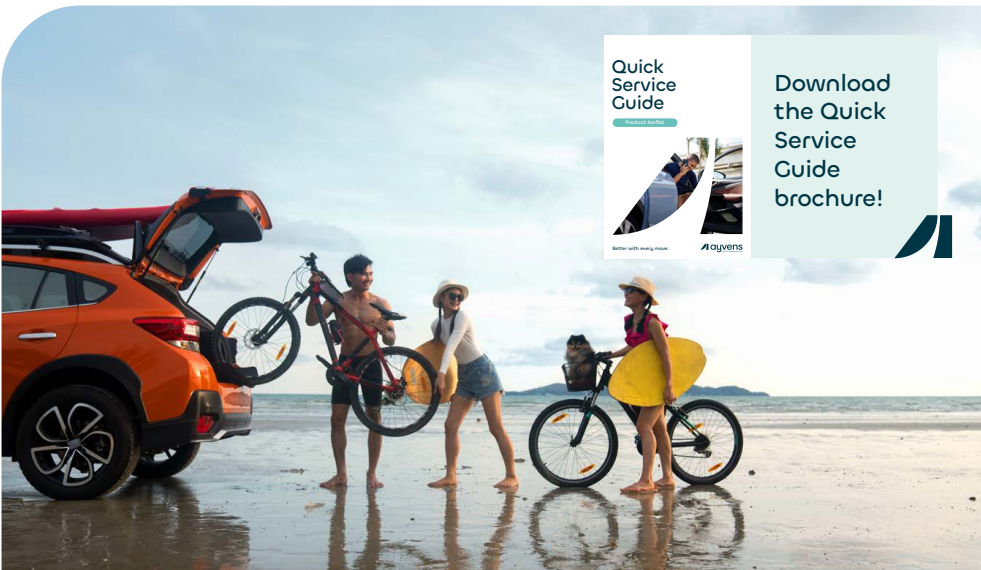
Please carefully check you have all the above items and that the vehicle shows no sign of defects or damage. If you find defects that cannot be rectified on site when you receive the vehicle, inform us immediately and do not accept the vehicle.



Servicing services

(inspections, maintenance, repairs)

Your vehicle will be taken care of in our trusted network of service centres, whose quality and procedures we regularly inspect. The precise range of services and work included in the servicing is always specified in your lease agreement or in the myAyvens app.



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the Quick
Service
Guide
brochure!



Ayvens is the owner and administrator of your vehicle, so please pay attention to the following instructions:

- ▶ Comply with the service inspection intervals and follow the instructions in the vehicle manufacturer's manual. Regularly check the condition of the vehicle before driving it.
- ▶ All vehicle repairs must be performed in our contractual partners' service network. Call our 24/7 Ayvens Service Line on +420 955 525 000 and select option 2. Let us know your preferred date for the service and we'll take care of everything else for you.
- ▶ If your vehicle is damaged while you are using it and the damage needs to be repaired immediately, and assuming the vehicle is insured for such a situation, report the incident using the Reporting an Insurance Claim form. If the damage renders the vehicle inoperable, Ayvens contact the assistance service provided by Ayvens Assistance by calling +420 848 455 555 and also report the damage using the on-line forms on our website or in the myAyvens.
- ▶ Please immediately report any malfunction of the speedometer or odometer to the Ayvens technical department by calling our info line on +420 955 525 000. You must also promptly book the vehicle into a contractual service centre for it to be repaired.
- ▶ Any additional equipment, changes, installation and any other modifications to the vehicle require the prior written consent of Ayvens.
- ▶ All the vehicle's security systems must be activated every time you leave the vehicle.

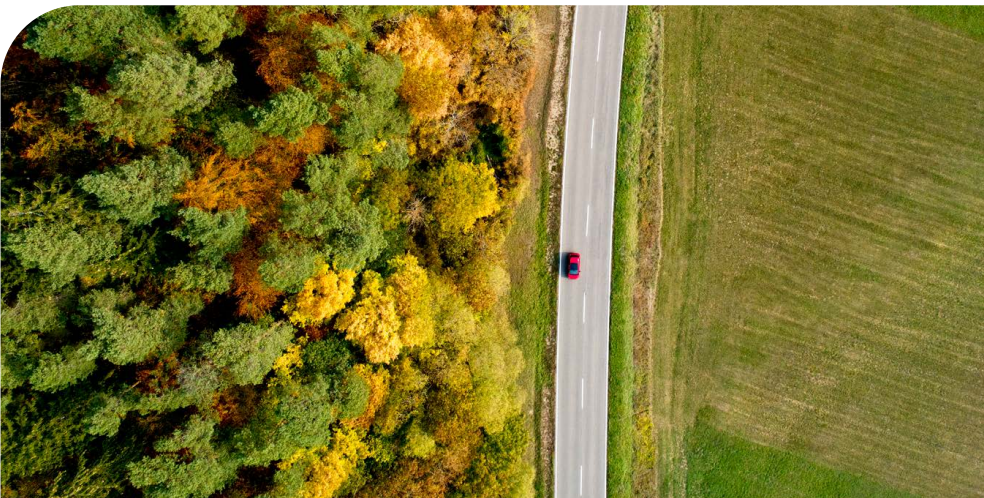
- ▶ Please immediately report any loss of documents or refuelling cards by calling +420 955 525 000.
- ▶ If the vehicle licence plate is stolen or lost, please provide us with written details, the police theft report, the vehicle registration certificate. If only one vehicle licence plate is stolen or lost, all the other plates must be returned. We will issue you with a new set of licence plates.
- ▶ Neither the driver nor a contractual service centre are authorised to replace the licence plate frame. This is the property of our company.
- ▶ We recommend regularly checking all fluid levels in the vehicle and that the lights all work.

Expenses not included in Ayvens servicing services

The following are not included in servicing services and we are entitled to invoice you or your employer for them:

- ▶ Washing, cleaning and paintwork care.
- ▶ Washing the engine.
- ▶ All modifications to the vehicle and subsequent installation of additional equipment, repair of damage to paintwork (damage caused by stones, corrosion, inexpert removal of decals), if not covered by the insurance or performed under warranty.
- ▶ Replacement of glass, lights and rear-view mirrors, if not covered by the insurance.
- ▶ Costs associated with the loss of documents, keys cards, remote control, etc.

You are only entitled to the services explicitly included in your lease agreement.





How to book your vehicle in for a service?

- ▶ Call our 24/7 Ayvens Service Line on +420 955 525 000 and select option 2. Let us know your preferred date for the service and we'll take care of everything else for you.
- ▶ We'll arrange a quick appointment with the service centre.
- ▶ We'll arrange for the car to be taken to the service centre and returned to you.
- ▶ Free pick-up within 20 kilometres.
- ▶ We'll let you know when the repairs will be finished.
- ▶ Your service will be handled quickly and professionally, with as little paperwork as possible, and carried out to the highest standards in line with the manufacturer's guidelines.



Tyre service

As part of this service we assume the costs of replacing and storing your tyres. Please read the following instructions carefully:

- ▶ The contractual tyre service provides tyre replacement by category (economy, standard, premium) arranged in your lease agreement.
- ▶ All tyre service work must be performed solely by our contractual partners. A list of our contractual tyre service centres can be found on the Ayvens website and in the myAyvens client app.
- ▶ Have tyres replaced as soon as you see that the tread depth is less than the required minimum (the minimum legal limit is 2 mm for summer tyres and 4.5 mm for winter tyres).
- ▶ From 1 November to 31 March, all motor vehicles must be fitted with winter tyres when the road surface is covered by a continuous layer of snow, ice or

frost, or if such situations can be expected given the weather (i.e. a continuous layer of snow, ice or frost could form). We recommend using winter tyres from 15 October but no later than from 1 November, and summer tyres from 31 March. Do not forget that you are responsible for booking tyre changes at the relevant contractual tyre service centre.

Expenses not included in tyre service

The scope of services and work included in the tyre service is specified in your lease agreement.

The following work is not included in the tyre service, and we will invoice you or your employer for any such necessary work:

- ▶ Replacement of tyres before the set wear limit.
- ▶ Tyre repairs (punctures, valves), if not covered by warranty or insurance.
- ▶ Tyres wear beyond the scope specified in the lease agreement.

What should I do if I have a puncture?

- ▶ Replace or repair the damaged tyre yourself or call Ayvens Assistance (+420 848 455 555) and ask for help.
- ▶ If the tyre is damaged, arrange for it to be replaced at one of our contractual tyre service centres, a list of which can be found on the Ayvens website and in the myAyvens client app.



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Guide**

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How to use the „tyre service“ service arranged through Ayvens

1. Choose your preferred service provider from our list of tyre service centres. There is an overview of tyre service centres on the Ayvens website and in the myAyvens client app. All tyre service work must be performed solely by our contractual partners.
2. We recommend booking a tyre change with our contractual partners at least 14 days in advance.
3. Bring the vehicle to the tyre service centre at the agreed time. Don't forget to bring the special key to unlock any security nut you may have on your aluminium rims.
4. Inform the tyre service centre that the vehicle is our property. You will not pay for the tyre service work - the invoice will be sent to Ayvens.
5. The tyres removed from the vehicle will be stored at the tyre service centre. You will receive a storage receipt, which you should keep in a safe place as you will need it when collecting your tyres again at the end of the season.
6. Contact the same service centre and book another tyre change at the end of the season.



Ayvens Assistance

Ayvens Assistance is available 24 hours a day by calling +420 848 455 555 if you have a defect, accident or other problem with your vehicle.

Through this service we offer our clients various assistance service programmes in the Czech Republic and in the vast majority of European countries. Our programs provide comprehensive free assistance in the event of a vehicle breakdown or accident, as well as free lease of a replacement vehicle (for up to 10 days, depending on your variant). We usually provide services for passenger and light commercial vehicles up to 3.5 tons. The exact details are defined in the agreement.

To receive free Ayvens assistance services you must request them through the non-stop Ayvens Assistance: dispatcher: +420 848 455 555 or through the myAyvens Driver app.

The Ayvens dispatching centre is ready to provide basic emergency assistance to users of Ayvens vehicles even if they do not have the above service. The direct costs of such intervention and other related services (such as providing a replacement vehicle) are subsequently re-invoiced to customers.

Don't forget that after receiving roadside assistance following an accident, you must immediately submit an insurance claim to the Ayvens insurance department (if you are insured with Ayvens). To submit this claim, use the Insurance Claim Report form online or the myAyvens Driver mobile app.

Assistance
services
Ayvens
Assistance



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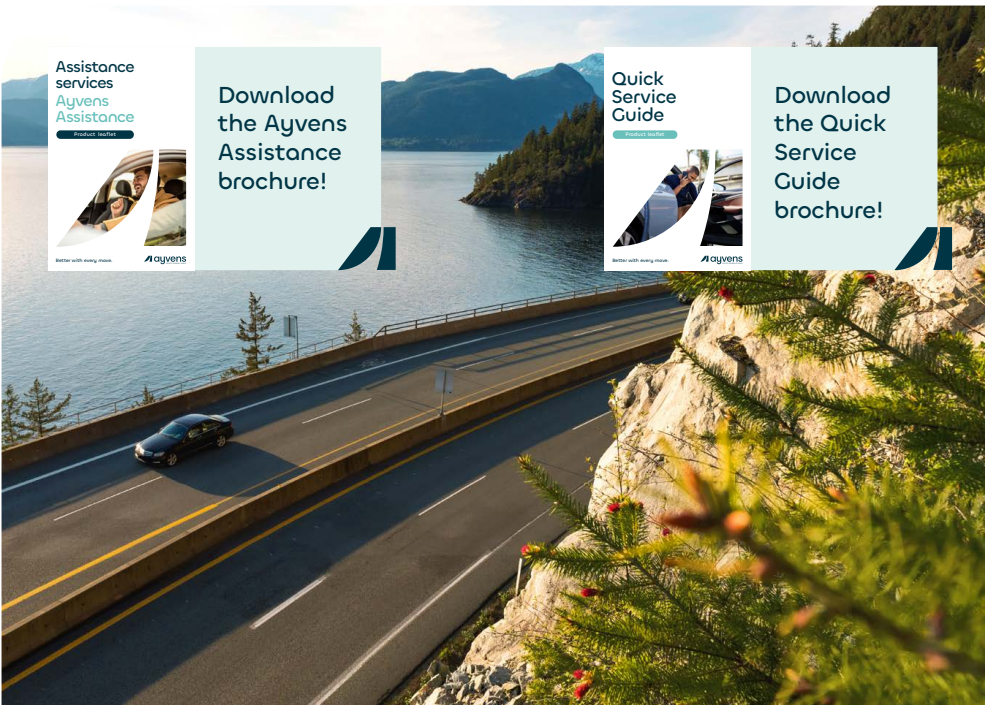
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Pick Up & Delivery

As part of this service (if covered in your agreement), you have the option to have a roadworthy vehicle picked up in the Czech Republic and delivered to the nearest authorised service or tyre service centre. This needs to be booked at least 24 hours before you will need the car picking up.

How to use our Pick up & Delivery service?

You can book this service (if covered in your agreement) by calling the Ayvens Assistance line on +420 848 455 555 in the following cases:

- ▶ A seasonal tyre change (maximum twice a year).
- ▶ Service work (maximum twice a year).



Road Tax Statutory fees Motorway tool fee

Ayvens Automotive pays road tax (if road tax must be paid for the specific vehicle category under the applicable legislation) and also the statutory radio fees in accordance with applicable legislation. Clients who have arranged the motorway vignette service with us have that fee paid in advance to enable them to drive on motorways in the Czech Republic for the duration of the vehicle lease.



Vehicle insurance

The scope and description of the insurance are always specified in the contractual documentation. A detailed description of the insurance coverage, exemptions and more are stated in the insurance terms that form part of the lease agreement. See <https://vpp.ayvens.cz/>.

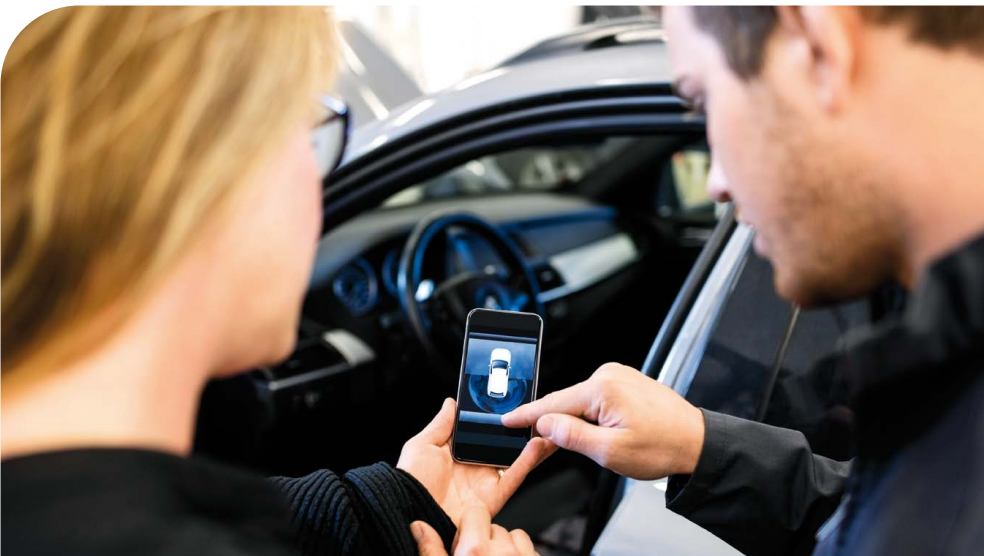
Third-party motor insurance

(otherwise known as compulsory liability and the green/white card)

- ▶ This insurance is valid in the countries specified on the green/white card.
- ▶ Third-party motor insurance is stipulated by Act No 30/2024 Coll., as amended, is compulsory, and covers damage that you cause with your vehicle to another party.
- ▶ The insurance company pays compensation for damage to health (including death) and damage to property (a car or anything else), as well as other damage specified by law (such as lost profit).
- ▶ The payment of compensation is not bound to a particular driver.

Accident insurance

- ▶ This insurance covers damage caused as a result of an accident, natural disaster, theft or vandalism.
- ▶ Accident insurance covers damage to your own vehicle, not damage caused by that vehicle. When making a claim under accident insurance, you generally cover part of the compensation payment through an agreed deductible. The payment of compensation is not bound to a particular driver.





Vehicle insurance



Supplementary insurance

The contract may include one or more the following supplementary insurance policies:

1. **Personal accident insurance.**
2. **Glass insurance.**
3. **Luggage insurance.**

Insurance may be arranged to cover luggage loss, damage or destruction.

4. **Supplementary insurance for the cost of renting a replacement vehicle.**

This insurance covers the cost of renting a replacement vehicle if your insured vehicle is damaged.

5. **Legal protection insurance.**

How to proceed in the event of a road accident or breakdown



When should I call the Emergency Medical Service (number 155)?

- ▶ Someone is injured in an accident (also call the police, number 158).

When to call the police (on 158)?

- ▶ If someone has been injured or killed.
- ▶ Material damage has been caused to any of the vehicles, including items transported in the vehicle, in excess of CZK 100,000.
- ▶ Damage has been caused to the road or road signs.
- ▶ Damage has been caused to third-party property (e.g. a house or a fence).
- ▶ The people involved in the accident cannot agree on what extent each person is to blame.

- ▶ The people involved in the accident are unable to restore the normal flow of traffic themselves.
- ▶ In the event of vandalism or theft, even partial (a criminal offence).
- ▶ If a wild animal has been hit.

If you need to call out more than one rescue system service to an accident, or are unsure which rescue system service needs to be called out, call 112. You can use 112 to call out emergency rescuers in all EU Member States. It is free of charge throughout the EU and enables the caller's location to be pinpointed. You can call 112 even if you do not speak the language of the state you are in, as the operators speak several languages. You can call this number from any telephone, even if you do not have credit or a SIM card, or if the signal is limited at your location.

What not to forget?

- ▶ Take photos as evidence, even if the police are on the scene.
- ▶ Identify witnesses (name, contact details, and a photo of their driving licence).
- ▶ Draw up a record of the traffic accident and ensure that both parties clearly determine who is to blame and sign the record. The record should include the following details:
 - the place, date and time of the accident,
 - a description of what happened,
 - the extent of damage to the vehicle,
 - details about a contact person for handling the insurance claim,
 - in the event of damage to another vehicle or other property, also details about the injured party.
- ▶ Sign the police record if you understand it and agree with the wording.
- ▶ Notify others – call the roadside assistance service or 1224 and notify Ayvens.





What should I do in the event of a breakdown?

- ▶ Park your car so that it does not obstruct the road and endanger other road users, and deploy your warning triangle. We recommend leaving the vehicle and moving to a safe place where there is no risk of injury.

Important warnings

- ▶ After a road accident, keep calm and do not leave the site of the accident.
- ▶ After a road accident, do not consume alcohol or other narcotics.
- ▶ Never accept a tow from a breakdown assistance service other than the service provided by your insurance company or Ayvens Assistance. If your vehicle has to be towed away (e.g. by the police), inform the assistance service of your insurance company or Ayvens Assistance as soon as possible.
- ▶ If you are going abroad, find out the circumstances in which you need to call out the police to an accident in that state.
- ▶ If you have an accident and are not at fault, insist that the other party, or the police, includes a statement confirming that the other party is at fault in the form or in the road accident report.

How should I notify Ayvens?

In the event of an accident or breakdown that you need to claim on the vehicle insurance, you need to inform us promptly via one of the following channels. Our specialised staff will advise you on how to proceed:

- ▶ On-line form for reporting an insurance claim: <https://pojisteni.ayvens.cz/>
- ▶ Assistance line: 848 455 555



Replacement vehicle

When using the vehicle, situations may arise when you need a replacement vehicle. Here are the options if such a situation arises:

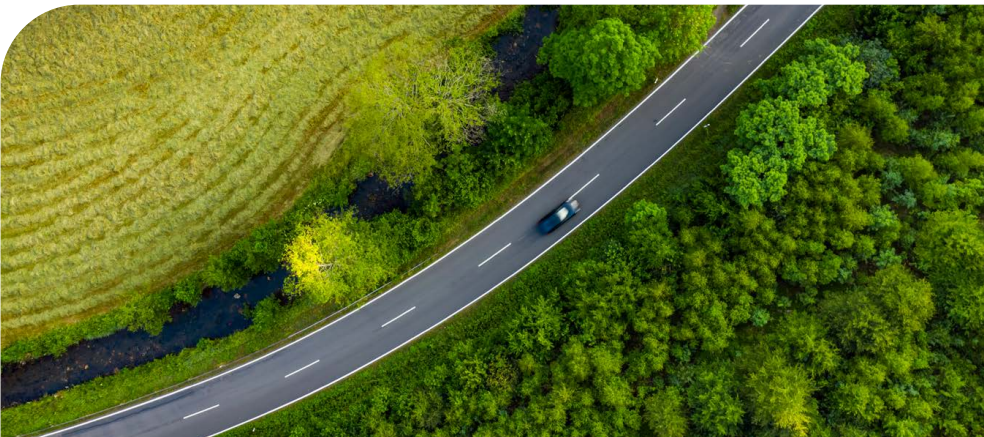
1. Your vehicle is in for a regular service inspection

If you need a replacement vehicle while your car is being serviced, but this is covered by your lease agreement, you should request one when you book the service inspection. The service centre will arrange for a replacement vehicle and will have it ready for you when you bring your car in for its service. Unless the lease agreement specifies otherwise, the cost of providing the replacement vehicle will be invoiced directly to Ayvens. In the event of a service inspection, the rental of a replacement car is not covered by the car insurance.

2. Your vehicle is unroadworthy following a road accident

► If the accident was not your fault, you can claim compensation for the cost of renting a replacement vehicle from the insurance company of the person at fault. To ensure smooth reimbursement without any 'fixed costs' being deducted, you must rent a pre-approved vehicle from a contractual car rental company or contractual service centre of the insurance company of the person at fault. The replacement vehicle must be of the same or a lower category than that of the damaged one. The cost will be covered only for the duration of the repair work, while this generally does not include time spent waiting for spare parts or for the repair work to commence.

► If you were at fault in the accident, you can request a replacement vehicle if you have supplementary insurance covering the provision of a replacement vehicle. Check in advance to see how many days you can rent a vehicle for, and what the daily mileage limit is. The replacement vehicle must be of the same or a lower category than that of the damaged one. The cost will be covered only for the duration of the repair work, while this generally does not include time spent





waiting for spare parts or for the repair work to commence. A replacement vehicle may only be provided in the event of repairs that take, for example, more than 8 standard hours.

- ▶ Your insurance assistance services entitle you to a replacement vehicle. Call your insurance company's assistance line and ask about your options.
- ▶ If this service is included in your agreement with us, you can order a replacement vehicle through our technical department.

3. Your vehicle cannot be driven due to a technical fault or accident

Call Ayvens Assistance on +420 848 455 555, and – if it is covered by your agreement – request a replacement vehicle free of charge while your vehicle is being repaired, although for no longer than the period arranged in your agreement.

4. Your vehicle is still being manufactured, but you need to drive?

Consult your business advisor about your options for a temporary vehicle.

5. Other cases

In other cases when your vehicle is unroadworthy, you have the option – assuming it is included in your agreement – to order a replacement vehicle through our technical department (technicky.servis@ayvens.com).

Ordering a replacement vehicle through the Ayvens technical department

- ▶ If your agreement includes the provision of a replacement vehicle, you can order one when necessary through our technical department (technicky.servis@ayvens.com).

Important!

- ▶ The terms governing the use of a replacement vehicle are defined by special arrangement.

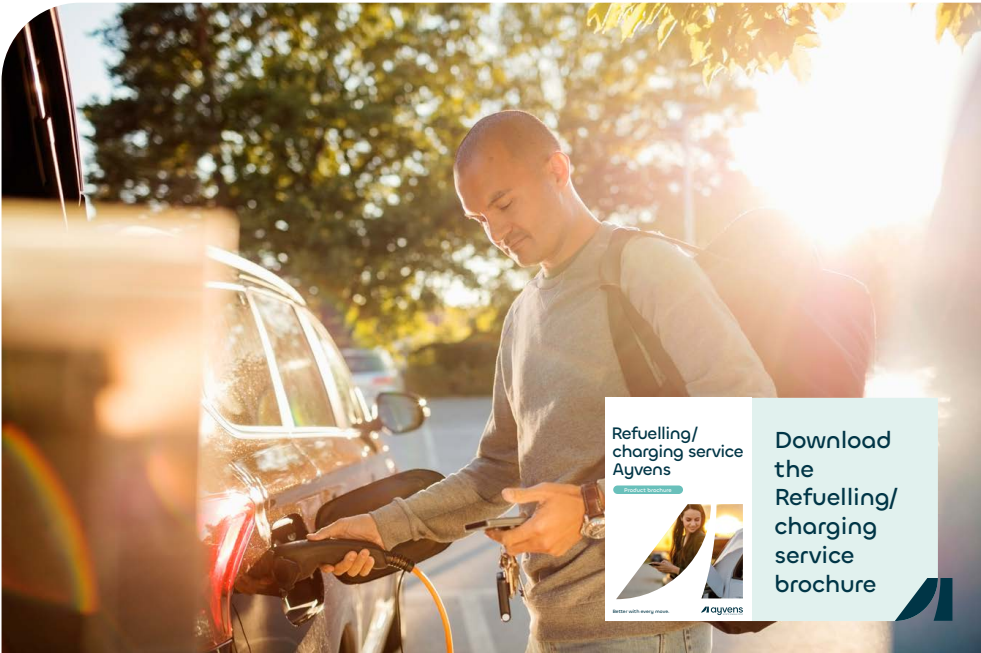
- ▶ To order a replacement vehicle through our technical department, send a written request to technicky.servis@ayvens.com.
- ▶ If possible, order a replacement vehicle at least 24 hours in advance.
- ▶ Unless specified otherwise, return the replacement vehicle with a full fuel tank. Otherwise, you or your employer may be invoiced for the fuel needed to top up the tank.
- ▶ All fines, including administrative fees, will be invoiced to you or your employer.
- ▶ When you receive and return a vehicle, you will sign a confirmation Forem. We recommend checking the information on the form before you sign it. All damage, dirt or other vehicle-related shortcomings stated on the form you sign will be invoiced to you or your employer.



Refuelling/charging service

The Ayvens refuelling/charging service gives you an easy, cash-free way to fill up with fuel and operating fluids, and to get your vehicle washed using refuelling/charging cards. Our partners include Mol, Shell, OMV, CCS, and Orlen. We also offer a solution for electric cars using the Ayvens Electric Card, which enables you to conveniently charge your vehicle at more than 10,000 charging points in the Czech Republic and abroad. A list of all filling/charging stations is available in the myAyvens client app.

With our refuelling service, you can be sure of getting quality fuel, you save time and money, and also have a convenient overview of your fleet costs. The filling station charges Ayvens Automotive directly so you do not pay anything when you refuel.



Refuelling/
charging service
Ayvens



Download
the
Refuelling/
charging
service
brochure



If you do happen to pay for fuel in cash for some reason, please send a copy of the receipt specifying the vehicle licence plate number, the number of your lease agreement, and the current mileage on the odometer by email to technicky.servis@ayvens.com by the eighth day of the following month. If you need to refuel a replacement vehicle, do not use your refuelling cards – pay in cash and bill our company for the costs.

You will automatically receive a new refuelling card from us when one expires. If you lose or experience technical problems with a card, please contact your business advisor. We will block the card and issue you with a new one.

Important!

- When entering the PIN code at an electronic checkout, do not forget to also enter the current mileage on the odometer!



Going abroad

Repairs: You might need to have the vehicle repaired when abroad. If possible, have the repairs carried out by an authorised service centre. If you need to pay for something yourself, always request the original invoice or receipt. Whenever possible, please use Ayvens Assistance services (on-the-spot repairs, tows, accommodation, etc.).

Towing: Our company does not reimburse the costs of having your vehicle towed. Those costs can only be reimbursed by your assistance service or vehicle accident insurance.

Insurance: Compulsory liability insurance is valid in the states listed on the green/white card (EEC + states named by decree of the Ministry of the Interior). Accident

insurance provided by Kooperativa pojišťovna, a.s., Vienna Insurance Group applies to the geographical territory of Europe; accident insurance provided by Allianz pojišťovna, a.s. applies to the territory of Europe including Turkey but excluding Belarus, Moldova, Russia and Ukraine. In addition, the insurance does not cover claims from uprisings, internal unrest in a state, war, earthquakes, etc.

Damage caused as a result of an accident is subject to the laws of the state in question. Insurance systems vary greatly depending on the state in which the incident occurred.

The laws and procedures in claims proceedings in the Czech Republic are not necessarily the same as the laws and procedures in another state, and so you might not be entitled to damage compensation. This is particularly true in the case of replacement vehicles, the cost of the work of independent experts, and compensation for lost earnings. We therefore recommend using Ayvens Assistance services whenever possible.

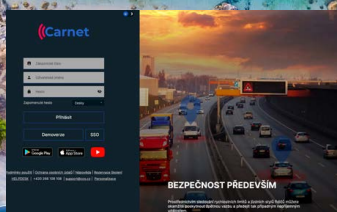


Additional installations, equipment and vehicle modifications

Before making any changes or installing any accessories in the vehicle, please consult our technical department (technicky.servis@ayvens.com) and get their approval. Modifications you carry out without our consent become our property, and you will have no entitlement to reimbursement. You may be invoiced for any damage after you return the vehicle.

Before returning the vehicle, remove any additional accessories not included in the lease agreement, and restore the vehicle to its original state. When removing additional accessories, ensure that no damage is caused to the vehicle. If any additional accessories remain in the vehicle after it is returned, the title to them passes to us.





If you want more information about Ayvens Car Monitor, take advantage of our free on-line training. You can register for the training at:



Ayvens Car Monitor

Ayvens Car Monitor helps streamline the management of your fleet. It enables you to monitor company vehicles on-line, records their movements, helps improve safety and keeps your property secure, restricts unauthorised journeys, saves fuel, and also enables better fleet management (electronic log book, refuelling data, option to differentiate between alternating drivers, etc.).

To use this service, please contact your business advisor.



On-line vehicle management in myAyvens apps

We offer all our clients simple fleet overviews and management FREE OF CHARGE via our myAyvens apps.

myAyvens Portal

is a web-based app for fleet managers. It gives you an overview of contractual vehicles and services (vehicle documentation, insurance, refuelling, invoices, traffic fines, driver training ...) on any computer. It also offers information about the running costs of the vehicles you use. Access to the app is via portal.ayvens.cz. The fleet manager simply needs to register and can then create user accounts within the company.

myAyvens Driver

is a mobile app for drivers and fleet managers. The app contains the vehicle documentation and an overview of all the agreed services (valid insurance and technical certificate, refuelling overview...). It enables you to search for service centres, tyre service facilities, filling stations, parking and rapid assistance if you experience a breakdown or an accident, including the option to report an insurance claim. You can download myAyvens Driver free of charge using the QR codes. To pair it with your vehicle, contact your fleet manager. They will arrange access for drivers through their business advisor or by contacting infocz@ayvens.com.

Download the free app
myAyvens Driver:



Returning the vehicle at the end of the lease agreement

At the end of the lease, please return the vehicle to our company's registered address: Ayvens, U Stavoservisu 527/1, Praha 10. Alternatively, you can use our Vehicle return outside Ayvens service, for which a fee is charged (the price depends on the distance to the vehicle being returned). For more information about returning a vehicle outside Ayvens see [HERE](#).

We recommend arranging a date and time to return the vehicle at least one month before your lease ends, but no later than 14 days before the end of the lease, whether by calling +420 955 525 000 / option 3, by emailing vracenivozu@ayvens.com or by using the myAyvens client app. If you subsequently need to change the date on which you plan to return the vehicle, please inform us at least 48 hours in advance.

When you return the vehicle, it will be checked for any damage or defects that occurred while you had the use of it. All defects and damage are recorded in the Vehicle Handover and Acceptance Form, including documentation of its visual and technical condition. We therefore ask you to ensure that the vehicle is clean when you return it, and that any damage (cracked windscreen, broken mirrors, fog lights, dents, scratches...) has been repaired through the insurance company, where applicable. Otherwise, you or your employer will be invoiced for the damage.

Before handing over the vehicle, be sure to remove all personal user accounts and disconnect user applications (such as Apple CarPlay, Android Auto, FordPass, MyŠkoda, etc.). We recommend performing a factory reset on the vehicle, to ensure that all your personal data is securely deleted.

Reasonable wear and tear exhibited by passenger cars



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Download the brochure
Reasonable wear and tear exhibited by passenger cars

Reasonable wear and tear exhibited by light commercial vehicles



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Download the brochure
Reasonable wear and tear exhibited by light commercial vehicles



A list of acceptable/unacceptable defects can be found in our brochures:

When handing over the vehicle, you need to return the following:

- ▶ Complete set of keys (used and spares), including the manufacturing code.
- ▶ The properly filled-in and stamped service book, or a statement from it in the case of an electronic service book.
- ▶ Refuelling/charging cards (if issued).
- ▶ Vehicle registration certificate.
- ▶ Functional spare wheel with tools (or functional tyre-repair kit), set of tyres including rims in the vehicle (if included in the agreement).
- ▶ Any equipment that came with the vehicle (roof rack, tow bar, etc.).
- ▶ Vehicle operating and maintenance manual.

Important!

To ensure you are not left without a mobility solution after you return your vehicle, we recommend contacting your business advisor six months or so in advance to find out about your new mobility options!

Download the free
app myAyvens
Driver:





Ayvens Assistance service
NONSTOP: **+420 848 455 555**



Ayvens Call centre (Monday–Friday: 9–17 hours):
+420 955 525 000



E-mail for inquiries: infocz@ayvens.com
E-mail returning the car: vracenivozu@ayvens.com
Web side: **www.ayvens.cz**

**Thank you for your reassurance
they chose their mobilities Ayvens!**