

Vehicle returns information

- The pick-up date is scheduled by phone either just before or on the return date specified by your fleet manager. It isn't possible to schedule a pick-up date before that for logistics-related reasons.
- Please make sure that the vehicle interior and exterior are clean before it is handed over.
- The vehicle registration certificate (Fahrzeugschein/Zulassungsbescheinigung) Part 1 (ZB1) is essential for vehicle de-registration. If you have lost it, please inform us at the following number/e-mail address:
Used Car Logistics Department
Phone: +49 211 58640 705
E-mail: gwlogistik.de@leaseplan.com
- The following items must be returned with the car:
 - All vehicle keys, including any spare keys
 - All tyres (summer/winter) if included in the lease contract
 - Remote controls, including remote control for auxiliary heater
 - Partition net
 - Luggage compartment cover
 - Charging cable
 - Sat-nav CD/DVD/SD
- Please place the up-to-date service booklet, operating manual and vehicle registration certificate part 1 in clear view on the passenger seat on the day before pick-up.
- You are not permitted to remove radio or phone antennas.
- Do not place additional tyres (including rims) on the rear seat without protective covering and, if possible, fold down the rear seat. Always store the tyres in a proper protective covering or place them on an underlay. Then you won't incur any additional charges for any damage or soiling to the seats and interior trim. Winter tyres with rims must always be returned if they are included in the lease contract.
- Permanently deactivate any private vehicle apps that you use before the vehicle's return.
- There should be enough fuel in the tank for at least 100 km.
- Do **not** hand over your fuel cards to the forwarding agent. Deactivate the cards before the vehicle is returned by cutting them in half through the magnetic strip.
- We accept **no** liability for private property left inside the vehicle. Please make sure you remove all personal items before it is picked up.
- If you have any questions please contact:
LeasePlan Deutschland GmbH
Used Car Logistics
Phone: +49 211 58640 705
E-mail: gwlogistik.de@leaseplan.com