



PRACTICAL QUESTIONS / 2017



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# THANK YOU FOR CHOOSING CITROËN EURO PASS!

At **[www.citroen-europass.com](http://www.citroen-europass.com)**, you will find all the information you need regarding your contract, as well as maps of the pick-up and drop-off centers and their opening days and times.

## DELIVERY OF YOUR VEHICLE

If no flight number has been provided, it is essential that you make an appointment with your delivery center four days before the expected delivery date.

On the day of delivery, you will be expected no later than:

- 30 minutes after the agreed meeting time
- 1 hour after the flight arrives

# HOW TO EXTEND YOUR CONTRACT

**When:** at least 4 working days before the end of the contract.

**Contact: CITROËN EURO PASS**, from Monday to Friday (except bank holidays in France) between 8 am and 4:30 pm on **+33 (0)1 56 47 60 09** or **+33 (0)1 56 47 49 52**.

## Daily Extension rate:

C3 / C3 Picasso	€40
C4 / C4 Cactus / Berlingo	€45
C4 Picasso	€50
Grand C4 Picasso / C5 Tourer	€55
SpaceTourer	€60



# HOW TO RETURN YOUR VEHICLE



**It is essential to contact the return center to make an appointment for the return of your vehicle.**

**When:** No later than 4 working days before the end of your contract. You will be expected no later than 30 minutes after the agreed meeting time.

**Contact:** the return center mentioned on your order form (contact details are on the list of centers given to you at delivery as well as on the [www.citroen-europass.com](http://www.citroen-europass.com) website).

## **Documents required:**

- the vehicle registration certificate or provisional registration certificate,
- the two keys for the vehicle.

## **2017 rates for missing items:**

- **Registration certificate: €200**
- **Key: €200**

Please return the vehicle in a proper state of cleanliness, corresponding to normal use.



Any vehicle returned dirty (pet hair, sand, mud, stained upholstery, trash left in the car, etc.) will need to undergo a deep clean charged at €80.

# RETURNING YOUR VEHICLE

## RETURNING YOUR VEHICLE EARLY

- Contact the delivery center of your choice to make an appointment no later than 7 days before the desired return date,
- Contact your representative to notify them of the early return.

### Conditions for refunding unused days:

You can claim a refund for any unused days only if the following two conditions are met:

- a minimum initial contract of **30 days**
- and return **at least 7 days before** the end of the contract.

Send your refund request in writing to your representative, along with a copy of the receipt for the vehicle given to you by the center at drop-off. The refund corresponds to the price difference between the original contract and the amended contract, on which a 20% withholding is applied.

**No refund is available during the first 21 days of the contract (first 35 days for SpaceTourer).**



**Important:** If the contract has been extended, there can be no refund for early return.

## CHANGING RETURN CENTER

**When:** no later than 5 working days before the end of your contract.

**Contact:** **CITROËN EURO PASS**, from Monday to Friday (except bank holidays) between 8 am and 4.30 pm on **+33(0)1 56 47 60 09** or **+33(0)1 56 47 49 52**.

If you return the car to France instead of dropping it off abroad, any extra costs cannot be refunded.

## OTHER INFORMATION

- Your vehicle must be maintained in accordance with the recommendations in the user manual and any work under warranty must be done by a garage in the Citroën network.
- Never leave any of the following in the car:
  - **the registration document**
  - **the insurance document**
  - **the car keys**
- During your stay, if necessary, you can have snow tires fitted at your own expenses. However, the vehicle must be returned with its original tires.



# CUSTOMS' SPECIAL INFORMATION

## SPECIAL INFORMATION FOR PORTUGAL

Portuguese legislation limits the duration of driving a vehicle registered as TT (Temporary Transit) to **90 days** within Portugal.

A non-renewable document entitled "**GUÍA DE CIRCULAÇÃO**" is required and must be obtained from customs. We advise you to do this at the border or at one of the customs offices in major cities or ports across the country.

## SPECIAL INFORMATION FOR SWITZERLAND

Swiss legislation stipulates that students or trainees temporary residents in Switzerland, with a vehicle not registered in Switzerland, must declare themselves at customs by completing a "**15-30**" document (available at the customs office). This document costs about 25 CHF.

**Important:** It is your responsibility to comply with the legislation in force in the countries visited, including checking the validity of your license.

