

LEASEPLAN WISHES YOU A WARM WELCOME

Dear Driver,

The LeasePlan Luxembourg team would like to wish you a warm welcome and an enjoyable experience at the wheel of your new vehicle. Whether a first-time LeasePlan driver or a regular customer, we aim to assist you in the most effective manner. Below, we have detailed the various methods whereby you can find an answer to any queries you may have.

BOARD DOCUMENTS

With your vehicle delivery, you received an orange folder (to keep in your car) namely containing an accident declaration form, the blue expenses claim forms, as well as the green order forms which you must use whenever you contact a garage or get new tyres.

Also contained in the orange folder is a “**Driver guide**” where you will find procedures you should follow in the event of a breakdown, accident, maintenance, repair or tyre change. These pieces of information are also regularly updated on our website.

VISIT OUR WEBSITE!

We have developed a “**My lease car**” section especially intended for you on our website www.leaseplan.lu. Lots of useful indications are gathered there: Hints and tips for the daily use of your vehicle (tyres, maintenance, accidents...), fiscal information (yellow plates...), automotive news, etc.

Our reservation tool “**Preferred Dealer Contact**” is also available in this section. A very useful tool that enables you to make an appointment online easily for all repairs, maintenance, tyre change, broken glass or technical inspection.

You will also find on our website the procedure to follow when the **contract is coming to its end**, with important points not to forget, as well as our “**Fair Wear & Tear**” which will be used as a basis to assess your car. Get acquainted with it from the beginning to avoid any surprises at the end of the contract.

Thanks to our quality system, we are now able to deal with and follow-up any suggestions, but also any complaints you may wish to submit to us. In short, don't hesitate to share with us any comments you may have via our forms in the “**Contact**” section. For example, tell us how you experienced the delivery of your car. This information will help us to develop a better partnership based on your needs and expectations.

Lastly, in case of any accident, please send us your accident claim form by post, fax or email, or, if no third party is involved, by filling in our “**Accident notification**” online form available on our homepage.

DO YOU STILL HAVE UNANSWERED QUESTIONS?

“The right service begins with the right advice”. Please do not hesitate to contact us by phone or by email, giving your plate number or the name of your company. You will be put through to someone who can help you with your vehicle or your contract.

It's easier to leaseplan!

