



FREQUENTLY ASKED QUESTIONS

- Before the rental - additional drivers, travelling abroad, appropriate usage
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- Vehicle return – Electric vehicles
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Before the rental

- Additional driver

- *Additional driver must be stated at the handover of the vehicle. The additional driver must hold a valid drivers license.*

- Travelling abroad

- *Planned journeys abroad must be reported to the rental station in advance/ stated on collection.*

- Proper use of the vehicle

- *Please note our general rental conditions and location-specific conditions:
<https://www.avis.co.uk/TermsAndCondition>*
 - *Smoking is strictly prohibited in all vehicles (this also applies to e-cigarettes).*



Before the rental - Electric vehicles

- **Booking**

- *EV Bookings in Switzerland can be made via the EV booking link: [Book an EV](#)*
- *For outbound rentals, Electric vehicles are indicated accordingly in the respective booking tools.*
- *The last letter of the SIPP code indicates an electric vehicle: CDAE*

- **Handling**

- *EV Guide: Hints and Tips for electric Vehicles can be found here: [Nestle EV Hints and Tips](#)*

- **Refueling**

- *Avis offers various charging solutions in different countries. For more information, please enquire at the rental station before pick-up.*

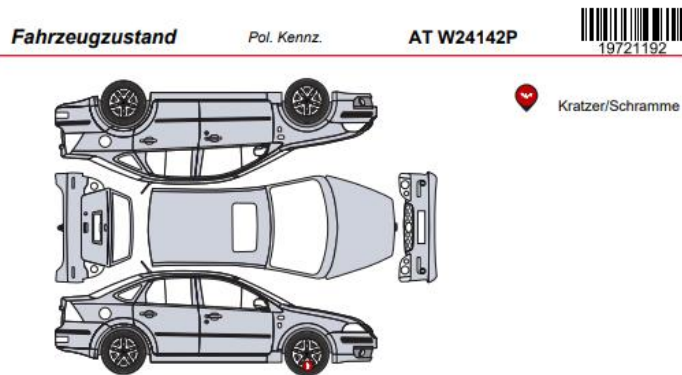
Vehicle handover - What to look out for?

- What should be paid attention to when taking over the vehicle?
 - *Check the vehicle for existing damage.*
 - *Document the condition of the vehicle (pictures)*
 - *Check whether the tank level/charging of the vehicle has been correctly recorded in the rental agreement*
 - *Check whether all prescribed safety equipment (e.g. safety waistcoat, first aid kit, warning triangle) is present in the vehicle.*
 - *For rentals abroad: Have the listed costs explained. With your signature you agree to all the costs listed.*
 - *Vignette:*
 - *If a vignette is required for the country of the pick-up station, the vehicle is usually already equipped with one in European countries.*
 - *Vignettes for foreign countries and any toll charges in the country of hire and abroad are not included.*



Vehicle handover - Damage

- Where can existing damage be seen?
 - Existing damage is shown on the rental contract under "Vehicle condition".



- Where can additional damage that is discovered be reported?
 - Damage that is discovered before/at the time of pick-up and is not stated in the rental agreement should be documented (including pictures) and reported directly to the rental station by email. The contact details of the rental station can be found on the rental agreement.

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The general terms and conditions apply.

During the rental period - Extension and early return

- **Extension of the rental period**
- You have several options to extend your rental:
 - *By e-mail to: Nestle.Support@abg.com*
 - *Info to the return station specified in the rental contract.*
- **Early return**
 - *You can also return the vehicle to the agreed station earlier at any time. No appointment is necessary for this. The rental contract is concluded upon return, only the actual rental period is charged.*
- **Return to a rental station other than the one stated on the rental agreement**
 - *If you wish to return your vehicle to a rental station other than the one indicated on the rental contract, please send a brief message to the rental station. Please note that this may incur additional costs in some countries.*



During the rental - Damages

- What to do in the event of an accident?
 - *You must notify the police immediately and us within 48 hours, if the vehicle has been involved in an accident or damage event, even if no third party was involved. If the police refuse to record the accident, we must be provided with evidence of this in a suitable form (e.g. written confirmation from the police or details (including date and time) of which police station was notified by telephone but refused to record the damage). If no third party has been injured as a result of the accident or - in the case of pure material damage - it was possible to exchange data with the injured third party, the nearest police station may exceptionally not be notified if only minor damage to the paintwork (scratches, etc.) has been caused to the rental vehicle.*
 - *Contact Avis breakdown service provider (phone number in the vehicle)*
 - *Document the accident (parties involved, witnesses, damage, etc.)*
 - *Report the accident to Avis immediately, complete the accident report form and submit it to the rental station within 48 hours. The accident report form can be found in the glove compartment of the vehicle.*

During the rental - Breakdown

- What to do in the event of a breakdown?
 - *Vehicle still in roadworthy condition: Inform the hire station about the breakdown and discuss the next steps.*
 - *Vehicle no longer roadworthy: Contact our breakdown service provider. You will find the relevant contact details inside the vehicle.*
- What to do if the station is already closed?
 - *Always contact our breakdown service provider. You will find the relevant contact details inside the vehicle.*

Vehicle return - What to consider?

- What to consider when returning the car?
 - *Check the vehicle for damage.*
 - *Document the current condition of the vehicle on delivery (pictures).*
 - *Check the tank level/charge. If the vehicle has been fully fuelled/charged prior to return, enclose the corresponding receipt upon return. If you do not have a copy of the receipt, a photo of the receipt must be sent to the return station.*
 - *Check that all parts/items belonging to the vehicle are in the vehicle.*
 - *The vehicle must be returned as it was received. Make sure you take your personal belongings (including rubbish) with you.*



Vehicle return - Electric vehicles

- Vehicle return - Electric vehicles

- Battery charge: The vehicle should be returned with a battery charge of at least 70% or the same percentage as on collection. Costs otherwise:*

Battery Charge	Fixed Cost (inclusive of Tax)
If you return the electric vehicle with 70% or more battery charge*.	No Cost.
If you return the electric vehicle with between 11% - 69% battery charge.	CHF 31.04
If you return the electric vehicle with 10% or less battery charge.	CHF 54.87

After the rental - invoice control

- Where can I find the Avis invoice?
 - *Invoices can be downloaded from 36 hours after the end of the rental period:
<https://secure.avis.at/mein-avis/buchung-bearbeiten/rechnungskopie-herunterladen>.
You will need your reservation or rental contract number for this.*
- Your invoice is not available online - what now?
 - *If your invoice is not available online, you can request a copy of the invoice via the following link: <https://secure.avis.ch/mein-avis/buchung-bearbeiten/rechnungskopie-herunterladen>*
 - *Alternatively, the invoice can be requested by e-mail via customer service:
ch.corporate.customerservice@abg.com*

After the rental - complaints and other matters

- Contact customer service

ch.corporate.customerservice@abg.com

- *In charge of: Billing issues, complaints, fine proceedings, Avis Preferred*