

FAQ – Questions and Answers

1. Who is allowed to drive the vehicle and are there any extra charges for additional drivers?

We do not have any restrictions in this respect. Every person who is in possession of a valid driving licence and who you as our contract partner deem to be suitable may drive the rental vehicle. Insurance cover is therefore valid for all additional drivers if you have authorised them as additional vehicle users.

2. Which documents have to be presented upon collection of the vehicle?

We only need your driving licence upon collection.

3. How quickly can I get a vehicle?

We usually need 5 working days' notice to be able to provide you with the requested vehicle. Certain models might sometimes take a little longer.

4. How can I cancel my vehicle booking?

If you would like to cancel a booking, please send an email to langzeitmiete@vwfs-rac.com as soon as possible. Depending on how short notice your cancellation is, we might have to invoice you with any expenses already incurred:

Cancellation up to 5 working days before rental begin	- free of charge
Cancellation up to 48 hours before rental begin	- 200 €
Cancellation up to 24 hours before rental begin	- 250 €

5. How is the rental vehicle insured?

All of our vehicles have fully comprehensive and 3rd party cover.

6. What do I do in the event of damage?

You will find an A5 flyer in the black folder in the glove box with step-by-step instructions about what to do in the event of damage to the vehicle or a breakdown. You will also find a form in there that should be filled out and returned to schaden@vwfs-rac.com.

You will find a sticker on the windscreen of your vehicle with our claims hotline. Please call that number and notify us of the damage.

7. How high is the claims excess?

That depends on the type of damage to the vehicle. If it is a damage claim that is covered by 3rd party insurance (such as theft, broken glass, wild animal damage, marten bites or fire), your excess is 150 € per claim.

Fully comprehensive insurance also covers damage that is your fault and vandalism. In these cases, your claims excess is as follows:

VW, Audi, SEAT, SKODA	- 950 € per claim
VW Commercial Vehicles	- 1,500 € per claim.

If you would like to have more control of your costs, we recommend reducing your excess for fully comprehensive claims to 150 € when concluding the contract. This incurs additional costs depending on the vehicle class.

8. Why do the police have to be notified in case of accidents?

For us as the lessor, it is very important that the police investigate the circumstances of the accident on site because experience shows that this leads to a more reliable clarification of who was at fault. If you lease a vehicle from us, by signing our General Terms and Conditions of Rental (AVB XII – Conduct in the Event of Damages) you are obliged to notify the police immediately in case of accident.

9. What do I do in case of vehicle theft?

If your rental vehicle or parts of the vehicle are stolen, please report this to the responsible police department immediately and then notify us by telephone at **+49 4282 789 9410**. We will then ensure that you are provided with a replacement vehicle as soon as possible.

10. What do I do if AdBlue, oil or other fluids have to be topped up in the vehicle?

Our vehicles are delivered in a roadworthy, serviced condition with all necessary additives. Should you nevertheless need to top up oil, Ad-Blue, coolant or windscreen washer fluid during your rental term, you are obliged as the lessee to ensure replacement to maintain the vehicle in a roadworthy condition. You are liable for the costs.

11. What do I do if I want to return the vehicle early?

To request early return, please follow [this link](#) and fill out the online form. Please return the form to us as soon as possible and note that

we require 5 working days' notice to organise collection and receipt of your vehicle. Premature termination of your rental contract is only possible at the earliest 5 working days after receipt of your cancellation notification. That still applies if we are able to collect your vehicle sooner.

12. What do I do if I want to swap the vehicle for a different model?

It is of course possible to change vehicles during your rental contract term. Please note that this is only possible after a minimum rental term of 30 days. Please use [this order form](#) to request a change of vehicle. Please enter the registration of your current rental vehicle in the comments section so that we know it concerns a vehicle swap.

13. Is travel abroad possible?

You can travel to almost all countries within Europe for up to 180 days with our vehicles. Unfortunately, travel to Lithuania, Ukraine, Turkey, Belarus and Russia is not permitted. You will find an international insurance card in your vehicle's glove box with a list of permitted international destinations. Please contact us if you are planning to travel to a country that is not listed. You can find further information about travel abroad in our [General Terms and Conditions of Rental \(link AVB\)](#).

14. Do I have to return the vehicle with a full tank/fully charged?

No, we also only deliver the vehicle with a minimum tank (enough to be able to drive to the nearest petrol station). Accordingly, you can also return the rental vehicle with an empty tank. Please also make sure that our drivers still have enough fuel in the tank to be able to drive to the nearest petrol station (at least 80 km range). Retrospective reimbursement is unfortunately not possible if more fuel is in the tank. A battery charge level of at least 50 percent is required when returning electric vehicles.

15. Where can I find the General Terms and Conditions?

You can access our General Terms and Conditions of Rental (AVB) at any time on our booking page at [this link](#). We will also send you a copy of the AVB when a rental contract is concluded.

16. Where can I find the gross list price for the rental vehicle?

The gross list price for your rental vehicle can be found in the comments box at the top right of your rental contract. If you don't have the contract to hand or need this information in advance, please do not hesitate to contact us via email at langzeitmiete@vwfs-rac.com

17. What do I do if the service/emissions test or inspection lights are on in the vehicle?

In this case, please arrange an appointment at an authorised workshop and have the car taken to a test centre. The dealership will invoice our partner Volkswagen Leasing directly. You will not incur any costs in these cases. We will of course cover the costs of a courtesy car. Please ensure that the MOT is carried out during the month noted on the service disc. Otherwise, you risk incurring an official fine and a handling fee from us, both of which are payable by the lessee.

18. My vehicle has all-weather tyres, but I would like to order full winter tyres. How do I do that?

Simply arrange an appointment at a local authorised workshop and follow the instructions under Item 19. If you have not yet ordered your vehicle, you can select winter tyres under "Extras" on the order form. Please note that there is an extra charge for full winter tyres.

19. What do I have to do if I want to change from summer to winter tyres or vice versa?

If your vehicle has all-weather tyres and you want to change to full winter tyres, please proceed as follows:

Please make an appointment to have your tyres changed at a local authorised workshop. Please inform your contact at the respective dealership that the tyres have to be ordered from our service provider, Nabholz. The dealership will then take care of everything and invoice us directly with the costs of the tyre change. Only the costs for a courtesy car are not covered in this case.

If your vehicle was delivered with summer or winter tyres and a seasonal tyre change is due, please proceed as follows:

If your vehicle is due for a tyre change, we will send you an email with all the information you need. Please then make an appointment at a local authorised workshop. Please inform your contact at the respective dealership that the tyres have to be ordered from our service provider, Nabholz. In this case, we will cover the costs of a courtesy car.

20. How is my rental vehicle delivered and collected?

One of our drivers will deliver your rental vehicle to you at no extra charge to a specified address in Germany and will then collect it in the same way. You can specify when and where the vehicle is delivered when concluding the contract with us. Please note that we can only deliver to mainland addresses.

21. How long can I drive the vehicle for? Does the vehicle have to be returned by the return date stipulated in the rental contract?

A fixed rental term is agreed when you conclude a rental contract with us. The minimum rental term is 30 days and can be extended to a maximum of 12 months.

If you require your vehicle for longer and do not want to return it on the agreed date, we would be glad to look into a possible contract extension. It is important, however, that you tell us that you would like to extend your contract at least 5 working days in advance by sending an email to langzeitmiete@vwfs-rac.com.

It is not possible to extend a contract beyond the aforementioned 12 months. In this case we recommend simply replacing the expiring contract with a new one for a different vehicle.

We shall inform you if the vehicle reaches either the standard lessor deadline or the maximum rental term while you are using it and request you to exchange the vehicle.

22. Is the vehicle automatically collected once the return date as per rental contract is reached?

No, there is no automatic collection in this case because we have to agree on a return date. If you do not arrange collection of your vehicle, your contract will be automatically extended. The contract then continues until you or we terminate it.

23. What additional services are there? Are they subject to further costs?

There is a range of additional services that you can select upon concluding a contract. They include liability reductions, automatic transmission, trailer coupling, and winter tyres. These services are subject to additional charges; you can find the prices in our [Additional services, services and accessories price list](#).

24. Who can I contact with questions about rates and conditions?

The VW FS | Rent-a-Car team is happy to answer any questions you might have. Please send an email to langzeitmiete@vwfs-rac.com if you would like further information about our rental vehicle rates.

25. How can I extend my rental contract?

Please send an email to langzeitmiete@vwfs-rac.com at least 5 working days before expiry of your rental contract to let us know that you would like to extend your ongoing rental contract.

26. What payment options are there?

We will send you monthly invoices during the ongoing rental term. We will charge you the monthly costs for your rental vehicle in advance. We will issue you with a final invoice upon return of the vehicle.

27. When will you receive your invoices?

We will send you the ongoing invoices either at the beginning or in the middle of each month depending on when your contract begins. We will issue you with the final invoice upon return of the vehicle. That usually takes about a week.

28. Can you send me digital invoices?

We will of course be happy to also send you your invoices in digital format via email.

29. I have been charged for the whole month in my last monthly invoice even though I returned my vehicle before the end of that month. Is that right?

Because we always issue our monthly invoices in advance, it is possible that we have charged you for a whole month in your last invoice even though you had already returned your vehicle earlier. We will reimburse the overpayment for that period with the final invoice.

30. I would like my invoice to be sent to a different recipient. When do I have to request that?

Ideally you would notify us of a different invoice address before concluding your contract so that we can issue the invoices to the right recipient from the beginning. However, it is of course possible to correct the invoice recipient at a later stage. Please send an email to rechnungen-langzeitmiete@vwfs-rac.com with the correct invoice recipient's details.

31. Who should I contact if I need a duplicate copy of an invoice?

Please simply send an email to beleganforderung@vwfs-rac.com and we will send you a duplicate copy of the requested invoice as soon as possible.

32. I have credit owing and would like to have it paid out. What do I have to do?

Please send an email to rechnungen-langzeitmiete@vwfs-rac.com stating your customer ID (you can find this at the top left of your rental contract) and where you would like the credit to be transferred to.

We can only make a payment if your overall customer account is in credit. If that is not the case, you can redeem your credit note upon the next payment.

33. I was caught by a speed camera/given a parking ticket. You have now charged me a handling fee for this offence. Does that also include the payment of the fine?

Unfortunately not. As lessor, we are obliged to provide authorities with information about the vehicle user in the event of an offence. Providing this information to the respective authority is very time-consuming which is why we invoice our lessees for this additional workload in the event of an offence. This is fundamentally indicated in our scope of services which is part of every quotation.

The fixed handling fee only covers the costs we incur for processing official correspondence. This fee does not include the costs of the fine.

34. Where is it stated that a handling fee is charged in the event of an offence?

The handling of official requests in the event of offences is unfortunately very time-consuming which is why we have to invoice our lessees for this additional workload. This is stated in our [Additional services, services and accessories price list](#) and in our Scope of services (part of the quotation).

35. Why are further time periods stated on the rental contract? (30 day rate)

We invoice the rental term for long-term rental by the day. That means you pay for exactly the number of days you actually use your rental vehicle for. Our standard rate is based on 30 rental days. If we invoice you for a month which has 31 days, we charge the 30 day rate plus one further day. Accordingly, in February you would pay less.

36. Are rates charged precisely by day or is the full month always invoiced?

The rental term is charged precisely by day.

Do you have a question that hasn't been answered in this list?

No problem. Simply send an email to langzeitmiete@vwfs-rac.com and we will be in touch with you as soon as possible.

Best regards,
Your VW FS | Rent-a-Car Team