

What do I do if I get into an accident or have an incident with my car?

- In case of an incident, call +33 (0)1 84 95 96 97, anytime, 24/7 and follow the instructions on page 4 of the Renault Guide which will be sent with your booking confirmation and pick up information.
- You **MUST** contact the insurance company for approval prior to paying for any car service or maintenance. Failure to do so could result in their non-reimbursement or delay in payment.
- Please have a written and signed document explaining the incident ready to send.
- If red or amber lights come on the dashboard, you must stop and call the assistance who will let you know how to proceed. If you do not do this or follow the assistance instructions, this is misuse of the vehicle and any repairs will be responsibility of the client and will be billed to the client's credit card on file.
- Any misuse of the vehicle will be invoiced to you and immediately charged to the credit card file.

Where will I receive any traffic tickets?

- Tickets will be mailed directly to you at the non-Europe address provided on your contract. You are responsible for paying all traffic tickets.