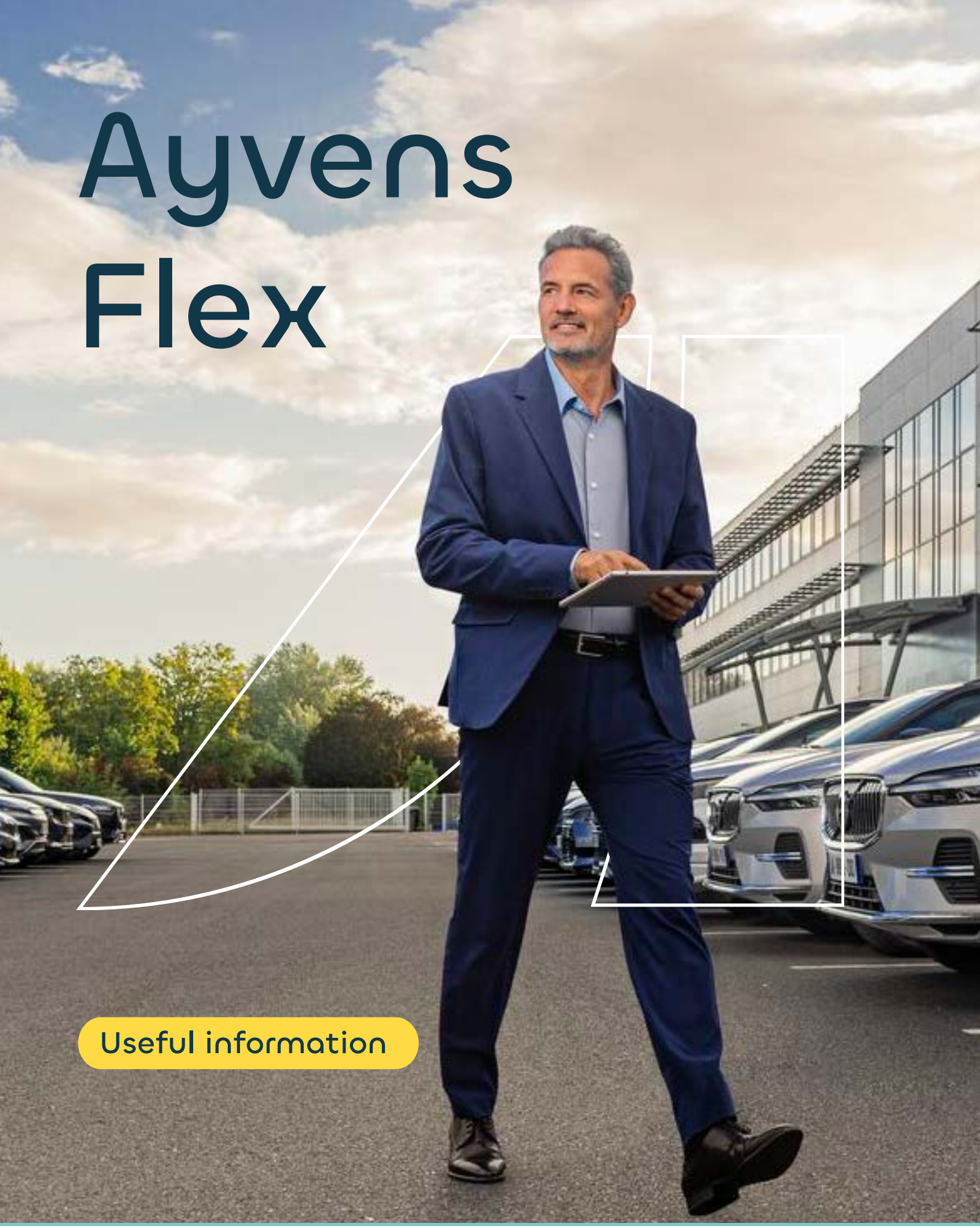
Ayvens Flex



Useful information

Better with every move.

ayvens
SOCIETE GENERALE GROUP



Technical issues

If any technical problems arise with the car during the rental period, the car must be inspected by one of our prioritized garage. Please coordinate this with our technical department at +45 3355 8080.



Damage to the car

Contact our insurance department at +45 3355 8080, and they will assist you with reporting the damage and referring you to a garage.



Roadside assistance

If you experience any urgent problems with the car, you can call Ayvens roadside assistance at +45 3355 8080.



Service

As far as possible, service visits are carried out between rental periods. However, should the car require servicing during your rental period, this can be coordinated in cooperation with our technical department at +45 3355 8080.

Vehicle delivery

The vehicle will be delivered by a driver to either your home address or your workplace. It is important that you are present at the time of delivery, as the driver must hand over both the vehicle and the key to you personally.

Vehicle return

When returning the vehicle, you can choose between the following options:

- **Collection of the vehicle from an address of your choice**
- **Return of the vehicle at FDM** subject to prior appointment booking via the FDM website

If you would like the vehicle to be collected, the booking must be made no later than five working days before the desired collection date.

To arrange collection, please send an email to kundeservice.dk@ayvens.com and provide the following information:

- Pick-up address
- Vehicle registration number
- Contact person's name
- Email address
- Telephone number
- Preferred collection date

The vehicle will be collected on the agreed date between 08:00 and 16:00 on working days. It is important that you are present when the vehicle is collected. The rental agreement will terminate on the date the vehicle is returned.

When returning or handing over the vehicle, it must:

- Be clean on the outside (freshly washed)
- Be cleaned on the inside
- Be emptied of all personal belongings
- Have at least ¼ tank of fuel, or for electric vehicles, a minimum driving range of 150 km.

Duration of the contract

The contract specifies a delivery and return date, which describe the **expected rental** period.

The contract will be terminated on the date you choose to return the car.

If the car is kept beyond the specified rental period, the contract will be automatically extended.

Driving abroad

When driving abroad, please remember to bring Part 1 of the vehicle registration certificate. If, contrary to expectations, this is not in the car's glove compartment, please contact our customer service at +45 3355 8050 or kundeservice.dk@ayvens.com.

If you need roadside assistance abroad, call +45 7010 5052 and state that your car is insured through Ayvens.

The coverage includes 28 EU countries and 30 countries outside the EU. You can check the SOS website at www.sos.dk for more information.

Green and red cards no longer need to be brought along within the EU.

For questions, call the insurance department at +45 3355 8060.



Keys

The car is always delivered with 1 key.

No smoking

Smoking in the car is not permitted.



Ayvens Danmark
Tlf.: +45 3355 8050
www.ayvens.dk