



SOCIÉTÉ COMMERCIALE CITROËN CHAMP DE MARS

GUIDE ASSISTANCE EURO PASS
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A - USE

Who may drive the vehicle?

WARNING: to drive in Europe, you must be at least 18 years old and have a definitive (not temporary) driver's licence, valid in the countries in question.

The persons who may drive the vehicle are: The holder of the contract (his name is entered in the registration certificate). The spouse (or conjoined, partner of a solidarity civil act, supposed to provide a certificate of solidarity civil act or a documentary evidence) and the direct descendants and ascendants of the contract holder, as long as they comply with the same conditions for obtaining a temporary transit registration as those that apply to the holder of the contract.

An international driver's licence is strongly recommended for persons not residing in the European Union.

The international driver's licence must always be accompanied by a national driver's licence.

Important: it is impossible to add or change a name in the vehicle registration certificate or in the international automobile insurance card.

USEFUL PRECAUTIONS

Never leave any of the following in the vehicle:

- ←• The vehicle registration certificate
- ←• The international automobile insurance card
- ←• The vehicle keys
- ←• The "key code" transponder Lock the vehicle, and do not leave any valuable objects inside it.

B - VEHICLE DELIVERY

At the majority of the delivery centres, the staff will wait for you for a maximum of 30 minutes after the scheduled time (see the delivery centre slip delivered by your agent). In case of a change of flight or of appointment time, you must inform the delivery centre as

well as CITROËN Champ de Mars.

Upon arrival, you must show:

- ← • your passport
- ← • your order form

You will receive:

- ← • the registration certificate ("carte grise")
- ← • the insurance certificate
- ← • the international insurance card
- ← • the guarantee form
- ← • the 2 vehicle's keys
- ← • the transponder card
- ← • a European accident report
- owner's handbook

You will find the following in the vehicle:

- ← • the vehicle use guide

About the C5 confort :

- CD card (for the navigation)

And in addition, only for the C4 PICASSO: • one remote control, 2 headphones, boot lamp, compressor, kit. All these elements have to be returned with the vehicle. Every missing element will be charged to the client.

FUEL: for safety reasons, each vehicle is delivered with a small amount of fuel (10 or 15 liters, depending on the models). The damages due to the client's mistake when filling the tank will be charged to the client.

C - SERVICING

The first servicing after 2500 km, has been suppressed.

Now the First servicing is necessary after 20 000 kms only, and the customer is in charge of these expenses. Besides, this first servicing must be done on a CITROËN garage only. If not, the vehicle would not be covered, in case of technical problems.

The other servicings (overhauls) indicated in the maintenance manual are for the customer's account.

Work done under guarantee must be done by a CITROEN authorised garage.

D - CONTRACT EXTENSION

WARNING: extension of the contract may not exceed the expiry date of the vehicle registration certificate.

To extend the contract, you must do the following:

← • At least 4 working days before the end of your contract, Monday to Friday (except French legal holidays) from 8:15 a.m. to 12:00 o'clock noon and from 1:00 to 4:45 p.m., telephone directly to CHAMP DE MARS:

From France: 01 53 04 34 80

From outside France: +33 1 53 04 34 80

← • Have with you the vehicle registration card ("carte grise") and your debit/credit card (cheques are accepted, and are to be made out to Champ de Mars).

WARNING: for any extension, the per-day price is higher than the average daily price under the initial contract.

The new insurance certificate corresponding to the contract extension will be delivered only upon receipt of the payment.

In the absence of payment, the uninsured customer will bear all civil, material and criminal liability for any incidents that might occur.

- In case of contract extension, CDM will not proceed to reimbursement

E - RETURN

- *You must return the vehicle to the place indicated in your order form:*

You must make an appointment at least 4 working days before the end of your contract DIRECTLY with the scheduled return centre (particulars in the yellow pages).

NB: the staff will wait for you for a maximum of 30 minutes after the time that you have chosen with your correspondent.

- *If you want to change the place of returning the vehicle:*

You must telephone DIRECTLY to CITROEN Champ de Mars at least 4 working days before the end of your contract: From France: 01 53 04 34 81 From outside of France: +33 1 53 04 34 81

Important: a change of place outside the French borders may entail an additional cost.

Do not hesitate to consult our site, www.citroen-europass.com. It will give you indications and maps for getting to the return centres.

The vehicle will have to be returned together with the items mentioned in the delivery form.

Important: if all or part of those items are missing at the time of return, you will be charged for them in accordance with the price list in effect.

The accessories remain the customer's property.

TTC price may change during the season

Désignation	Main key	Second key	Cod key
	Selling price TTC	Selling price TTC	Selling price TTC
C 3	151	51	
PLURIEL	151	51	
C4 Pack	140	51	
C4 Exclusive	140	140	
C4 Picasso pack (5 et 7 places)	90	62	
C4 Picasso exclusive (5 et 7 places)	90	90	
PICASSO	111	70	
C5 Confort	122	62	
C5 Exclusive	122	122	
C6	140	140	
C8 Pack	126	126	2
BERLINGO	175	51	
JUMPY	116	116	2
C4 Picasso (5 et 7 places)	Selling price TTC		
Télécommande	48		
Casque vidéo	65		
Lampe coffre	45		
Compresseur	42		
Kit recharge	17		
Modubox (Pack)	181		
Modubox (Exclusive)	232		

The receptionist will have you sign a transfer certificate in which you will indicate the vehicle mileage. You will keep a copy of it.

This document constitutes official proof that you have returned the vehicle.

Return before end of contract :

Conditions to fulfill a partial reimbursement :

- date of restitution at least 8 days before end of contract
- minimum contract 30 days
- as a minimum it will be retained 16% of the initial contract.
- No refund for the vehicles on promotion, whatever the length of the contract.
- No refund for the accessories.

F - ON THE ROAD

IN CASE OF AN ACCIDENT

ALWAYS fill out the "constat amiable" (mutually agreed accident report) (whether a third party is involved or not) and send it to CITROEN Champ de Mars.

- 1. by fax from France, to 01 55 30 05 49 - outside France to +33 1 55 30 05 49
- 2. by the, to the following address (pre-printed envelope supplied at the time of delivery) .

CITROEN Champ de Mars
EuroPass after sales service
25, avenue de Constantinople
75008 PARIS

Important notice: you may stay in a country that does not recognise the European accident report.

In ALL CASES, fill in and sign your own report and, if the case arises, the adverse party's report, and vice-versa, and send it to Champ de Mars as indicated above.

G - CUSTOMER COMPLAINTS

Complaints must reach CITROEN Champ de Mars 1 month at the very latest after returning the vehicle.

24 H/7DAYS ASSISTANCE – CITROEN EIUROPASS ASSISTANCE

WARNING: help offered by CITROEN ASSISTANCE, intended as valuable assistance in case of difficulty, cannot claim to provide a complete and total solution for all kinds of incidents, or guarantee you against a possible need for modifying your initial plans. No compensatory indemnity is payable in such a case.

Important: in case a replacement vehicle is made available to you, you will have to make a deposit. You must be in a position to pay for it.

IMPORTANT:

In case of a vehicle loan, the assistance and insurance conditions are as indicated in the rental contract, and no longer the ones proper to the CITROEN vehicle registered in the T series.

HOW TO CONTACT ASSISTANCE

- Dial 0 800 05 24 24, a freephone number, from a landline in France (a charge is made if a mobile telephone is used).
- Dial + 33 5 49 25 24 24, an international number (not freephone).

IMPORTANT:

No original invoice = no reimbursement

No original of a complaint filing = no reimbursement

No original detailed declaration = no reimbursement

1. BENEFICIARIES

The vehicle owner, his or her spouse, as well as the persons taking part in the journey in the vehicle concerned within the limits of the number of seats indicated in the vehicle's registration certificate.

2. VEHICLE

Every Citroen's vehicle (PTCA inferior or equal to 3,500 tons) sold by CITROEN Champ de Mars and registered under the T series.

3. GUARANTEE VALIDITY

The assistance guarantee is effective during the life of the temporary transit contract signed by the customer. If the contract is extended, the assistance is extended to an equal extent.

4. VEHICLE IMMOBILISATION

CITROEN Champ de Mars Assistance TT will take action for the following cases

- a breakdown of mechanical, electrical, hydraulic or electronic parts which cannot be repaired during the day
- a traffic accident involving a fixed or moving object (supported by an accident report) which cannot be repaired in two days
- theft or attempted theft (proven by filing of a complaint)
- a fire The immobilisation begins at the time at which the vehicle is left at the CITROEN garage closest to the breakdown or the accident.

The garage indicates the period of immobilisation. The vehicle could arrive "in order" to the garage.

5. SERVICES

In case of an incident, the beneficiaries will be entitled to

- breakdown service / towing.
- If the immobilisation lasts for more than one day in the case of an incident or for more than two days in case of an accident, the beneficiary will be entitled to the following services, within the limits of 800 euros:
 - o a replacement vehicle of the same or lower category, without any specific equipment, within the limits of local availability, OR
 - o accommodation on the spot within a limit of 60 euros including all taxes per day and per beneficiary, OR
 - o transportation to the place of destination in Europe or to the place of initial delivery of their vehicle in Europe by first class rail ticket or by air tourist class or equivalent (if more than 8 hours' travel by train are required). In case of transporting the beneficiaries to their place of destination, a first class rail ticket or an air travel tourist class or equivalent (if more than eight hours of rail travel are required) will be delivered to the beneficiary to pick up the repaired vehicle.

In all cases, C I T R O E N Champ de Mars, in coordination with the Assistance and respecting the rights of the client will elect the best solution and will have the final decision. CITROËN Champ de Mars will not support the financial cost if the owner of the car do not go to take back his car when it is said "repaired".

6. LIMITS / EXEMPTIONS

- a. the place to which the replacement vehicle is to be returned is the place at which it was made available, or any other place indicated by CITROEN Champ de Mars
- b. the driver undertakes to observe the conditions laid down in the loan or rental contract relating to the replacement vehicle
- c. the replacement vehicle is provided within the framework of the rental company's general rental conditions, particularly with respect to the minimum age required for operating the said vehicle
- d. expenses connected with use of the replacement vehicle, and particularly those for fuel, tolls, parking and insurance deductible will be for the beneficiary's account. Expenses resulting from return of the repaired vehicle to the place of destination are for the beneficiary's account
- e. meal, telephone call and fax or e-mail expenses are for the beneficiary's account
- f. the services available under the present contract but paid for by the beneficiary on his own initiative without prior approval by CITROEN Champ de Mars will not be the subject of refund
- g. no compensatory indemnity will be paid for services used but excluded from the agreement in exchange for services provided for but not used
- h. in case of two vehicle thefts or of two fires for one and the same contract, CITROEN Champ de Mars will not make a 3rd vehicle available to the customer.

EXCLUSIONS

The following are specifically excluded from Citroën EuroPass assistance

- I . Incidents caused by the tyres
- II . Breakdowns due to lack of fuel
- III . Breakdowns due to the use of an inappropriate fuel by comparison with the one that is supposed to be used
- IV . Immobilisation due to loss of the key or forgetting the confidential codes or the transponder card
- V . Immobilisation when the car is locked up with the keys inside.
- VI . Bogging down or use of the vehicle on roads unsuitable for motor vehicles
- VII . Patent non-observance of the vehicle maintenance plans laid down by the constructor
- VIII . Police immobilisation of the vehicle

IX . Legal immobilisation (for instance, sequestration)

X . An accident when the driver is under the influence of alcohol or any other prohibited substance

XI . Events of a major nature, events of war, internal disturbances, natural disasters, etc.

XII . Participation in competitions, rallies or trials prior to such events

XIII . Glass breakage or deterioration, optical, rear view mirrors

XIV . The immobilisation of the car due to a wrong utilisation of it

XV . The robbery of the belongings

TERRITORIALITY

For vehicles marketed in Metropolitan France by Citroen Champ de Mars and used in the following countries:

Albania -Andorra -Austria -Belarus -Belgium -Bosnia Herzegovina -Bulgaria -Croatia -Cyprus -Czech Republic -Denmark -Estonia -Finland -metropolitan France -Germany -Gibraltar -Great Britain -Greece -Hungary -Iceland -Ireland -Italy -Latvia -Liechtenstein -Lithuania -Luxembourg -Macedonia -Malta -Monaco -Montenegro -Morocco -Netherlands -Norway -Poland -Portugal -Romania -San Marino -Serbia -Slovakia -Slovenia -Spain (including the Canary and the Balearic Islands) -Sweden -Switzerland -Tunisia -Turkey -Ukraine.

Citroën EuroPass assistance cannot take action except on the mentioned countries.

ASSISTANCE FOR PEOPLE

Assistance for injured people

Depending on the decision of the Assistance Company's doctors and the referring doctors, the Assistance Company will cover transportation of the beneficiary injured to:

- the nearest and/or most suitable hospital;
- Either to the location of the initial vehicle delivery in EUROPE. The method of repatriation will be decided by the Assistance Company. The victim will be repatriated at the cost of the Assistance Company only if a prior agreement has been entered into with the Assistance Company and CITROËN Champ de Mars.

Repatriation after death

If the beneficiary dies as a result of a traffic accident that is the fault of the vehicle registered in the IT Series, the Assistance Company will organise payment of the transportation costs for the repatriation of the body to its home in its home country and the costs of the funeral, burial, ceremony, funeral procession or incineration.

The limits of coverage are:

. € 1,500 in the case of death and burial of the beneficiary in continental France (including Corsica);

. € 4,500 in the case of death and burial of the beneficiary outside continental France (including Corsica).

THEFT OR DESTRUCTION BY FIRE OF THE VEHICLE

If the vehicle is stolen (subject to the statement of theft being filed with the relevant authorities) or destroyed by fire. Champ de Mars EuroPass assistance will, in some cases, provide the beneficiary with a single first-class train fare or tourist-class air fare (if more than eight hours of travel by train are required) so that he/she can return to the offices of SCC CITROEN Champ de Mars, 25 rue de Constantinople, 75008 Paris, and take delivery of a new car.

A complaint must be filed with the police or other public security authorities. The original of the complaint must be sent to CITROEN Champ de Mars within 48 hours.

APPLICATION CONDITIONS

The assistance service is available every day of the year, 24 hours a day, simply by calling the following phone numbers:

- IN FRANCE 0 800 05 24 24
- ABROAD +33 5 49 25 24 24

CITROEN EuroPass Assistance will not cover any assistance services that are not discussed in a prior telephone call.

FORCE MAJEURE

Citroën EuroPass Assistance shall not be held liable for lack of compliance with the commitments listed above in the case of an act of God.