



ALPHABET

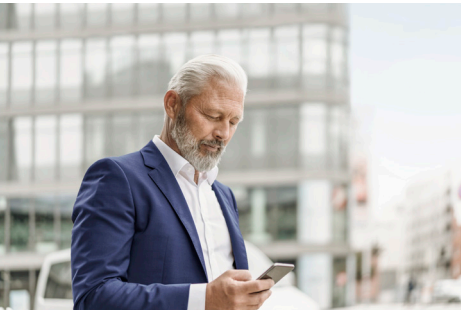
Intake Protocol

Process of returning a lease car

All lease periods expire at a certain time. We have prepared this procedure to make the process of intake as clear as possible. This will allow you to know exactly what damage will be accepted on intake.

Condition of the car

The car should be returned in good condition (i.e. clean inside and out). Also remind all items, documents and accessories which were present at delivery. Check the website for more information about returning your car.



Reporting damage

Ensure that you report damage to Alphabet within 24 hours of the incident. You can report damages via mijnschademelding.nl or to the Damage department via telephone number (076) 579 32 40.

If you want to know whether the damage must be reported, download our free Alphabet app and scan the damage so that you know whether it must be reported. For now, this application is only available to iPhone users.

In other cases, we refer you further on in this document. You must always report scratches larger than 8 cm and/or dents larger than 3 cm.

Please note that damages observed during or after delivery of the car do not fall under the cover of the [General Terms and Conditions of Operational Lease of Alphabet](#) or [General Terms and Conditions Private Lease of Alphabet](#). You can prevent costs from being passed on by reporting the damage in time.

Intake location

If you are required to return your car soon, then you should make an appointment ahead of time with your authorized dealer or with an employee at one of our **intake locations**.

We would like to remind you that there is a difference between returning the car to the authorized dealer and to an intake location of Alphabet.



1. Authorized dealer

When you return the car to the authorized dealer, you are only signing for the transfer, date and kilometer reading. You are therefore not signing for the condition of the car. Alphabet then transports the car to the intake center in Breda, where the intake of the lease car takes place and the condition of the car is assessed. This intake report prevails. If you choose to return the car to the authorized dealer, then you should take along the **intake form**.



2. Intake location

You can also choose to return your leased car to one of our **intake locations**. At intake. You can sign for the condition of the returned car directly. You can use the **intake form** for this. This form is a valid document setting out the final condition of your car.

Damage

What is acceptable and what is not?

Alphabet distinguishes between acceptable and unacceptable damage. Below is a list of unacceptable damage. This is supplemented with photographic examples for clarity.

Independent assessor

All damages to cars of Alphabet are assessed by an independent party: Macadam. It specializes in identifying and assessing damage.



Bodywork

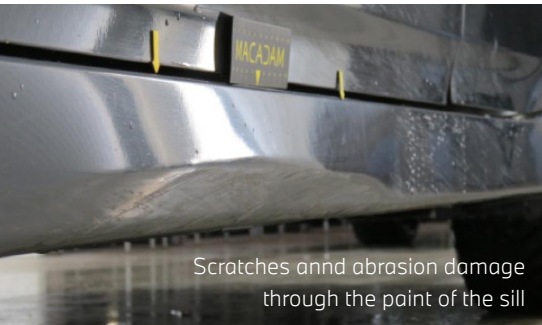
What is unacceptable?



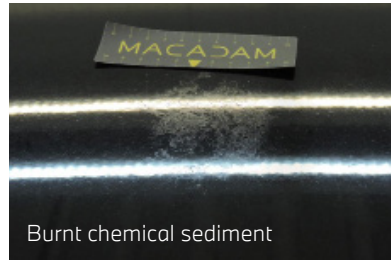
Dents larger than 3 cm



Scratches larger than 8 cm



Scratches and abrasion damage through the paint of the sill



Burnt chemical sediment



Stone chip damage with rust formation



Holes and/or cracks in the bumper

A car must be returned without advertising, unless additional agreements have been made about this in the agreement.

Interior

What is unacceptable?

Stains in the interior



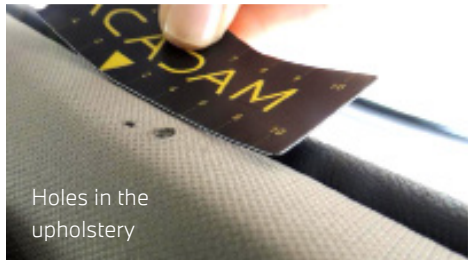
Burnt holes



Tears in the upholstery



Holes in the upholstery



Scratches



Dents or scratches

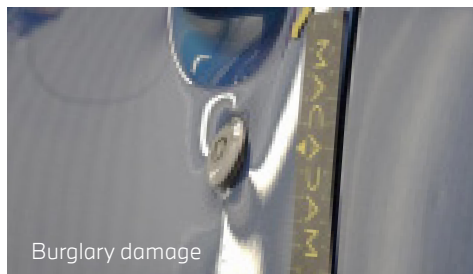


- The loading space of a delivery van is not rusted and/or dented
- Smoke or dog smell

Other

What is unacceptable?

Holes and/or pieces missing from the lightning



Burglary damage

Broken and/or bent mirrors



Crack(s) in the windshield

Bent rims and/or pieces missing



Please note

In some respects a delivery van (commercial registration) has more acceptable damage because it is generally used more intensively.

More information

For more information please send an e-mail to schade@alphabet.com or contact the relevant department via telephone number (076) 579 32 40.