

PEUGEOT OPEN EUROPE

HOLIDAYS BY CAR



www.peugeot-openeurope.com

2014 ASSISTANCE AND PRACTICAL GUIDE
NEED CONTACT DETAILS, HAVE AN EMERGENCY, OR NEED INFORMATION?
FOLLOW THE GUIDE.



PEUGEOT

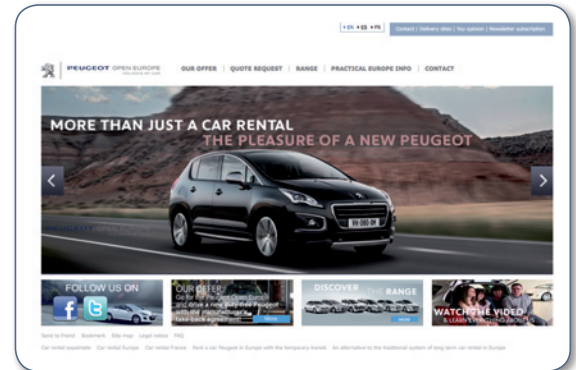
WELCOME TO EUROPE!

Take Peugeot Open Europe with you on your travels around the European continent.

At www.peugeot-openeurope.com, you will find all the information you need regarding your contract, including the cost of fuel (updated each week), the value of currency and conversion rates, as well as maps to the pick-up and drop-off centers and their opening days and times.

Links to websites on airports, the weather and even tourist offices are also provided.

Follow the guide... This website is for you.



CONTENTS

PEUGEOT **OPEN EUROPE**
HOLIDAYS BY CAR



Contacts

page 4



In an emergency

- In the event of breakdown
- In the event of an accident
- In the event of vandalism, attempted theft or theft

page 5

page 6

page 7

page 9



Insurance and assistance

- Authorized countries
- Exclusions
- Insurance
- Assistance

page 10

page 10

page 11

page 12

page 13



Driving in Europe

page 16



The contract

- Delivery
- Use
- Extending your contract
- Return

page 18

page 18

page 20

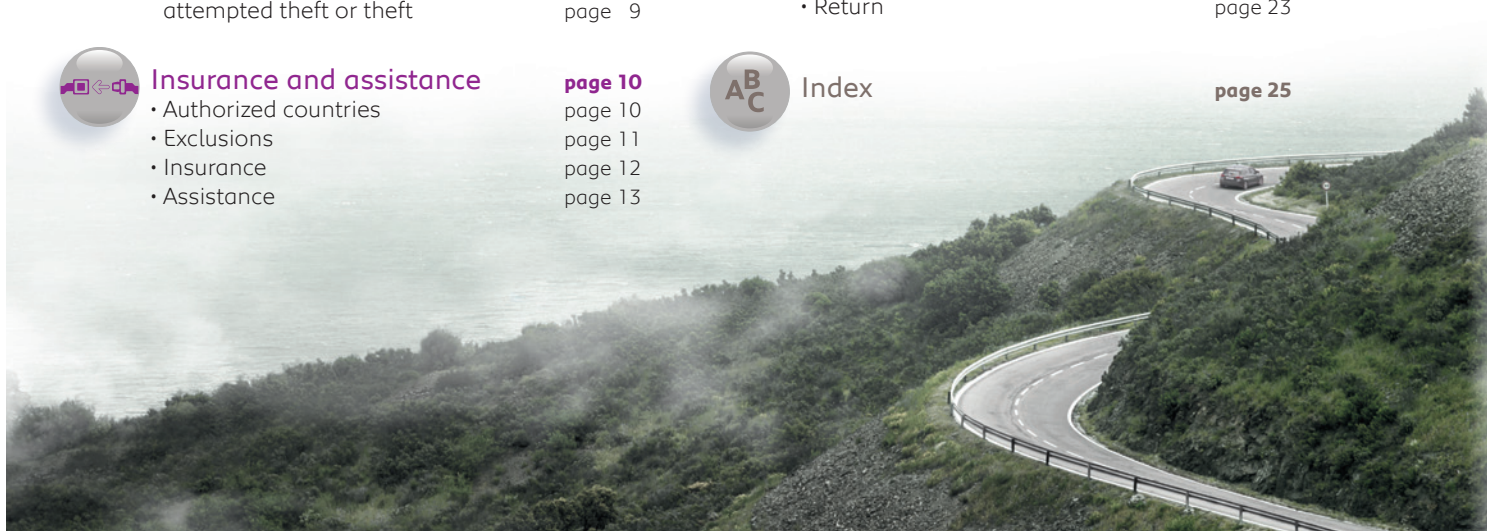
page 22

page 23



Index

page 25





CONTACTS


⇒ **For any problems regarding assistance, you can contact PEUGEOT OPEN EUROPE ASSISTANCE 24/7**


 **N° Vert 00 800 77 77 24 24** (freephone number from a landline in the main European countries, see page 26)


 **+33 (0)1 47 89 24 24**

⇒ **To send your documents to PEUGEOT OPEN EUROPE – SERVICE ASSURANCE**

(joint European accident statement, complaint filed with the police, detailed report)


 **By email:**
customer-care-tt@mps.com

 **By fax:**
+33 (0)1 56 47 28 58

 **By post:**
PEUGEOT OPEN EUROPE – SERVICE ASSURANCE
115, avenue de l'Arche – BP 323
92402 COURBEVOIE CEDEX – FRANCE


⇒ **To extend your contract**

At least 4 business days prior to the end of your contract, call PEUGEOT OPEN EUROPE, from Monday to Friday (except for French holidays) between 8am and 4.30pm:

 **+33 (0)1 56 47 61 61**


⇒ **To return your vehicle early**

Contact PEUGEOT OPEN EUROPE, Monday to Friday (except French public holidays) between 8am and 4.30pm:

 **+33 (0)1 56 47 61 61**


⇒ **To change drop-off center**

• **New center in France**

 Call your chosen center directly (see contact information on the list of centers or at www.peugeot-openeurope.com).

• **New center outside France**


Call PEUGEOT OPEN EUROPE at least 4 business days before the end of your contract, from Monday to Friday (except French public holidays) between 8am and 4.30pm:


 **+33 (0)1 56 47 61 61**

⇒ **To purchase your vehicle**

You have the opportunity to purchase your vehicle either for yourself or a friend. To receive a personalized and confidential quotation, contact PEUGEOT OPEN EUROPE'S "VEHICLE PURCHASE" department.

 **infos-tt-rachat@peugeot.com**

 **William Courtin: +33 (0)1 56 47 22 55**

 **Gérard Champy: +33 (0)1 56 47 61 18**





IN AN EMERGENCY

24/7:  **N°Vert 00 800 77 77 24 24** (freephone number from a landline in the main European countries, see page 26) or **+33 (0)1 47 89 24 24**.

WHEN TO CALL PEUGEOT OPEN EUROPE ASSISTANCE?

- **Breakdown:** your vehicle is not starting, a warning light has come on or your vehicle is not working normally... see page 6.
- **Accident:** you have had a road traffic accident, collided with a stationary vehicle, or your vehicle has been damaged while it was stationary..., see page 7.
- **Vandalism or theft:** your vehicle has suffered an act of vandalism, an attempted theft or theft..., see page 9.

WHAT INFORMATION SHOULD YOU GIVE TO THE ASSISTANCE SERVICE?

Important: keep the vehicle's registration certificate on you at all times.

The following information will be required:

- vehicle registration number
- the vehicle's chassis number
- name and address of the contract holder
- contract start and end dates
- a telephone number
- your itinerary

An assistance "case number" will be assigned to you. Please note it carefully: you will be asked for it every time you contact PEUGEOT OPEN EUROPE ASSISTANCE.



IN THE EVENT OF BREAKDOWN

- **PEUGEOT OPEN EUROPE ASSISTANCE provides you with emergency solutions**

- On-site repair
- Towing
- Directions to the nearest PEUGEOT garage

- **Immobilization of your vehicle**

PEUGEOT will offer a replacement solution (courtesy vehicle, accommodation or transport) for the duration of the vehicle repairs.

- **Repair of your vehicle**

All work carried out under warranty must be carried out within the PEUGEOT network. You will need to show the vehicle registration certificate and maintenance book.

Useful information

Once the repairs are complete, you must pick up the vehicle from the Peugeot garage where it has been repaired.

In the event that repairs do not fall under the contractual warranty, they will not be covered by PEUGEOT OPEN EUROPE (deliberate misuse of the vehicle, etc.).

In the event of breakdown on a highway, PEUGEOT OPEN EUROPE ASSISTANCE will take over once the vehicle has been removed from the highway.

Any repair/towing costs that you pay in this case will be reimbursed by PEUGEOT OPEN EUROPE on presentation of the original invoice.



IN THE EVENT OF AN ACCIDENT

- **Fill in a joint European accident statement**

See instructions on page 8.

- **Send the European accident statement to PEUGEOT OPEN EUROPE – SERVICE ASSURANCE**

- By email: customer-care-tt@mpsa.com

- By fax: +33 (0)1 56 47 28 58

This document is essential for getting your expenses reimbursed by the insurance.

- **PEUGEOT OPEN EUROPE ASSISTANCE provides you with emergency solutions**

- On-site repair

- Towing

- Directions to the nearest PEUGEOT garage

- **Immobilization of your vehicle**

Peugeot provides alternative means of travel while your vehicle is immobilized.

- **Repair of your vehicle**

The repairs to your vehicle as well as any damage caused by third parties are completely covered

by the insurance, whatever your level of responsibility for the accident.

Useful information

If unable to complete a joint European accident statement (no third party involved in the accident, no third party identified), write a detailed report on plain paper describing the exact circumstances of the accident, its nature, location and date, and any damage to the vehicle.

If your vehicle will drive and the damage does not affect the proper operation of the vehicle, you may return the vehicle in this state after having written and sent your detailed statement. Repairs will be carried out by PEUGEOT OPEN EUROPE after return of the vehicle and are covered by the insurance – subject to receipt of the accident report.

Always send the original reports by post as well as by email or fax, and as soon as possible to:

PEUGEOT OPEN EUROPE – SERVICE ASSURANCE
115, avenue de l'Arche – BP 323
92402 Courbevoie Cedex – France

Important: once the vehicle has been repaired, you must collect it from the place where the repairs were carried out.

⇒ **How to fill in a statement**

Sections 1 and 2: Clearly detail all the administrative information (date, time, place).

Section 4: State whether there has been any damage other than that to the vehicles involved (walls, crash barrier, etc.).

Section 6: Give all the administrative information provided on the vehicle registration certificate (name of the vehicle owner – individual or company).

Section 7: Give all the information provided on the vehicle registration certificate.

Section 8: Give all the information provided on the vehicle's international insurance green card.

Section 9: Give your surnames, first names and all additional information.

Section 10: Always mark the location of the initial impact with an arrow. In the event of multiple impacts, mark the other points of impact with crosses.

Section 11: Give the locations of the visible damage (front left-hand wing, rear right-hand impact). If no damage is visible, please write "conditional".

Section 13: Start by drawing the vehicles, then the surroundings. The sketch must be precise and properly identify vehicles A and B. Don't forget the direction in which each vehicle was driving, the signs/signals (vertical and horizontal) and the medial axis. Make sure that this does not contradict section 12 – Circumstances.

Section 3: Clearly state whether there have been any injured parties (if you declare an injury after an accident without having ticked this column, you will not be able to receive any subsequent compensation).

Section 5: Give the contact details of any witnesses. Never leave this section empty.

Section 12: Circumstances: Only tick the boxes that correspond to what you were doing at the precise time of the accident. If you check a box that does not correspond exactly to your circumstances, you are likely to be held liable.

Section 14: This section must contain any additional information (driving in the wrong direction, ignoring a red light, etc.). You may also contest the statements made by third parties. Specify the reason for the disagreement.

Section 15: Sign the statement and, in the event of disagreement with the third party's statement, give details of this in section 14 – Observations on the back of the statement. Please note that the back of the statement is not contractual since it has not been signed by both parties.



IN THE EVENT OF VANDALISM, ATTEMPTED THEFT OR THEFT

- **Make sure you obtain a police report**

Go to the nearest police station and describe the exact circumstances of the vandalism, attempted theft or theft.

- **Send the police report to**

PEUGEOT OPEN EUROPE – SERVICE ASSURANCE

- By email: customer-care-tt@mpsa.com
- By fax: +33 (0)1 56 47 28 58

This document is essential for getting your expenses reimbursed by the insurance.

- **PEUGEOT OPEN EUROPE ASSISTANCE provides you with emergency solutions**

- On-site repair
- Towing
- Directions to the nearest PEUGEOT garage

- **Immobilization of your vehicle**

Peugeot provides alternative means of travel while your vehicle is immobilized.

- **Repair of your vehicle**

Repairs to your vehicle are completely covered by the insurance.

Useful information

For all broken windows in France, go to a CARGLASS center.

Theft of personal possessions from inside the car is not covered.

Always send the original reports by post as well as by email or fax, and as soon as possible to:
PEUGEOT OPEN EUROPE – SERVICE ASSURANCE
115, avenue de l'Arche – BP 323
92402 Courbevoie Cedex – France

Important: once the vehicle has been repaired, you must collect it from the place where the repairs were carried out.

In the event that your vehicle is stolen, send the vehicle keys and documentation by post to PEUGEOT OPEN EUROPE – SERVICE ASSURANCE.

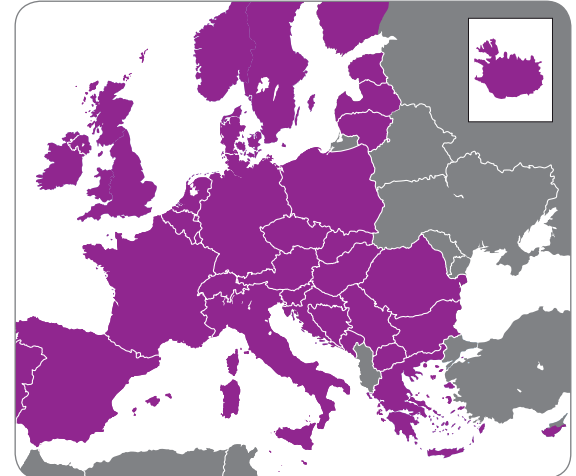
INSURANCE AND ASSISTANCE

LIST OF COUNTRIES AUTHORIZED IN THE CONTRACT

Outside the territorial boundaries below, the client will take full civil, material and criminal responsibility for any incidents that may occur. Damage to third parties and the vehicle are not covered by insurance and the assistance service cannot take action.

Austria
Belgium
Bosnia-Herzegovina
Bulgaria
Croatia
Cyprus (Greek territory only)
Czech Republic
Denmark
Estonia
Finland
Germany
Gibraltar
Greece
Hungary
Iceland
Ireland
Italy
Latvia
Liechtenstein
Lithuania

Luxembourg
Macedonia (FYROM)
Mainland France
Malta
Monaco
Montenegro
Netherlands (The)
Norway
Poland
Portugal
Principality of Andorra
Romania
San Marino
Serbia
Slovakia
Slovenia
Spain
Sweden
Switzerland
United Kingdom
Vatican



■ authorised countries
■ non-authorised countries

Important: the islands that make up the above countries and their principalities are also authorized. Examples: The Balearic and Canary Islands (Spain) – Sardinia and Sicily (Italy) – Madeira and Azores (Portugal) – Corsica (France), etc.



EXCLUSIONS

The PEUGEOT OPEN EUROPE contract does not cover the following incidents:

- loss or theft of baggage or personal effects
- fines, traffic penalties, alcohol-related accidents
- lost, stolen or damaged keys
- obvious misuse of the vehicle
- non-compliance with the maintenance requirements of the vehicle as specified in the maintenance booklet
- driving under the influence of alcohol or drugs
- cases of force majeure
- vehicle stuck in mud
- participation in races, sports rallies or preparatory trials for these events
- any damage that occurs when the driver of the vehicle at the time of the accident is underage, or does not hold a valid driver's license required by the regulations in force

In an incident such as this, PEUGEOT OPEN EUROPE will charge you all of the costs incurred, including administration costs.

Never leave the following in the vehicle:

- the vehicle registration certificate
- the international car insurance green card
- the keys to the vehicle

Always lock the vehicle. Never leave any valuables in the vehicle.



INSURANCE

The insurance cover, in the countries/regions specified on page 10, is comprehensive and without excess (except for the exclusions given on page 11).

WHAT IS THE INSURANCE COVERAGE?

The coverage is as follows:

- the civil liability of the driver (including with regard to passengers transported free of charge)
- vehicle fire
- theft of the vehicle (if reported to the police)
- broken windows
- damages incurred by accidents involving the vehicle, including acts of vandalism (if reported to the police)
- legal protection
- coverage of the driver
- towing of the vehicle

A summary of the coverage and limitations is provided on the insurance certificate issued at the time of delivery.

WHO IS COVERED?

The contract holder and any other non-paying passenger, up to the authorized maximum number of people indicated on the vehicle's registration certificate, as well as the vehicle itself.

WHEN ARE YOU COVERED?

You are covered for the entire duration of your contract and as indicated on your international car insurance green card.

Important: in the event of an accident involving an unidentified third party, regardless of whether or not you are liable, medical expenses shall be borne by the driver. Disability and death may give rise to compensation. Passengers with third party status will be compensated for their losses after intervention by social security organizations.



24/7 ASSISTANCE

▶ **N°Vert 00 800 77 77 24 24** (freephone number from a landline in the main European countries) or **+33 (0)1 47 89 24 24**.

HOW DOES THE ASSISTANCE SERVICE WORK?

Assistance is provided within the limits of the countries covered and the exclusions of the contract (see pages 10 and 11), up to a limit of €915 including tax, per incident.

⇒ **Level 1: on-site repair**

⇒ **Level 2: if on-site repair is not possible**

Towing to the nearest Peugeot-approved Repairs workshop

⇒ **Level 3: if repair takes more than one day**

→ Option 1: **rental vehicle OR**

→ Option 2: **accommodation OR**

→ Option 3: **travel** to the repair location for vehicles registered in category "T" **OR** to your destination in Europe by rail in 1st class or plane in tourist class or equivalent (if the train journey is over 8 hours).

Important: the following expenses are not covered:


- meals, miscellaneous refreshments, telephone calls, fax transmissions, toll fees, highway badges, fuel costs, etc.
- consequences of theft of baggage or personal effects
- fines and traffic violation penalties
- any expenses incurred on your own initiative without the prior consent of PEUGEOT OPEN EUROPE ASSISTANCE

The PEUGEOT OPEN EUROPE ASSISTANCE service cannot guarantee against the possible need to change your initial plans. No form of compensation may be claimed in such cases.

Any litigation arising from the interpretation and execution of these services that cannot be resolved in a non-adversarial manner will fall within the exclusive jurisdiction of the Commercial Court (Tribunal de Commerce) of the city of Paris.

PROVISION OF A COURTESY VEHICLE

Important: depending on availability, the replacement vehicle will be at least of an equivalent category without special equipment.

 The insurance conditions of the courtesy vehicle provided will replace those of the PEUGEOT OPEN EUROPE contract.

The driver agrees to comply with the conditions stipulated in the lease or rental contract for the replacement vehicle.

Certain limitations apply to the use of a rental vehicle:

- minimum age of driver: 21, 23 or 25 depending on the country
- driving license held for at least one year
- return: the vehicle must be returned with a full tank of fuel, at your charge

Costs related to the use of the courtesy vehicle, including fuel costs, tolls, parking, any supplements or insurance excess and any cost beyond the stipulated €915 (including tax) will be borne by the beneficiary.



RECLAIMING YOUR VEHICLE

As the contract holder, you must collect the vehicle at the garage where the repairs were carried out.

PEUGEOT OPEN EUROPE ASSISTANCE will provide a transport ticket for travelling to reclaim the repaired vehicle. Home delivery of the repaired vehicle is not provided for.

REPATRIATION OF DECEASED PERSONS

In the event of death related to the use of the vehicle registered under the PEUGEOT OPEN EUROPE contract, the ASSISTANCE service will also cover the repatriation of the deceased persons for amounts not to exceed the following:

- €1,525 including tax, for the death AND burial of the beneficiary in mainland France
- €4,575 including tax, for the death OR burial of the beneficiary outside of mainland France



DRIVING IN EUROPE

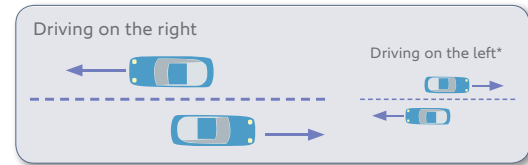
Driving in continental Europe consists of a few specific features. Below you will find a summary of the basic safety rules.

Important: although the vehicle is registered in France, the driver must comply with the rules of conduct and driving of each country crossed and authorized by the contract, including additional equipment (safety vest, warning triangle, snow tyres, chains and other safety equipment), parking passes, pollution, highways, access to city centers, etc. It is the driver's responsibility to equip the vehicle at their own cost to comply with legislation in a given country, or face a fine or even loss of insurance cover, and be held liable in the event of an accident even if it occurs when the driver is within their rights.

⇒ THE BASIC RULES

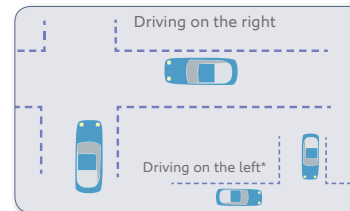
→ Follow these essential traffic rules:

Direction, vehicle position on the road.



→ Respect the rules of traffic priority:

Slow down when approaching crossroads, remember priority to the right (unless there is specific signposting: road markings, traffic lights, etc.).

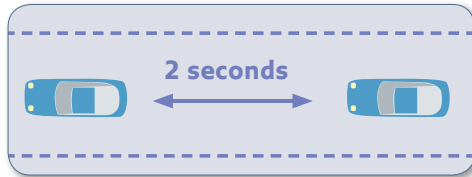


***Reminder:** in the UK and Ireland, vehicles drive on the left and give way to the left, unless otherwise indicated.



→ **Observe safety distances, in order to anticipate a sudden stop of the vehicle in front of you:**

- allow a distance of at least 2 seconds behind the vehicle you are following,

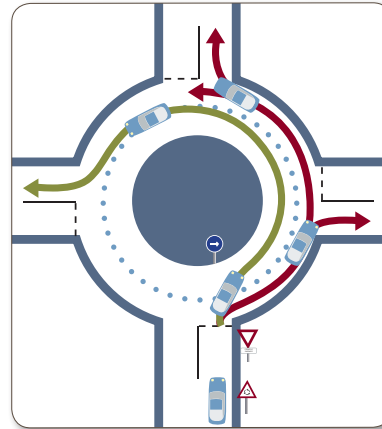


- on the motorway, it is recommended to leave a space equivalent to at least two of the road markings.

⇒ **APPROACHING A ROUNDABOUT**

- On roundabouts, the driver arriving must give priority to the vehicles already on the roundabout. When the roundabout has several lanes, in principle you should join the outside lane.
- If you plan to exit left of your entry route or if you want to go all the way round, you can join the inside lane.

- If you are driving on the inside lane and want to leave the roundabout, you must make sure you are able to cut across safely.



You must give way to vehicles already on the roundabout.

! For clients who are used to driving on the left: be particularly careful at roundabouts and intersections.

THE CONTRACT

A DELIVERY

Only the contract holder (whose name features on the vehicle registration certificate) or his/her spouse carrying a letter of authorization may take delivery of the vehicle.

Follow the instructions you were given when you ordered your vehicle. You will be met at a scheduled time and place, as shown on your order confirmation.

Important: if your flight or schedule changes, it is essential to notify your pick-up center (contact details provided with your order confirmation or at www.peugeot-openeurope.com, under “Find your pick-up and drop-off site”).

Where no flight information has been provided, our representative will wait for no more than 30 minutes beyond the scheduled arrival time.

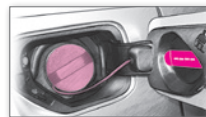
To collect your vehicle, you will need:

- **your passport** (or for French citizens living in French overseas territories/départements, a national ID card will be accepted)
- **your order confirmation**

⇒ Fuel

Your vehicle comes with a fuel supply of 10 to 15 liters, which will allow you to easily drive to the nearest service station.

⚠ The fuel type to be used is specified on your vehicle registration certificate and inside the fuel cap: “Diesel” (diesel, gasoil) or “SP/ES” (95 or 98 unleaded fuel only). A recap is given in the form of a diagram on the back of your key ring.





⇒ **We will give you a folder containing:**

- the 2 keys to the vehicle*
- the vehicle registration certificate or provisional registration certificate **A***
- an SD card for the GPS (depending on the model) **B***
- the insurance certificate (excerpt of the coverage policy) **C**
- the international car insurance green card **D**
- directions to your drop-off location (if not issued at the time of ordering)
- the list of Peugeot Open Europe centers
- a safety kit: safety vest and triangle*
- the assistance and practical guide and the purchase guide **D**
- a joint European accident statement



***Important:** all these items should be returned with the vehicle. Otherwise, including in the event of theft, they will be charged to your credit card.

After the handover, you will be asked to sign a proof of delivery form and delivery checklist.

⇒ **You will also find in the vehicle:**

- The vehicle owner's manual in French. The English version of the guide is available from your representative and at www.peugeot-openeurope.com. In some vehicles, the user manual is accessible on the onboard computer.
- The maintenance book for your vehicle.

B CONDITIONS OF USE OF THE VEHICLE

⇒ **The driver**

To drive the vehicle, you must be at least 18 years of age and have a current, unrestricted driver's license (not a learner's permit) that is valid for the countries in which you will be driving.

The following persons may drive the vehicle:


- The contract holder (whose name features on the vehicle registration certificate).
- His/her spouse and his/her direct descendants and ascendants if they meet all of the same conditions for obtaining temporary registration for transit as required of the titleholder.

Important: adding or changing any names on the vehicle registration certificate or the international car insurance green card is not permitted.

⇒ **The passengers**

Total number of passengers in the vehicle:


The vehicle registration certificate indicates the maximum authorized number of passengers. You must comply with this stipulation for insurance and civil liability purposes.

 Children count for a full passenger place, regardless of their age.
Important: child seats are mandatory for children under 10 years. Your representative can provide you with a seat that is suited to your needs.

⇒ **Vehicle maintenance**

Important: all services must be performed at a garage within the Peugeot network.

You will find the intervals for these services in the maintenance booklet in your vehicle. These paying services are at your charge.

 In between services, we recommend you check the oil level, water level, and tyre pressure every 1,000 kilometers.



⇒ **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 “GUIA DE CIRCULACAO” 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. Non-compliance with these provisions makes you liable for substantial customs penalties.

⇒ **Special information for Switzerland**

Swiss legislation stipulates that each driver arriving in the country 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 around 25 FCH. We recommend that you complete it at the border or at one of the country’s main customs offices. Non-compliance with these provisions may lead to substantial customs penalties.



C EXTENDING YOUR CONTRACT

Your contract may not be extended beyond the expiration date of the vehicle registration certificate.

⇒ **To extend your contract, you must do the following:**

→ **Contact PEUGEOT OPEN EUROPE**

At least 4 business days prior to the end of your contract, call PEUGEOT OPEN EUROPE, from Monday to Friday (except for French public holidays) between 8am and 4.30pm on **+33 (0)1 56 47 61 61**


→ **Provide the following information:**

- the vehicle registration number
- the new date for the desired end of the contract
- your credit card information: company (MasterCard, Visa, American Express, Diners), number, expiry date

→ **Pay to extend your contract by credit/debit card**

The daily rate for this extension is:

208 and 2008	€30
308, 308 SW, 308 CC, 3008, 5008 and Partner	€35
508, 508 SW, RCZ and 807	€40
Expert	€45

 The amount for the extension must be paid immediately by debit or credit card. In you fail to pay, you are not authorized to use the vehicle beyond the initial contract dates, and you will not be covered by the insurance.

When a contract is extended, there can be no refund for an early return, regardless of the circumstances. If the vehicle is returned after the planned date, PEUGEOT OPEN EUROPE reserves the right to debit the amount owing from your bank account.



D RETURN

It is compulsory to schedule an appointment with your drop-off center at least 4 business days before the end of your contract, using the telephone numbers or email addresses listed on the directions, the list of centers and on the www.peugeot-openeurope.com website.

For each call, please consider the center's opening hours and public holidays.

Important: an inspection of the vehicle will be carried out when you return it, so please allow the necessary time.

You must return the vehicle in the exact state that it was delivered to you and in an acceptable state of cleanliness. Any vehicle returned dirty (pet hair, sand, mud, stained upholstery, trash left in the vehicle, etc.) will undergo a deep clean charged at €80.

The vehicle must be returned to one of the PEUGEOT OPEN EUROPE centers. If you do not follow this procedure, you will be charged for all expenses incurred.

⇒ **If you want to change the location for returning the vehicle**

Call PEUGEOT OPEN EUROPE at least 4 business days before the end of your contract, from Monday to Friday (except French public holidays) between 8am and 4.30pm on **+33 (0)1 56 47 61 61**.

PEUGEOT OPEN EUROPE will send you the map of the new site by fax or email upon request. This map is also available on the website under "Find your pick-up and drop-off sites".

For sites located outside France (except Geneva), this change will generate an additional cost to be paid immediately by debit/credit card to PEUGEOT OPEN EUROPE.

 **The cost of returning vehicles abroad cannot be reimbursed.**

⇒ **If you are returning the vehicle in advance**

→ **The following conditions must be simultaneously met for a partial refund of the “unused” part of the contract:**

- minimum length of initial contract: 30 days paid
- date of return: at least 7 days prior to the expiration date of the initial contract

→ **Request for partial refund on the “unused portion” of the contract**

You must send a written request for partial reimbursement to the local representative who sold you the contract.

16% of the amount calculated will be kept back, regardless of the circumstances.

⇒ **Items to return when dropping off the vehicle:**

- the vehicle registration certificate or provisional registration certificate*
- the 2 keys to the vehicle*
- any SD cards*

To leave in the vehicle:

- the vehicle maintenance booklet
- the insurance certificate
- the safety kit: safety vest and triangle*

Our agent will ask you to sign a double copy of the vehicle receipt (French-English) stating the vehicle’s mileage and any returned or missing items. You will keep a copy of this document.

***Important:** all non-returned items will be billed to you and debited from your bank account, even in the event of theft.

2014 rates for missing items

Registration certificate: €73

GPS SD card: €200

Model	Original key	Copy of the key (mechanical or keyless entry system)
208, 308 SW (old)	€150	€40
2008	€150	€90
308 CC and RCZ	€150	€150
New 308 and 308 SW	€210	€90
508 Economy and Pack Diesel	€180	€40
508 Select and 508 SW Select	€180	€180
807, 3008 and 5008	€110	€110
Expert	€100	€80
Partner	€160	€80



INDEX

Accident (in the event of)	7	Insurance	10 / 12
Assistance	10 / 13	Joint European accident statement	8
Assistance (our telephone calls)	4 / 5 / 13 / 26	Pick-up and drop-off centers	2 / 8 / 18
Authorized drivers	20	Police report	9
Breakdown (in the event of)	6	Portugal (special information)	21
Collecting a repaired vehicle	15	Purchasing your vehicle	4
Contacts	4	Refund (in the event of early drop-off)	24
Countries authorized in contract	10	Returning your vehicle early	24
Detailed report	7	Switzerland (special information)	21
Driving in Europe	16	Vandalism or theft (in the event of)	9
Exclusions	11	Vehicle delivery	18
Extending your contract	22	Vehicle return	23
Fuel	18	Vehicle servicing	20
In an emergency	5	Website	2

PEUGEOT OPEN EUROPE ASSISTANCE



Freephone number:  **00 800 77 77 24 24**

Free international call from a landline telephone only in the following countries:
Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Liechtenstein,
Luxembourg, Monaco, The Netherlands, Norway, Portugal, San Marino, Spain, Sweden,
Switzerland and United Kingdom.

NB: from a public telephone box, you may have to initialize the connection to the local
network using a national telephone card or with coins (charges apply from mobile phones).



Toll number **+33 (0)1 47 89 24 24**