Garanti Filo Yönetim Hizmetleri A.Ş.

Çamçeşme Mahallesi Tersane Caddesi

No:15 34899 Pendik – İstanbul

Tel : 0216 625 43 00

Fax : 0216 625 43 01

MERSİS : 0389-0663-2760-0011

[www.garantibbvafilo.com.tr](http://www.garantibbvafilo.com.tr)



Dear Valued Customer,

We would like to thank you for choosing Garanti BBVA Filo. We hope you have had a smooth experience, and that your satisfaction (and our collaboration) increasingly continues.

As your drop-off date is approaching, we would like to share some details you need to be aware of for a smooth drop-off process.

1. The car must be returned at the time and date given on the addendums. Not dropping the car off on the specified date will result in a “late drop-off fee” invoiced to you as per contract conditions.
2. The cars must be dropped off at our logistics centers listed in **Annex 2.** In cases that you cannot, the car can be picked up from your location with a tractor by our teams for a certain fee (Car pick-up period is 10 days on average. Daily rental fees for that duration will also be invoiced to you).
3. You need to return your car in an undamaged condition.

We suggest looking at the photos in **Annex 3** to see the acceptable and unacceptable damage examples. In case the car needs repair before drop-off, please contact our [contracted services](https://www.garantifilo.com.tr/tr/musteri-hizmet-merkezi/servis-noktalarimiz/hasar-onarim-servisleri) to have the car repaired.

Some important matters to be aware of in this process are:

* If there is damage on the car, it needs to be repaired on or before the contracted drop-off date by a contracted service.
* You need to make a statement for the parts you want repairing and submit the related documents and reports to the service when you take a car to one of our contracted services for repairs.
* We would like to remind you that the contracted services are not responsible for determining the damages on your car. Drivers are responsible for the damages that were not stated to the contracted service. If the car is returned in a damaged condition, any repair expenses will be invoiced to you.
* You need to drop the car off at one of the drop-off locations once all repairs are completed in the contracted service.

1. **Logo/foil** applications on the car must be removed without any wear and tear before the drop-off. If the car is not returned as specified, any expenses to remove these applications will be invoiced to you.

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1. OGS / HGS and car recognition systems (TTS) on the car must be cancelled, and the devices must be removed from the car before drop-off. Our company is not responsible for any devices left on the cars at drop-off.
2. **The spare key** must be returned with the car. Prices of unreturned spare keys will be invoiced to you.
3. **Documents and tools** listed below must also be returned with the car.

* Registration, Inspection and Exhaust Emission Report
* Traffic Insurance
* Fire Extinguisher
* Traffic Kit
* Chains
* Tire Replacement Receipt

Ek.1 – Car drop-off dates Ek.2 – Logistics Centers

Ek.3 – Sample Damages (acceptable / unacceptable)

Kindly submitted for your attention,

Best regards.

Download Garanti BBVA Filo Mobil here.

