

TRAVEL BOOK 2027





Dear Customer

We thank you for choosing CAR-2-EUROPE for your trip and wish you a pleasant stay in Europe at the wheel of your new CAR-2-EUROPE vehicle.

CAR-2-EUROPE

CITROËN PEUGEOT DS AUTOMOBILES

CONTACTS/E-MAILS

Incident: das@ima.eu
Buy your vehicle: rachats.tt@car2europe.com
Extending/Changing return center: support.tt@car2europe.com

1 | KEY INFORMATION BEFORE YOU LEAVE

The delivery and return of the vehicle may only be carried out by the contract holder or their spouse (supporting documents and a power of attorney are required). Only ASCENDANTS AND DESCENDANTS (provided they reside outside the European Union) are allowed to drive a vehicle under Temporary Transit scheme.

COUNTRIES AUTHORIZED ***IN THE CONTRACT***

You are allowed to drive in the following countries:

Austria	Estonia	Luxembourg	Principality of Andorra
Belgium	Finland	Malta	Romania
Bulgaria	Germany	Metropolitan France	San Marino
Continental Greece	Hungary	Monaco	Slovakia
Croatia	Ireland	Netherlands	Slovenia
Cyprus (Greek part only)	Italy	Norway	SpainSweden
Czech Republic	Latvia	Poland	Switzerland
Denmark	Lithuania	Portugal	The Vatican

Only islands here after are allowed: the Balearic and Canary Islands (Spain) - Sardinia and Sicily (Italy) - Madeira and Azores (Portugal) - Corsica (France) - Crete (Greece).

A TT vehicle cannot be driven in the UNITED KINGDOM, including GIBRALTAR.

SPECIFIC ***CUSTOMS REQUIREMENTS***

PORTUGAL:

- A non-renewable "**Guia de Circulaçao**" must be obtained from the **customs authorities**. This procedure can be arranged before your arrival by contacting **geral@portoparis.pt**
  In Portugal, Temporary Transit (TT) vehicles are authorized to circulate for a maximum period of 90 days. This period begins on the date the "Guia de Circulação" is issued.

SWITZERLAND:

- Foreign students or trainees/interns temporarily residing in Switzerland for their studies must present themselves to customs and complete a "15-30" document available at customs. Approximate cost: 25 CHF.
- Swiss residents cannot drive a TT vehicle in Switzerland.

REGULATORY ***SPECIFICITIES***

- Customers traveling within the European Community must inquire before their trip to comply with regulations in force in the respective countries, such as those that require the use of 4-season tires stamped 3PMSF during the winter season. Some highways have implemented a free-flow tolling system, eliminating physical toll booths. Drivers are required to pay their tolls using the designated local payment method.

DURING YOUR STAY:

- The maintenance of your vehicle must be carried out in accordance with the recommendations given in the maintenance booklet (maintenance at your expense). Any work carried out under warranty must be undertaken by a garage in the Manufacturer Network.
- Never leave the registration certificate, nor vehicle keys, nor personal affairs in the car.
- During your stay, you are welcome to have 4-season tires stamped 3PMSF fitted at your expense. The vehicle must be returned with its original tires.

2 | WHAT DOES YOUR INSURANCE/ASSISTANCE COVER?

Your insurance cover will be fully comprehensive with no excess, within the limits of the authorized countries except exclusions to the contract.

In the event of a damage that does not require immediate repair (an aesthetic damage that does not affect the safety of the vehicle), you can return your vehicle at the end of your stay without extra charge, after informing CAR-2-EUROPE via a detailed letter (location, date, and details of the incident), at **customer-care.tt@car2europe.com**

EXCLUSIONS



COUNTRIES NOT COVERED BY THE INSURANCE, ASSISTANCE AND WARRANTY PLANS:

- Countries and european islands not listed on page 1 will not be covered by the insurance, assistance and warranty.
- In the event of an incident in an uncovered country, all repairs or related costs will be your own responsibility.



INCIDENTS NOT COVERED:

The CAR-2-EUROPE contract does not cover the following incidents:

- Running out of fuel or frozen fuel.
- Loss or theft of luggage and personal belongings.
- Fines, tolls, highway vignettes.
- Alcohol and drug related accidents.
- Loss, theft or damage of the vehicle keys.
- Failure to comply with the vehicle maintenance guidelines as stated in the maintenance booklet (topping up coolant, windscreen washer, AdBlue for Diesel engines).
- Failure to top-up AdBlue.
- Vehicle stuck in sand, mud or snow.
- Participation in competitions, sports rallies or test drives for these events.
- Sanctions resulting from a lack of driving licence or failure to comply with regulations in force.
- Cases of unforeseen circumstances.



IMPORTANT :
Expenses incurred without the prior consent of CAR-2-EUROPE ASSISTANCE will not be reimbursed.

3 | WHAT TO DO IN CASE OF AN EMERGENCY

Contact CAR-2-EUROPE ASSISTANCE 24/7

Citroën	Peugeot	DS Automobiles
+33 969 360 760	+33 1 47 89 24 24	+33 969 390 730

IN THE EVENT ***OF BREAKDOWN OR FUEL ERROR***

IN THE EVENT ***OF AN ACCIDENT*** *(including glass breakage)*

- Fill out the **European accident report** and write **a detailed accident statement** (if no third party is identified).

IN CASE ***OF THEFT OR VANDALISM***

- Make **an official report** to the police.

IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE:

- **Email the document to das@ima.eu** within 48h.
- Send the originals, including your name and vehicle registration number, by post to:
  STELLANTIS AUTO SAS - ISS (International Sales and Solution), GREEN CAMPUS, 43 rue Jean-Pierre Timbaud, service courrier Test Car, 78300 Poissy, France.
- **YOU WILL BE CHARGED FOR THE REPAIR FEES IF WE DO NOT RECEIVE THE DOCUMENTS FROM YOU.**

IN CASE ***OF A FLAT TIRE***

- **Since 2021, due to European CO_2 regulations linked to mass, new vehicles are no longer produced with a spare wheel.**
- **Use the repair kit**, as explained on the compressor or watch the video on youtu.be/YDkk8Ib8adU
- **If you can inflate the tire** (maximum drive 200 km), **go to the nearest garage** using the built-in navigation if needed **and get the tire repaired**.
  Keep all proof for reimbursement of expenses incurred.
- **If you cannot inflate the tire**, contact CAR-2-EUROPE ASSISTANCE (see above).

IN ORDER TO PROCESS YOUR FILE AS SOON AS POSSIBLE:

- Send by email a detailed report of the issue, the invoice at your name and the proof of payment to **customer-care.tt@car2europe.com**
- **You can also contact us at this address for any issue related to your TT vehicle**.

4 | YOUR ASSISTANCE

In the covered countries, 24/7. The assistance support will be limited to a maximum amount of € 1 000 per incident.
Transport and accommodation options cannot be cumulative.

BREAKDOWN RECOVERY *AND TOWING*



- **either road-side assistance;**
- **or towing of the vehicle to the nearest garage.**
- If the vehicle becomes unavailable for use, you have the choice between a temporary accommodation or a rental vehicle.

ACCOMMODATION



- On-site accommodation while awaiting repairs may be offered by the assistance cover, up to €90 incl. tax per person, per night.
- Meals, miscellaneous drinks, telephone calls and other expenses will not be covered.

RENTAL *CAR*



- Depending on availability, the rental car will be at most the same category without any specific equipment.
- **Your CAR-2-EUROPE coverage may apply to the rental vehicle.**

For a rental in France:

- You must not take additional insurance with the rental company, no refund can be made.
- In the event of a claim: send a copy of the rental vehicle's registration document on the day of the accident with a detailed declaration and the TT contract assistance file number on the email: customer-care.tt@car2europe.com

For a rental outside France:

- You must take an additional insurance with the rental company and ask for an invoice with the details of the insurance when you return the vehicle,
- In order to be reimbursed, you will have to send your detailed invoice with the additional insurance costs (excluding the deposit) subscribed with the TT contract assistance file number on the email: customer-care.tt@car2europe.com

- In the event of an incident with the rental vehicle, you must contact the rental company assistance.
- A credit card deposit may be requested by the rental company.
- The rental vehicle must be returned with a full tank of fuel and without any damage.
- The rental vehicle must be returned to the same agency it was collected from.
- Costs related to the use of the rental vehicle (fuel, tolls, parking, additional costs, etc.) will remain your responsibility.
- The use of a rental vehicle may limit the number of countries in which you are allowed to travel.
- Please inform CAR-2-EUROPE of your precise itinerary.

PLEASE NOTE:

- Once the repairs have been completed, you must pick up your TT vehicle from the garage where the repair was carried out. Home delivery of the repaired vehicle will not be possible.
- These unplanned incidents may affect the initial course of your stay in Europe. However, no compensation can be claimed.

5 | PRACTICAL QUESTIONS

EXTENDING *YOUR CONTRACT*

- **Send an email to CAR-2-EUROPE: support.tt@car2europe.com**
(Mention: Brand, registration and your phone).
Pay attention! The callback number will start with 09!
- **When?**: No later than **7 days** before the end of your contract.
An answer will be communicated to you by email in priority, during the time slot of CAR-2-EUROPE from Monday to Thursday from 8:30 to 16:00 and Friday from 8:30 to 15:30 (except French holidays).

Extension fee per day: ALL MODELS = €60 PER DAY

Extension fees must be paid by credit card only.
Without a contract extension processed through our services, the client, their passengers, and the vehicle will no longer be insured. Any damages incurred will be the sole responsibility of the contract holder. Additionally, in the event of a police check, the contract holder will be liable for all related costs.

RETURNING *YOUR VEHICLE*

ON THE SCHEDULED DATE:

- To arrange the return of your vehicle **you must book an appointment** with the return center or via a dedicated platform: **ttretours.com/car2europe/** to organize the return of your vehicle.
- **When?** At least **7 days** before the end of your contract.
You will find the return center contact details, opening hours and map on **car2europe.com/en/delivery-centers/map**

INSTRUCTIONS:

- The vehicle must be returned clean inside and out, and in good condition Otherwise, a €100 cleaning fee will be charged.
- Please give back:
  - ☐ the 2 keys
  - ☐ the vehicle registration certificate




- **€200 WILL BE CHARGED** if the registration certificate or key is missing.
- You will be charged 100% of all costs involved (transport, parking, towing...) if you abandon your vehicle without returning it to the planned restitution center.

CHANGING *RETURN CENTER*

- **Contact CAR-2-EUROPE by mail: support.tt@car2europe.com**
(Mention: Brand, registration number and phone).
Pay attention! The callback number will start with 09!
- If you return the car in France instead of dropping if off abroad, you will not be reimbursed.
- If you return the car abroad instead of dropping it off in France, fees of €250 will be applied.
- You must book an appointment with the new return center.
- **When?** No later than **7 days** before the end of your contract.

5 | PRACTICAL QUESTIONS *(CONTINUED)*

IN ADVANCE

- **Contact the return center** to book an appointment or via adedicated platform : **ttretours.com/car2europe/**
  You will find the contact details, opening hours, and directions to the centers at **car2europe.com/en/delivery-centers/map**
- **When?** No later than **7 days** before the desired return date.
- **EARLY RETURN COMPENSATION (subject to the following conditions):**
  A refund may be granted after a minimum rental period of 30 days, except when thevehicle is returned less than 7 days before the contract end date. That refund amount correspondsto the recalculated price difference, less a 20% administrative fee. Requests must be submitted to your TT agent with the vehicle return receipt. No refund is available in the event of a contractextension.

WOULD YOU LIKE *TO POSTPONE YOUR DELIVERY?*

Any postponement requested less than 21 days before the delivery date will incur a €400 rescheduling fee. No postponement beyond 30 days is permitted (any postponement remains subject to the validity period of the vehicle registration certificate). In addition, parking fees of €10 per day will be charged.

WOULD YOU LIKE *TO BUY YOUR VEHICLE AT THE END OF YOUR CONTRACT?*

NOTHING COULD BE SIMPLER!

For any contract of a minimum of 30 days, **you can buy for your personal use or to benefit a member of your family or one of your relatives, the CAR-2-EUROPE vehicle used during your stay under exceptional conditions:**

- You will receive an exceptional discount of up to **25% (depending on the model)** compared to the price of the new vehicle* on the effective buy-back date.
- Manufacturer's warranty is maintained.
- You buy a vehicle that you were the only user of at a discount price.

Don't wait any longer!
Ask our sales team now by email at rachats.tt@car2europe.com

* Based on the new French MRSP applicable. The price of the CAR-2-EUROPE contract is not deductible from the purchase amount.

FOLLOW US ON SOCIAL MEDIA AS WELL:

CAR-2-EUROPE- 542 065 479 R.C.S. Versailles - EE/FRA/CTRN/ISS/STT - 10/2026 - Photos : STELLANTIS
Please do not discard in public areas.