

Contactless Car Delivery and Pick-Up Procedure

1. Booking Confirmation

- Customers complete the booking online or via phone, providing necessary details (name, ID, delivery location, preferred time).
- Payment is processed electronically through secure payment platforms before delivery like juice, cashless, or bank transfer

2. Pre-Delivery Preparation

- The vehicle undergoes a thorough cleaning and sanitisation, with special attention to high-touch areas (steering wheel, door handles, controls).
- A digital vehicle inspection is completed, and photos of the car's current condition are shared with the customer.
- A **digital agreement** outlining rental terms, insurance coverage, and return conditions is sent to the customer for e-signature.

3. Contactless Car Delivery

- The vehicle is delivered to the designated location at the agreed time.
- The keys are normally placed in a hidden area of the vehicle
- Customers receive a what's app or text explaining vehicle features, emergency contacts, and return instructions and whereabouts of the keys.
- A confirmation message is sent once the vehicle is successfully picked up by the customer.

4. Contactless Car Pick-Up (Return Process)

- Customers drop off the vehicle at the designated location.
- The keys are placed in the same place as the initial pick up.
- A post-return digital inspection is conducted, with images sent to the customer.
- Any additional charges (fuel shortage, damage, late return) are processed, and the customer is informed.
- A final confirmation message is sent once the vehicle check-in is complete.
- In case there is an extension of the rental, the customer is requested to sent payment via juice, cashless and bank transfer.

5. Customer Support & Assistance

- A dedicated customer support number is available for immediate assistance.
- Any queries related to the rental, insurance, or roadside assistance can be addressed remotely.