

What is the process for picking up my car?

- If you are flying into the airport, provide us with your flight number and time of arrival at least 4 days prior to pick-up or on your order form.
- Once you arrive at the airport, call the toll-free number for your designated delivery center and a shuttle will pick you up at your terminal and take you to your car.
- If you are driving to the center or taking the bus or train, please call the center 4 days before your pick-up or email us or the center your pick-up time. Walk-ins are by appointment in 30 minute windows. If you are taking the train to one of the airport locations, please contact the toll-free number for your designated delivery center and the shuttle will pick you up.
- We will send you more information with your order confirmation including contact information and address.

What is the process to drop-off my car?

- You can drop off your car to any Renault delivery center on or before your contracted drop-off date. Your insurance expires on the drop-off date stated on your contract.
- You must contact the delivery center where you would like to drop-off your car at least 3 days before drop-off to let them know what time you will be arriving as the center is by appointment only.
- Any misuse of the vehicle will be invoiced to you and immediately charged to the credit card file. If the car is abandoned and not returned you will be charged to the credit card on file all costs incurred in routing the car to the delivery center including but not limited to parking, storage, etc. as well as a 400 euro fee if the car is in France and a 600 euro fee if the car is in another country.

What is the process to drop-off my car earlier than my contract date?

- To return your car early, first, drop off your car following the instructions above.
- After you have dropped off your car, email us with the date you dropped it off and please request from us a form to fill out with your bank transfer details. Please note that your bank may charge you additional fees and currency charges for bank transfers for which you would be responsible.
- The client is responsible for any potential fees.
- Refunds typically take 4 weeks to process after your drop-off your car and send us your bank information.

Can I drop-off my car to a delivery center not specified in my contract?

- You can drop-off your car to any delivery center within France or Geneva free of charge. You would just need to contact the delivery center at least 3 days prior to your drop-off to schedule a drop-off time. The Renault Guide we will send you along with your confirmation lists all of the drop-off locations.
- Charges will apply for drop-off outside of France or Geneva. If you would like to drop off your car outside of France or Geneva but did not specify and pay for this option at the time of your booking, please email us to request authorization and make payment at least one week before your drop-off date.

Can someone pick-up my car for me?

- Only the following people can pick-up your car for you by signing in advance a Proxy Form and taking with them a copy of your passport as well as theirs: father/mother, husband/wife, son/daughter.