

# ORDER FORM

## With Buy-Back Commitment

Representative Ref. No. \_\_\_\_\_

CAR-2-EUROPE Ref. No. \_\_\_\_\_

### TITLE / IDENTITY

Mr.  Mrs.  Miss

Last name \_\_\_\_\_

First name \_\_\_\_\_

Country of birth \_\_\_\_\_

Nationality \_\_\_\_\_

Telephone \_\_\_\_\_  Mobile  Home

ID document \_\_\_\_\_

Passeport  ID Number \_\_\_\_\_ Date of issue \_\_\_\_\_

Preferred language  French  English  Spanish

Maiden name \_\_\_\_\_

Date of birth \_\_\_\_\_

City of birth \_\_\_\_\_

Profession \_\_\_\_\_

E-mail \_\_\_\_\_

Place of issue \_\_\_\_\_

### RESIDENTIAL ADDRESS OUTSIDE THE EUROPEAN UNION (or in the French Overseas Departments and Territories)

Street No. and name \_\_\_\_\_

Additional address details \_\_\_\_\_

Postal code \_\_\_\_\_ City \_\_\_\_\_ Country \_\_\_\_\_

### ADDRESS IN EUROPE

\_\_\_\_\_

Applying for registration of a motor vehicle in the French T series as (\*)

Tourist, and in this regard, I confirm that:

- my normal residence is outside FRANCE and the European Union (\*\*);
- I am not engaging in any gainful activity during my stay in the European Union;
- my stay or stays do not exceed one hundred and seventy-five (175) days in any period of twelve (12) consecutive months,

Student<sup>(1)</sup>

Intern (engineer, medical doctor, artisan, etc.)<sup>(2)</sup>

Official representative<sup>(3)</sup>

Representative/Journalist<sup>(4)</sup>

1. Be attached to a household outside the European Union. Be enrolled in a public or private educational establishment in mainland France and attend classes regularly at any grade level. Not engage in any gainful activity.
2. Reside outside the European Union. Receive no income from a gainful activity in one of the member countries of the EU. Come to mainland France to acquire training or improve one's skills in professional artistic or cultural fields. These internships can be salaried or not.
3. Reside outside the European Union. Not be compensated by the host establishment in mainland France. Carry on an activity in mainland France that is specific in purpose and duration.
4. Individuals must hold a contract with a maximum duration of twenty-four (24) months specifying that they are placed at the disposal of an establishment by their government.

(\*) Check the appropriate box.

(\*\*) Article 2 of the Decree of December 4, 1984. "For the purposes of this decree, the term 'normal residence' refers to the place where a person usually lives, i.e., for at least 185 days per calendar year, as a result of personal and professional ties or, in the case of a person with no professional ties, as a result of personal ties involving close links between themselves and the place where they live. However, the normal residence of a person whose professional ties are located in a different place from that of their personal ties and who, as a result, is required to stay alternately in different places located in two or more foreign countries, is located at the place of their personal matters, provided that they return there regularly."

### ORDERED CITROËN VEHICLE

Model and version \_\_\_\_\_

Accessories \_\_\_\_\_

Observations \_\_\_\_\_

Price of vehicle before tax (\*) in € \_\_\_\_\_

Deposit amount in € \_\_\_\_\_

Accessories in € \_\_\_\_\_

Delivery fee in € \_\_\_\_\_

Restitution fee in € \_\_\_\_\_

Total deposit amount in € \_\_\_\_\_

Outstanding balance in € \_\_\_\_\_

(\*) Includes insurance premium, registration, and preparation fees.

### DATES AND DURATION

Date of delivery and commencement of insurance \_\_\_\_\_

Date of restitution and termination of insurance \_\_\_\_\_

Duration  
(number of days)

Flat-rate minimum billable period = 30 days

### DELIVERY

Place of delivery \_\_\_\_\_

Flight No. \_\_\_\_\_ Time of flight \_\_\_\_\_  Morning  Afternoon

The customer authorizes AUTOMOBILES PEUGEOT to debit their account in accordance with articles 2.2 and 6.3 of the general sales conditions.

### RESTITUTION

Place of restitution \_\_\_\_\_

#### BUYER

SIGNATURE

SIGNATURE

Any personal data collected in this order form is intended for use by the Seller for the purposes of processing your order. Fields marked with an asterisk are mandatory. If you do not provide this information, the Seller may not be able to process your order or your request to rent a new vehicle. You may receive information from the Seller about offers, news and events (newsletters, invitations, questionnaires, surveys, and other publications), unless you object. In accordance with General Data Protection Regulation no. 2016/679 of April 27, 2016, and Law no. 78-17 of January 6, 1978, relating to data processing, files and freedoms, as amended, you have a right of access and rectification, erasure, limitation of processing, portability as well as a right to object to the processing of your personal data when processed for direct marketing purposes. You may exercise these rights by sending a request to Automobiles Peugeot ISS - Service Relation Clientèle, Case PY03/005 - 45 rue Jean Pierre Timbaud, 78092 POISSY, France, or by e-mail to the following address: [customer-care.it@car2europe.com](mailto:customer-care.it@car2europe.com). Similarly, in the application of article L223-2 of the French Consumer Code, you may object at any time to being contacted by telephone, by signing up for free on <https://consobloctel.fr/>. For more information on how your personal data is processed by the Seller following the sale, please read the Seller's Privacy Statement provided herein.

I agree to receive information and commercial offers from:

the concerned Seller Peugeot, in relation to its products and services, its promotional offers, its news, and its events, by e-mail.

any company owned by the same Group as Automobiles Peugeot by e-mail. A full list of the Group's listed companies is available at the following address: <https://www.stellantis.com/en/brands/our-brands>. Or upon request at the following address: Automobiles Peugeot - Service Relation Clientèle, Case YT 227 - 2/10 Bd de l'Europe, 78092 POISSY.

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Date: \_\_\_\_\_

Place: \_\_\_\_\_

#### SELLER

SIGNATURE

#### BUYER

SIGNATURE

SIGNATURE

Representative Ref. No. \_\_\_\_\_

CAR-2-EUROPE Ref. No. \_\_\_\_\_

**TITLE / IDENTITY**

Mr.  Mrs.  Miss

Last name \_\_\_\_\_

First name \_\_\_\_\_

Country of birth \_\_\_\_\_

Nationality \_\_\_\_\_

Telephone \_\_\_\_\_  Mobile  Home

ID document \_\_\_\_\_

Passport  ID Number \_\_\_\_\_ Date of issue \_\_\_\_\_

Preferred language  French  English  Spanish

Maiden name \_\_\_\_\_

Date of birth \_\_\_\_\_

City of birth \_\_\_\_\_

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E-mail \_\_\_\_\_

Place of issue \_\_\_\_\_

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Postal code \_\_\_\_\_ City \_\_\_\_\_ Country \_\_\_\_\_

**ADDRESS IN EUROPE**

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**DO NOT FILL, RESERVED FOR ADMINISTRATIVE USE**

Passport No. \_\_\_\_\_

Issued on \_\_\_\_\_

Visa No. \_\_\_\_\_

Entry into the European Union on \_\_\_\_\_

The plan beneficiary is designated until \_\_\_\_\_

**FRENCH "T" SPECIAL SERIES VEHICLE REGISTRATION APPLICATION AND POWERS**

**In the absence of the applicant's signature, the order will be rejected.**

**Issued in 3 copies**

Date \_\_\_\_\_

Place \_\_\_\_\_

**REGISTRATION APPLICATION AND POWERS APPLICANT**

SIGNATURE

SIGNATURE



## STATEMENT OF RETURN AFTER VACATION IN THE EU

- FOR A RETIRED OR AN UNEMPLOYED PERSON
- FOR A SELF-EMPLOYED PERSON
- FOR A SALARIED EMPLOYEE

THE DECLARANT WILL BE HELD RESPONSIBLE FOR ANY FALSE STATEMENT

**I, the undersigned**

Last name	
First name	
Address	
Street No. and name	
Additional address details	
Postal code	
City	
Country	

**Temporary transit contract**

Start	
End	

Hereby certify that I will be vacationing in the European Union and will return to my country of residence at the end of my vacation.

Place	
Date	

**SIGNATURE**

**SIGNATURE**

**COMPANY STAMP**

Signatory name

# ORDER FORM

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CAR-2-EUROPE Ref. No. \_\_\_\_\_

### TITLE / IDENTITY

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Passeport  ID Number \_\_\_\_\_ Date of issue \_\_\_\_\_

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Place of issue \_\_\_\_\_

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### ORDERED CITROËN VEHICLE

Model and version \_\_\_\_\_

Accessories \_\_\_\_\_

Observations \_\_\_\_\_

Price of vehicle before tax (\*) in € \_\_\_\_\_

Deposit amount in € \_\_\_\_\_

Accessories in € \_\_\_\_\_

Delivery fee in € \_\_\_\_\_

Restitution fee in € \_\_\_\_\_

Total deposit amount in € \_\_\_\_\_

Outstanding balance in € \_\_\_\_\_

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### DATES AND DURATION

Date of delivery and commencement of insurance \_\_\_\_\_

Date of restitution and termination of insurance \_\_\_\_\_

Duration  
(number of days)

Flat-rate minimum billable period = 30 days

### DELIVERY

Place of delivery \_\_\_\_\_

Flight No. \_\_\_\_\_ Time of flight \_\_\_\_\_  Morning  Afternoon

The customer authorizes AUTOMOBILES PEUGEOT to debit their account in accordance with articles 2.2 and 6.3 of the general sales conditions.

### RESTITUTION

Place of restitution \_\_\_\_\_

#### BUYER

SIGNATURE

SIGNATURE

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any company owned by the same Group as Automobiles Peugeot by e-mail. A full list of the Group's listed companies is available at the following address: <https://www.stellantis.com/en/brands/our-brands>. Or upon request at the following address: Automobiles Peugeot - Service Relation Clientèle, Case YT 227 - 2/10 Bd de l'Europe, 78092 POISSY.

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Date: \_\_\_\_\_

Place: \_\_\_\_\_

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SIGNATURE

#### BUYER

SIGNATURE

SIGNATURE

# ORDER FORM

## With Buy-Back Commitment

Representative Ref. No. \_\_\_\_\_

CAR-2-EUROPE Ref. No. \_\_\_\_\_

### TITLE / IDENTITY

Mr.  Mrs.  Miss

Last name \_\_\_\_\_

First name \_\_\_\_\_

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Nationality \_\_\_\_\_

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Passeport  ID Number \_\_\_\_\_ Date of issue \_\_\_\_\_

Preferred language  French  English  Spanish

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E-mail \_\_\_\_\_

Place of issue \_\_\_\_\_

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### ORDERED CITROËN VEHICLE

Model and version \_\_\_\_\_

Accessories \_\_\_\_\_

Observations \_\_\_\_\_

Price of vehicle before tax (\*) in € \_\_\_\_\_

Deposit amount in € \_\_\_\_\_

Accessories in € \_\_\_\_\_

Delivery fee in € \_\_\_\_\_

Restitution fee in € \_\_\_\_\_

Total deposit amount in € \_\_\_\_\_

Outstanding balance in € \_\_\_\_\_

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### DATES AND DURATION

Date of delivery and commencement of insurance \_\_\_\_\_

Date of restitution and termination of insurance \_\_\_\_\_

Duration  
(number of days)

Flat-rate minimum billable period = 30 days

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Flight No. \_\_\_\_\_ Time of flight \_\_\_\_\_  Morning  Afternoon

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Place of restitution \_\_\_\_\_

#### BUYER

SIGNATURE

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Date: \_\_\_\_\_

Place: \_\_\_\_\_

#### SELLER

SIGNATURE

#### BUYER

SIGNATURE

SIGNATURE

# GENERAL TERMS AND CONDITIONS OF SALE AND WARRANTY APPLICABLE TO TAX-EXEMPT VEHICLES

**This order (hereafter referred to as the "Order") is binding on the Parties provided that it includes on each copy:**

- the Customer's signature (hereafter referred to as the "Customer");  
- the signature and commercial stamp of AUTOMOBILES PEUGEOT ISS 45 rue Jean Pierre Timbaud 78300 POISSY Établissement de Peugeot SA, acting under the commercial brand CITROËN CAR-2-EUROPE (hereafter referred to as the "Seller") or its duly appointed representative. The Seller and the Customer will be collectively referred to as the "Parties." The Order constitutes a contract for the sale of a new CITROËN brand vehicle identified on the front of this order form (hereafter referred to as the "Vehicle"), with a commitment by the Seller to repurchase said Vehicle.

However, at the Customer's request, the Seller may at any time waive its commitment to repurchase the Vehicle. In which case, the present sale will become final. Ownership of the Vehicle will be transferred upon full payment to the Seller by the Customer of the outstanding balance of the agreed price.

The Seller and/or its representative are not the agents of AUTOMOBILES PEUGEOT, a business corporation [société anonyme] whose head office is located at 2-10 boulevard de l'Europe 78300 POISSY, registered in the Versailles TCR under reference number 552 144 503. They are liable to the Customer for the commitments made by them, notwithstanding the legal and, where applicable, contractual liability of the Vehicle manufacturer.

## 1 - ORDER

The Order is only valid and takes effect, for the delivery and price guarantee of the Vehicle, after payment of a deposit, the amount of which is set out on the front of this order form. The Customer who makes their commitment conditional on certain characteristics of the Vehicle must mention it on the Order. The Seller is entitled to reject the Order if it cannot guarantee delivery of the Vehicle with these characteristics. In the event that the manufacturer makes modifications to the Vehicle, in particular to take account of technical developments, it undertakes not to alter the quality of the Vehicle or its price. Consequently, any changes made do not entitle the Customer to cancel the Order.

The Customer is informed that parts essential to the use of the Vehicle covered by the Order will be available for ten (10) years from the date of delivery. Should these parts become unavailable during this period, Automobiles Peugeot commits to offering a repair solution.

## 2 - PRICE - SETTLEMENT

2.1 - The price of the Vehicle covered by the Order is that of the price list applicable on the date of the Order.

This price is guaranteed until the end of the contractual delivery period and, in the event of a delay not attributable to the Customer, until the Vehicle is made available, unless:

- the Customer has expressly stipulated that they will refuse delivery of the Vehicle within three (3) months;
- the price variation results from technical modifications or tax amendments imposed by the Public Authorities.

In both cases:

- the price of the Vehicle will be that of the tariff applicable on the day of its delivery;
- the Customer may, if the price of the Vehicle is higher than that stipulated in the Order, apply article 7.2 CANCELLATION below.

The price guarantee applies only to the Vehicle covered by the Order.

2.2 - Given the Seller's commitment to take back the Vehicle as mentioned in article 6, it is agreed that the Customer will only pay the Seller, or if applicable their representative, at the time of signing this order form, a deposit equal to the difference between the price of the Vehicle and its trade-in value on the date of return of the Vehicle indicated on the back of this order form.

In any case, payment of the above-mentioned deposit does not give the Customer the right to withdraw from the contract by waiving this payment, with the exception of the provisions contained in article 7.3 below.

The Customer expressly authorizes the Seller to use their bank details collected at the time of placing the Order and to debit their account for the outstanding balance of the Vehicle price, mentioned on page 1 of the Order, in the absence of restitution of the Vehicle by the Customer on the restitution date stipulated on the front of this Order form or any other later date agreed in writing between the Parties. The Seller is not liable to the Customer for any amount in the event of the latter's request to return the Vehicle in advance of the restitution date stipulated on the front of the Order, unless otherwise provided for in article 4.3 below.

2.3 - In accordance with article 2367 of the French Civil Code, the transfer of ownership of the Vehicle is suspended until full payment has been made. The transfer of risks takes place upon actual delivery of the Vehicle, as defined in the article DELIVERY below.

## 3 - DELIVERY

3.1 - Delivery of the Vehicle will take place at the location and on the dates indicated on page 1 of the Order.

However, in the event of modification of the Order at the Customer's request, as well as in the event of force majeure as defined by current French law and jurisprudence, or an event such as fire, flood, requisition, collective labor dispute, etc. presenting the characteristics of force majeure, on the part of the manufacturer, its suppliers or subcontractors, or on the part of the Seller, the above-mentioned delivery date will be postponed to a later date agreed upon by the Parties.

In addition to the previously mentioned cases, the following are

contractually considered to be force majeure events:

- Strikes, shutdowns, lockouts affecting the Seller or its representative;
- Disruptions to transportation services regardless of cause;
- French or foreign laws or regulations (including customs regulations) affecting the production, sale, free circulation, or availability of the Vehicle.

3.2 - The Customer is required to collect the Vehicle on the delivery date and location indicated on page 1 of the Order, or as otherwise agreed by the Parties. The Customer must be present at the delivery location during the opening hours indicated by the Seller or his representative. Failing this, delivery of the Vehicle is not guaranteed, and the Seller may not be held liable in this respect.

3.3 - Should the Customer fail to comply with the provisions contained in article 3.2 above, the Seller may apply the provisions of article 7.4 CANCELLATION below.

3.4 - In the event of the Seller exceeding the previously mentioned delivery date, and subject to the cases referred to in article 3.1 above, the Customer may cancel the Order for the Vehicle in accordance with the stipulations of article 7.1 CANCELLATIONS below, unless the Customer and Seller agree in writing on an alternative transportation solution until the actual delivery of the Vehicle.

## 4 - SPECIAL CONDITIONS RELATING TO T SERIES REGISTRATION

4.1 - The Customer acquires the Vehicle under the temporary duty-free customs regime in accordance with their status as declared on the front of this order form.

This Order is registered in accordance with current French and Community legislation. In the event of a change in these regulations leading to a modification of the present general terms and conditions of sale and warranty and/or of the present Order, each of the Parties will be entitled, under the reservation of the rights and obligations stipulated in Articles 2 and 7, to cancel the Order, subject to reimbursement by the Seller to the Customer of the deposit paid at the time of signing the Order.

4.2 - The Vehicle is covered by a comprehensive, zero-deductible auto insurance.

A summary of insurance coverage is given to the Customer upon delivery of the Vehicle. This insurance takes effect on the day of delivery stipulated in this order form at 0 hours and expires on the date of restitution stipulated on the front of the order form at midnight.

This includes the repair costs of the Vehicle, as well as any damage caused to the vehicles of third parties involved, within the limits of the insurance policy. It applies to any damage caused by road accidents, acts of vandalism, thefts, or attempted thefts.

However, this insurance does not cover the theft or loss of the Customer's and/or passengers' personal belongings contained in the Vehicle. Medical expenses incurred by the Vehicle's passengers and any third party involved in the accident are fully covered. The driver's medical expenses are also covered and will be reimbursed under Driver's Safety coverage in case of an at-fault accident.

In the event that a rental vehicle is offered to the Customer as a replacement for the Vehicle, the previously mentioned comprehensive insurance will not apply. The auto insurance taken out by the rental agency will apply according to the conditions described in the rental contract signed and approved by the Customer, who commits to respecting its clauses.

4.3 - Subject to the Seller's prior written agreement, the Customer may return the Vehicle before its restitution date indicated on page 1 of the Order. Should the Seller agree, the Customer may not claim any partial reimbursement of sums already paid unless the following cumulative conditions are met:

- The contract's initial duration, as resulting from the Vehicle delivery and restitution dates indicated on the front of the order form, is equal to or greater than thirty (30) days;
- The date of early restitution is at least seven (7) days before the scheduled date.

In which case, the Customer will be reimbursed for the days not used, in accordance with the Seller's prevailing rate, it being specified that whatever the circumstances leading to the early restitution, a minimum amount corresponding to thirty (30) days of contract will be retained. A 20% administration fee will be deducted from any unused days. The rate used to calculate unused days will include updated rates for any duration-related promotions applied when calculating the initial contract amount.

4.4 - Subject to the Seller's prior written agreement, the Customer may return the Vehicle beyond its scheduled restitution date indicated on the front of this order form, against payment of the additional days of use of the Vehicle according to the Seller's prevailing rate, it being specified, however, that the total period of use of the Vehicle may not exceed the registration period of the T series Vehicle.

## 5 - TRAVEL TERMS AND CONDITIONS

The Customer is permitted to use the Vehicle in the countries listed below. This list of countries is also the one in which the insurance, assistance and warranty associated with the Vehicle apply.

Austria, Belgium, Bulgaria, Croatia, Cyprus (Greek territory), Czech Republic, Denmark, Estonia, Finland, France (mainland and Corsica), Germany, Greece (mainland and Crete), Hungary, Ireland, Italy (including Sardinia and Sicily), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (including Madeira and the Azores), Principality of Andorra, Principality of Monaco, Romania, San Marino, Slovakia, Slovenia, Spain (including Balearic Islands and Canary Islands),



Sweden, Switzerland, Vatican City. Temporary Transit (TT) vehicles are not permitted in the UK.

It is crucial for the Customer to comply with this list. Should there be any doubt, the Customer is advised to contact us directly before travelling.

The insurance cover is comprehensive and zero deductible, within the limits of authorized countries, unless otherwise specified in the contract. In the event of damage that does not require immediate repairs (cosmetic damage that does not affect the safety of the vehicle), you may return your vehicle in its current condition at the end of rental without charge, after notifying CAR-2-EUROPE by e-mail with a detailed statement to Client-care.tt@car2europe.com.

## 6 - VEHICLE REPOSSESSION

6.1 - The Seller commits to take back the Vehicle from the Customer at the latest on the date indicated on page 1 of this order form, subject to compliance with the provisions of article 6.2 below.

6.2 - Vehicle repossession is subject to the following cumulative conditions:

- The Vehicle is returned in good mechanical and body condition and in a clean state to the Seller, or to any person appointed by the Seller for this purpose, no later than the date and place of restitution indicated on page 1 of the Order. A written inspection of the Vehicle is carried out on its return, for which the Customer must plan the necessary time. It is specified that accessories will not be collected by the Seller.

- The Customer has diligently complied with all instructions set out in the Vehicle's maintenance booklet; the Customer has refrained from making any improper use of the Vehicle, in particular from taking part in any rally or competition with the Vehicle and from making any internal or external modifications to the Vehicle.

- The Customer will pay the estimated cost of restoring the Vehicle, as communicated to him by the Seller, if any damage has been found during the aforementioned inspection of the Vehicle, unless the assumption of responsibility for the damage is accepted by the insurance company with which the auto insurance policy referred to in article 4.2 has been taken out. The Customer is also informed that if the Vehicle is returned unclean (pet hair, sand, mud, stained upholstery, garbage left in the Vehicle, etc.), a full cleaning will be invoiced to the Customer at a cost of eighty euros (€80).

- The Customer hands over all documents relating to the Vehicle to the Seller or to any person appointed by the Seller for this purpose, and signs a sale certificate, it being specified that the Vehicle may not be returned in the absence of its registration certificate.

6.3- The Customer expressly authorizes the Seller to use the bank details collected at the time of placing the Order and to debit the Customer's account in the event of non-payment of the additional costs incurred when the Vehicle is returned, i.e.:

- Repair expenses incurred during the above-mentioned inspection of the Vehicle;

- Cleaning expenses for the Vehicle as per article 6.2;

- Expenses arising from additional rental days as per article 4.4;

- Replacement expenses for any missing items upon restitution of the Vehicle. In this respect, it is specified that the Customer must return the Vehicle's registration certificate (registration card or provisional registration certificate) and the Vehicle's two (2) keys. In addition, they must leave in the Vehicle at the time of restitution the Vehicle's maintenance booklet, the Vehicle's instruction manual, as well as the safety jacket and emergency triangle kit;

- Expenses for repairs to the Vehicle not covered by the commercial warranties defined below;

- Replacement vehicle rental expenses, any excess of the cost of providing replacement vehicles over the sum of one thousand euros (€1000) if this provision is made within the framework of CITROËN CAR-2-EUROPE, and any other expenses not covered within the framework of CITROËN CAR-2-EUROPE;

- Any other expenses incurred as a result of the Customer abandoning the Vehicle or replacement vehicles and failing to return them to a location agreed upon with the Seller, in particular the cost of returning the Vehicle from outside France;

- The number of any fines or tickets of any kind sent to the Seller for payment following a violation of traffic laws by the Customer. In such an event, the Seller also reserves the right to communicate the Customer's contact information to the competent authorities.

## 7 - CANCELLATION

7.1 - Notwithstanding any other right or action that the Customer may have by law, and subject to the provisions contained in article 3.4, the Customer may, in accordance with the provisions of Article L216-2 of the French Consumer Code, in the event of the Vehicle delivery date being exceeded, cancel its Order by registered letter with acknowledgement of receipt, or by a written document on another durable medium, and demand reimbursement of any payments already made, if, after having demanded by the same means that the Seller delivers the Vehicle within a reasonable additional period mutually agreed upon, the Seller has not

complied.

In which case, the Order will be considered cancelled upon receipt by the Seller of written notice of such cancellation unless the Seller has delivered the Vehicle, in the meantime.

However, the Order may be cancelled immediately by the Customer in accordance with the aforementioned clauses, should the delivery deadline be exceeded, provided that the Customer has expressly indicated to the Seller at the time of the Order that this deadline constitutes an essential condition for its signature.

7.2 - Likewise, in the cases referred to in article 2.1 above, if the price of the Vehicle on the day of its delivery is higher than that set out in the Order, the Customer may cancel the Order and demand a refund of any payments already made. This right must be exercised by the Customer, by registered letter with acknowledgement of receipt, within five (5) business days of being informed by the Seller of the new price.

7.3 - The Customer may cancel the Order, by registered letter with acknowledgement of receipt, within the time limits set out below, it being specified that the sums paid by the Customer for the Order will be reimbursed as soon as possible, after deduction of a fixed cancellation fee of €1000 if the vehicle is already registered, or €300 for a non-registered vehicle, for a cancellation requested within thirty (30) days of departure. If cancellation is requested more than 30 days before departure, no cancellation fee will be applied, and the Customer will receive a full refund of any amounts paid.

7.4 - The Seller is entitled to cancel the Order without notice, in accordance with Article 1657 of the French Civil Code, if the Customer has not taken possession of the Vehicle seven (7) days after the delivery date specified on page 1 of the Order. In which case, the Customer will be liable to pay a cancellation fee of €1000.

In the event where the Customer justifies the occurrence of a force majeure event as defined by current French law and jurisprudence, or of an event presenting the characteristics of force majeure having prevented them from taking possession of the Vehicle on the date specified in the order form, delivery of the Vehicle will be postponed to a date agreed upon by the Parties. Failing agreement between the Parties, the Order will be considered cancelled by the Customer, who will be liable for the fixed sum of €1000.

## 8 - GENERAL TERMS AND CONDITIONS OF CITROËN COMMERCIAL WARRANTIES

Please refer to the CITROËN COMMERCIAL WARRANTIES section of this document.

## 9 - CUSTOMER CONTACT CENTER

customer-care.tt@car2europe.com

## 10 - APPLICABLE LAW - DISPUTES - CONSUMER MEDIATION

These terms and conditions of sale and Vehicle warranty are governed exclusively by French law. In the event of a dispute between the Parties, they will do their best to resolve it amicably.

In the absence of an amicable agreement, the consuming Customer is informed, in accordance with article L.211-3 of the French Consumer Code, that before taking the matter to the competent legal courts and following a written complaint to Citroën CAR-2-EUROPE (in accordance with the procedures described in article 9 CUSTOMER CONTACT CENTRE), they may take the matter free of charge to a mediator registered on the list of mediators drawn up by the Commission d'évaluation et de contrôle de la médiation de la consommation in application of article L.615-1 of the French Consumer Code, i.e., Médiation CMFM, by writing to them at the following address: Médiation Cmfcm, 21 rue des Malmaisons - 75013 Paris or on the website [www.mediationcmfm.fr](http://www.mediationcmfm.fr).

The consuming Customer remains free to accept or refuse recourse to mediation and, in the event of recourse to mediation, each party is free to accept or refuse the solution proposed by the mediator.

In the absence of an amicable agreement, recourse to mediation or acceptance by the parties of the solution proposed by the mediator, any dispute between a consuming Customer and Automobiles Peugeot or the Seller of the Vehicle will be brought before the court in accordance with the rules of common law.

In the event of a dispute between the Seller, Automobiles Peugeot, and a commercial Customer that has not been amicably resolved, referral to a mediator will not be possible and the only competent courts will be those having jurisdiction over their registered offices.

## 11 - TRANSLATION

This English translation is provided for the customer's convenience.

In case of discrepancy or contradiction between the French version and its English translation, the French version prevails and is considered the authoritative text.

The English version is provided for information purposes only and should not be used to interpret the provisions of this contract.

You can obtain the French version of the contract on the CAR-2-EUROPE website at <https://www.car2europe.com/conditions-generales-vente>.

### SELLER OR REPRESENTATIVE

Stamp and signature of the Seller

### CUSTOMER

Seller Signature preceded by the handwritten words "read and approved".

SIGNATURE

# PRIVACY STATEMENT

You ("the Owner or the Renter," hereinafter referred to as "You") have acquired or are renting a vehicle that is equipped with computer and electronic systems comprising various components to ensure the proper operation and safety of the vehicle throughout its lifetime. These features are as follows:

- **Vehicle performance and condition collection system:** collects and processes technical information on vehicle operation and use, such as fluid levels, mileage, event logs, including diagnostics and alerts, or mechanical safety information.
- **Remote features:** guarantee optimal remote performance of the services that You request or those required for the proper operation of the vehicle, such as maintenance or updating of the vehicle's computer and electronic systems, in accordance with Regulations in force regarding the protection of personal data.
- **Safety device:** locates the vehicle to determine where You or your vehicle need assistance.
- **eCall:** communicates the exact location of the vehicle to the emergency services, the time of the incident and the direction of freeway traffic, even if the driver is unconscious or unable to make a call. An eCall can also be triggered manually by pressing a button in the vehicle, for example by a witness to a serious accident. eCall will transmit data strictly necessary to provide assistance in the event of an accident.

The purpose of this Privacy Policy is to inform You, in accordance with the Regulations in force regarding the protection of personal data (which refers to the General Data Protection Regulation no. 2016/679 of April 27, 2016, and the Data Protection and Civil Liberties Act No. 78-17 of January 6, 1978, as amended), the conditions under which Your personal data will be processed by Automobiles Peugeot (hereinafter referred to as "We" or "Us"), where applicable, it being specified that these various features will enable the collection, processing and transmission of information likely to be qualified as personal data under the current Regulations in force regarding the protection of personal data applicable in Your country.

Furthermore, We may collect and process Your personal data when We interact with You to respond to Your request, as described below.

## 1. For what purposes is your personal data processed and what is the legal basis for this processing?

The purposes for which We collect information about Your vehicle are as follows:	The processing of this information is justified by:
<ul style="list-style-type: none"> <li>· Process your vehicle order or new vehicle rental application.</li> <li>· And, where applicable, to provide You with the appropriate and associated services for the repair and/or maintenance of Your vehicle on site or remotely or to provide You with the requested assistance (e.g., roadside assistance, assistance in the event of a stolen or missing vehicle, assistance in the search for missing persons and destination services).</li> </ul>	<ul style="list-style-type: none"> <li>· The performance of the Contract between You and Us.</li> <li>· Order processing results from the performance of the Contract between Stellantis and its Seller.</li> <li>· Provision of services under the contract between You and Us if You have subscribed to these services.</li> </ul>
<ul style="list-style-type: none"> <li>· Optimize and improve vehicle characteristics based on pseudonymized information, including personal data: improve safety, develop new vehicles and features, confirm vehicle quality, analyze vehicle trends.</li> <li>· Manage and optimize customer relations.</li> <li>· Carry out polls, surveys, or statistics to better assess product quality and anticipate customer needs.</li> </ul>	<ul style="list-style-type: none"> <li>· Automobiles Citroën's legitimate interest in improving its products and providing higher quality products with improved features and greater safety.</li> <li>· Automobiles Citroën's legitimate interest in ensuring customer satisfaction and care.</li> <li>· Automobiles Citroën's legitimate interest in evaluating the quality of its products, anticipating the needs and satisfaction of its customers, and developing new features accordingly.</li> </ul>
<ul style="list-style-type: none"> <li>· Provide You with services that require geolocation, such as on-site or remote assistance.</li> </ul>	<ul style="list-style-type: none"> <li>· Your prior consent, which will be obtained via a pop-up window, for the collection and processing of geolocation data.</li> </ul>
<ul style="list-style-type: none"> <li>· Send You information on our promotional offers, updates, and events (newsletters, invitations, questionnaires, surveys, and other publications).</li> </ul>	<ul style="list-style-type: none"> <li>· Your prior consent which will be obtained, where required by law, by ticking the box intended for this purpose when You communicate Your personal data to Automobiles Peugeot.</li> </ul>
<ul style="list-style-type: none"> <li>· Comply with duly documented requests from judicial and/or administrative authorities.</li> </ul>	<ul style="list-style-type: none"> <li>· Legal obligation for the Seller or Automobiles Peugeot.</li> </ul>



## 2. Who is this information intended for?

The personal data that We process will be shared with a limited number of recipients, based on the intended processing purpose, as follows:

	Intended recipient	Purpose of data sharing
1	The Seller	To ensure customers are recognized when they interact with the Automobiles Peugeot network
2	Any third-party service provider and/or any company belonging to the same Group as Automobiles Peugeot, providing services on behalf of Automobiles Peugeot that You have requested or that Automobiles Peugeot has requested for the purposes listed above.	To conduct marketing campaigns, carry out satisfaction surveys and propose commercial offers tailored to customer needs.
3	To any company belonging to the same Group as Automobiles Peugeot in a pseudonymized format.	To promote safety, research, analysis, and product development carried out by Stellantis.
4	Designated emergency services	Provide You with emergency assistance through Our eCall system, in accordance with Our legal obligations.
5	After pseudonymization, any Automobiles Peugeot commercial partner bound by an obligation of confidentiality.	For statistical use of pseudonymized data.

## 3. Is Your personal data transferred outside the EU?

We may transfer Your personal data to recipients located in countries outside the European Economic Area (EEA).

Transfers are protected using transfer mechanisms that comply with current Regulations in force regarding the protection of personal data.

## 4. What is the retention period for Your personal data?

The retention period of Your personal data collected by the Seller may be determined based on the purpose of the data processing according to the following criteria:

- Data stored for specific purposes is kept for as long as necessary for the purposes of processing personal data as defined in Article 1 above (for the duration of the contract concluded with You, in accordance with the law, for as long as We maintain commercial relations with You).
- Your personal data is then archived for the duration of the applicable prescription period.
- And subsequently anonymized or deleted.

## 5. What are Your rights and how can You exercise them?

In accordance with current Regulations in force regarding the protection of personal data, You have the right to access, rectify, delete, limit the processing of, and obtain a copy of Your personal data for Your own needs or to transmit them to another service provider of Your choice (portability), as well as the right to object to the processing of Your personal data when such data is processed for direct marketing purposes.

You may also send instructions regarding the management of Your information after Your death to Automobiles Peugeot - Service Relation Clientèle, Case YT 227 - 2/10 Bd de l'Europe, 78092 POISSY.

You may withdraw your consent at any time where processing is based on such consent. All these rights apply to the extent provided for by the Regulations in force regarding the protection of personal data.

You can exercise these rights by sending a request to Automobiles Peugeot - Service Relation Clientèle, Case YT 227 - 2/10 Bd de l'Europe, 78092 POISSY, France, or to the following address: <https://citroen-fr-fr.custhelp.com>. Likewise, pursuant to Article L223-2 of the French Consumer Code, You may refuse to be contacted by telephone at any time by registering for free at <https://conso.bloctel.fr/>.

You may also exercise your right to file a complaint with the national data protection authority by sending your request to Commission Nationale de l'Informatique et des Libertés, 3 Place de Fontenoy - TSA 80715 - 75334 PARIS - CEDEX 07, [www.cnil.fr](http://www.cnil.fr).

## 6. What should I do if the vehicle's driver or owner changes?

You are responsible for informing drivers, users and new owners or renters of Your vehicle that personal data is collected and used by Automobiles Peugeot under this Privacy Policy, and for informing Automobiles Peugeot of any sale or transfer of Your vehicle at the following address Automobiles Peugeot - Service Relation Clientèle, Case YT 227- 2/10 Bd de l'Europe, 78092 POISSY, so that the data from the Boitier Télématique ceases to be transmitted. If the new owner or renter allows it, You will also provide their contact information (including e-mail address).

# CITROËN COMMERCIAL WARRANTY

## PROVISIONS COMMON TO ALL CITROËN COMMERCIAL WARRANTIES

The new Vehicle is covered by the CITROËN commercial warranties from the warranty start date shown on the "warranty certificate" in the maintenance booklet, for the period indicated and with no limit on mileage, unless specific provisions to the contrary are made known to the Customer.

- In order to benefit from free maintenance work on the Vehicle under the CITROËN commercial warranties, the Customer must entrust the Vehicle exclusively to a CITROËN approved mechanic.
- Interventions carried out under CITROËN commercial warranties do not extend the warranty period. However, in the event of the Vehicle being immobilized for a period equal to or greater than seven (7) consecutive days under one of the CITROËN commercial warranties, and through no fault of the Customer, the corresponding CITROËN commercial warranty will be extended accordingly.
- In the event of resale of the Vehicle, successive purchasers will benefit from the CITROËN commercial warranties until their respective expiry dates, provided that the conditions for the application of these warranties have been met by each purchaser. To this end, the Customer undertakes to provide the purchaser with the applicable conditions of these warranties.
- CITROËN commercial warranties are applicable as long as the Vehicle remains registered and in circulation in the countries or territories listed in Article 5 - TRAVEL TERMS AND CONDITIONS of the attached GENERAL TERMS AND CONDITIONS OF SALE AND WARRANTY APPLICABLE TO TAX-EXEMPT VEHICLES.

**The benefit of CITROËN commercial warranties is not subject to the performance of repair and maintenance services not covered by these warranties by a mechanic in the CITROËN approved network.**

**The provisions of the present CITROËN commercial warranties do not reduce or eliminate the legal warranty for hidden defects and the legal warranty of conformity for consumers, the texts of which are included at the end of the present chapter "CITROËN COMMERCIAL WARRANTIES" <sup>0</sup>.**

## COMMERCIAL WARRANTY FOR MANUFACTURING DEFECTS

Automobiles CITROËN covers the Vehicle against all manufacturing defects for a period of 2 (two) years, with no limit on mileage, from the date of delivery of the Vehicle (this date being recorded on the "warranty certificate" in the maintenance booklet supplied with the Vehicle), with the exception of:

### • Hybrid vehicles:

- **The drivetrain components listed below, which are guaranteed for a period of eight (8) years or one hundred and sixty thousand (160000) km, whichever occurs first:** the control computer, the electric traction motor, the high-voltage cables and connectors, and the reduction gear.
- **The traction battery, which is guaranteed to store a quantity of energy equal to or greater than 70% of its replacement value for a period of eight (8) years or one hundred and sixty thousand (160000) km, whichever comes first.**

### What the Commercial Warranty for Manufacturing Defects covers:

In addition to the restrictions mentioned below, the Commercial Warranty for Manufacturing Defects covers the repair or replacement, free of charge, of parts recognized as defective by Automobiles CITROËN or its representative, as well as the labor required to bring the Vehicle up to standard.

This service will be carried out using new original parts or "standard exchange" parts (reconditioned parts that meet the same specifications as the original parts).

Likewise, if the Vehicle is immobilized following a breakdown covered by the warranty, Automobiles CITROËN or its representative will assume responsibility for any on-site repair costs or for towing the Vehicle to the nearest Automobiles CITROËN-approved repair shop.

Please note: the replacement of a part under warranty does not extend the warranty period. The commercial warranty covering replaced parts expires on the expiry date of the Commercial Warranty for Manufacturing Defects.

- Parts replaced under the Commercial Warranty for Manufacturing Defects become the property of Automobiles CITROËN or its representative.

### What the Commercial Warranty for Manufacturing Defects does not cover:

#### Maintenance and adjustments:

- Maintenance and servicing operations necessary for the proper operation of the Vehicle, as mentioned in the maintenance booklet, the addition of additives and the replacement of the particulate filter at the appropriate mileages, as well as the replacement of consumable parts such as oil, air, fuel or cabin filters;
- Adjustments or tune-ups (wheel alignment, wheel balancing, front axle, doors, etc.) beyond three (3) months or three thousand (3000) km, whichever occurs first;
- Replacement of parts subject to normal wear and tear resulting from the use of the Vehicle, its mileage and its geographical and climatic environment, provided such replacement is not the result of a manufacturing defect. It includes the following parts: brake pads, linings and discs, clutch, shock absorbers, wiper blades, lamps (except discharge lamps and LEDs), traction battery. Wear and tear on the traction battery goes beyond the performance covered by the Commercial Warranty for Manufacturing Defects, as described above.

#### Vehicle use:

- Vibrations and sounds associated with the operation of the Vehicle, deterioration such as discoloration, alteration, or deformation of parts due to normal aging;
- Damage resulting from the use of fluids, parts, or accessories other than original or equivalent quality, as well as the use of unsuitable or poor-quality fuel\*\* and the use of any additional additives not recommended by Automobiles CITROËN;
- Damages resulting from improper connection of the electric Vehicle, the power supply, the electrical installation or the current used;
- Damages resulting from natural phenomena, hail, floods, lightning, storms, or other atmospheric hazards, as well as those resulting from accidents, fire, or theft;
- The consequences of repairs, alterations or modifications carried out on the Vehicle by repair shops not approved by Automobiles CITROËN, as well as the consequences of the installation of unapproved accessories;
- Parts guaranteed directly by their manufacturer, such as tires, for which the CITROËN network will check whether the specific conditions of this direct warranty apply;
- Any other costs not specifically covered by this commercial warranty or by legal warranty, in particular costs arising from any immobilization of the Vehicle, such as loss of use or operation, etc.

**\*\* For biofuels: The Customer is invited to refer to the specific paragraph in the Vehicle Owner's Manual.**

### What the customer must do to benefit from the Commercial Warranty for Manufacturing Defects:

- Provide your Vehicle's up-to-date maintenance booklet, including the warranty certificate, duly completed by the Selling Dealer.
- Carry out the maintenance and servicing of the Vehicle in full compliance with the instructions given in the Vehicle's maintenance booklet (including the personalized maintenance plan) and submit proof thereof (up-to-date maintenance booklet follow-up sheets, invoices, etc.). As soon as any defect is detected, take the Vehicle to an Automobiles CITROËN-approved mechanic for repairs during normal business hours. The purpose of this measure is to protect the safety of the Vehicle and that of your passengers, and to prevent any worsening of the defect, which could lead to more extensive repairs than those originally required. Consequently, the Commercial Warranty for Manufacturing Defects does not cover the defect and its consequences when the Customer has not acted as soon as the defect was detected.
- Comply with any request from an authorized Automobiles CITROËN mechanic to immediately bring the Vehicle up to standard.

### Failure to comply with these rules will render the Customer liable for any future direct or indirect consequences concerning the proper operation of the Vehicle.

### The Customer is not entitled to the Commercial Warranty for Manufacturing Defects in the following cases:

- Modifications or adaptations have been made to the Vehicle which were neither planned nor authorized by Automobiles CITROËN, or which were carried out without complying with the technical specifications defined by Automobiles CITROËN;
- The failure has occurred because of negligence or non-compliance with the instructions contained in the user guide and maintenance booklet;
- The Vehicle has been used abnormally or for competitive purposes or has been overloaded, even if only briefly;
- The Vehicle's odometer has been altered or its actual mileage cannot be established with certainty. (In the event of odometer replacement, the "odometer replacement form" in the maintenance booklet must be

completed by an Automobiles CITROËN-approved mechanic).

## PAINT WARRANTY

In addition to the Commercial Warranty for Manufacturing Defects, Automobiles CITROËN covers the Vehicle against all defects in the paint and varnish of the original bodywork for the entire duration and mileage of the Commercial Warranty for Manufacturing Defects.

### What the Paint Warranty covers:

- The total or partial repair of paint or varnish required to correct a defect identified by Automobiles CITROËN or its representative.
- The Paint Warranty applies on the express condition that the Vehicle has always been maintained in accordance with the maintenance recommendations defined by Automobiles CITROËN in the maintenance booklet, and that any damage has been repaired in strict compliance with Automobiles CITROËN standards.

In order to continue to benefit from this warranty, the Customer must ensure that any damage due to external causes is repaired within 2 (two) months of its discovery, the cost of repairing such damage being at the Customer's expense. The repair will be noted in the maintenance booklet, specifying the company name of the mechanic, the date of the repair, the mileage of the Vehicle and the invoice number.

The presentation of this duly completed maintenance booklet (or any other proof of the above-mentioned interventions) at the time of periodic inspections will be required for any claim under the Paint Warranty.

### What the Paint Warranty does not cover:

- Any damage to body paint or varnish caused by the environment, such as atmospheric, chemical, animal or plant fallout, sand, salt, stone chippings, or natural phenomena (hail, floods, etc.) and other external factors (whether or not resulting from an accident).
- Any damage due to negligence, late presentation of the defect to be corrected or failure to comply with Automobiles CITROËN's recommendations.
- Any damage resulting from events not covered by the Commercial Warranty for Manufacturing Defects listed above.
- The consequences of repairs, alterations or modifications carried out by companies not approved by Automobiles CITROËN.

## ANTI-PERFORATION WARRANTY

In addition to the Commercial Warranty for Manufacturing Defects and the Paint Warranty, Automobiles CITROËN covers the Vehicle against perforation (corrosion from the inside to the outside of the bodywork) from the date of delivery shown on the "warranty certificate" in the maintenance booklet for a period of:

- 12 (twelve) years if the Vehicle is a non-electric passenger car;
- 7 (seven) years if the Vehicle is an electric passenger car;
- 5 (five) years if the Vehicle is a commercial vehicle.

### What the Anti-Perforation Warranty covers:

- The repair or replacement of parts recognized as defective by Automobiles CITROËN or its representative and showing perforation due to corrosion.
- The Anti-Perforation Warranty applies on the express condition that the Vehicle has always been repaired in strict compliance with Automobiles CITROËN standards and that the Customer has had the following carried out in good time:
  - the servicing mentioned in the maintenance booklet;
  - the Anti-Perforation Warranty visits presented below; and
  - the repair of any damage to the Vehicle.
- The maintenance cycle of the Anti-Perforation Warranty provides for periodic check-ups to be carried out at the Customer's expense:
  - four (4) for non-electric passenger cars, to be carried out imperatively four (4) years after the start date of the Anti-Perforation Warranty, then every two (2) years;
  - two (2) for electric vehicles and commercial vehicles, to be carried out imperatively two (2) years after the start date of the Anti-Perforation Warranty, then every two (2) years.

During these check-ups, after having washed the Vehicle thoroughly, if necessary, the mechanic will check its condition and identify any work that needs to be carried out and any that may be covered by the Anti-Perforation Warranty. Damage due to external causes that could lead to corrosion will be reported and noted on the pages of the maintenance booklet reserved for this purpose.

- Any bodywork repairs (following an accident, damages, etc.) must be systematically followed by a control visit to be carried out under the same conditions.

- The Customer is responsible for ensuring that any damage due to external causes is repaired at their own expense, within 2 (two) months of the inspection, in compliance with the standards set by Automobiles CITROËN. The repair must be noted in the maintenance booklet, specifying the company name of the mechanic, the date of repairs, the mileage of the Vehicle and the invoice number.

Any claim under the Anti-Perforation Warranty will be subject to presentation of the duly completed maintenance booklet (or any other proof of the above-mentioned work) at the time of periodic inspection.

### What the Anti-Perforation Warranty does not cover:

- Any damage caused by negligence or failure to comply with Automobiles CITROËN's recommendations;
- Any damage resulting from events not covered by the Commercial Warranty for Manufacturing Defects listed above;
- The consequences of the destruction of anti-perforation protective products by an additional treatment not provided for in the maintenance plan;
- The consequences of repairs, alterations or modifications carried out by companies not approved by Automobiles CITROËN;
- Corrosion resulting from the installation of accessories not approved by Automobiles CITROËN and/or installed without respecting stipulated specifications;
- Bodywork alterations carried out on the Vehicle, as well as tippers and cargo beds in the case of a commercial vehicle;
- Wheels and mechanical components that are not an integral part of the bodywork.

## ASSISTANCE

In the event of immobilization or theft of the Vehicle in the countries or territories listed in article 5 - TRAVEL TERMS AND CONDITIONS of the attached GENERAL TERMS AND CONDITIONS OF SALE AND WARRANTY APPLICABLE TO TAX-EXEMPT VEHICLES, should any damage to the vehicle occur before the restitution date stipulated on the present order form, the Customer may benefit from additional transport or accommodation services, in addition to the breakdown/towing services mentioned in the Commercial Warranty for Manufacturing Defects, by calling ASSISTANCE on (+33). 9.69.36.07.60, open 24/7.

### 1 - BENEFICIARIES

The Customer and any passengers travelling in the Vehicle, within the limit of the number of seats indicated on the Vehicle's registration certificate.

### 2 - SERVICES

In the event of immobilization of the Vehicle as a result of a breakdown covered by the Commercial Warranty for Manufacturing Defects which could not be repaired within one day of the accident, attempted theft of the Vehicle which could not be repaired within one day, or theft (duly justified by a declaration of theft), beneficiaries will be entitled to up to €915 per incident, either:

- a replacement vehicle of an equivalent category at the most, without any specific equipment, subject to local availability (it being specified that the driver commits to respecting the conditions stipulated in the loan or rental agreement for the replacement vehicle), the costs linked to the use of the replacement vehicle and in particular fuel, toll and parking expenses, any insurance supplements or excesses, as well as any overrun in the provision of the vehicle the total amount of the services provided may not exceed €915;
- on-site accommodation;
- transport of beneficiaries to their next destination in Europe, by rail or plane, economy class or equivalent (in the event that more than 8 hours of transport by rail are required).

It is specified that the duration of on-site accommodation or the provision of a replacement vehicle may not exceed the restitution date of the Vehicle mentioned on page 1 of the Order.

As soon as the repaired Vehicle is suitable for normal use, the Seller will inform the Customer, who agrees to:

- repossess the Vehicle at the repair site. Vehicle delivery will not be offered at the Customer's holiday destination;
- return the replacement vehicle immediately.

The replacement vehicle will be returned to the location from which it was made available or to any other location indicated by CAR-2-EUROPE. Insofar as a mobility solution has been put in place for the duration of the Vehicle's immobilization, if this exceeds 24 hours, the Customer will not be entitled to any reimbursement for non-use of the Vehicle.

In the event of a breakdown resolved within the same day, the Customer is entitled to recovery/towing but not to the services described above.

### 3 - LIMITATIONS AND EXEMPTIONS

#### 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 passes;
- Accidents linked to alcohol and drug use;
- Loss, theft, or damage to the vehicle keys;
- Demonstrable misuse of the vehicle;
- Non-compliance with vehicle maintenance requirements as stipulated in the maintenance booklet (coolant, windshield washer fluid, AdBlue for diesel engines);
- Breakdown due to insufficient AdBlue level;
- Getting stuck in dirt, sand, or snow;
- Participation in competitive events, sports rallies, or preparatory trials for such activities;
- Damage resulting from non-compliance with driver's license regulations;
- Force majeure events.

The Customer may consult the Travel Book, which contains the same information.

Expenses not covered by these terms and conditions will not be reimbursed, such as catering costs, telephone calls, fax transmissions, tolls, parking fees, fuel costs, fines, and tickets.

In all cases of above-mentioned exemptions, the Customer will not be entitled to the CAR-2-EUROPE services defined above. Furthermore, the Customer will be solely responsible for the costs of repairing the Vehicle not covered by the Commercial Warranty for Manufacturing Defects and/or replacing the Vehicle keys.

In addition, no compensation will be paid for services used by beneficiaries but excluded from the above-mentioned conditions, in return for services provided but not used.

**(1) The CITROËN commercial warranties as defined above do not replace the legal warranty for hidden defects resulting from the application of articles 1641 to 1649 and 2232 of the French Civil Code or the legal compliance warranty, resulting from the application of articles L.217-1 to L217-16, L232-2 and L241-5 of the French Consumer Code and benefiting purchasers acting as consumers.**

In this respect, the consuming Customer is informed that they have two (2) years from delivery of the Vehicle to take action under the legal compliance warranty and choose between repair or replacement of the Vehicle, subject to the cost conditions set out in Article L217-9 of the French Consumer Code. The Customer is not required to prove the existence of a compliance defect during the twenty-four (24) months following delivery of the Vehicle, as the legal compliance warranty applies independently of CITROËN's commercial warranties. They may prefer to invoke the warranty against hidden defects in the item sold, as defined in article 1641 of the French Civil Code, in which case they may choose between cancelation of the sale or a reduction in the selling price, in accordance with article 1644 of the French Civil Code.

In accordance with the law, the following legal provisions apply:

#### • Civil Code:

- **Article 1641:** *"The seller is liable for any hidden defects in the product sold which render it unsuitable for its intended use, or which impair that use to such an extent that the buyer would not have purchased it or would only have paid a lower price for it, had they been aware of them."*

- **Article 1648 paragraph 1:** *"The action resulting from redhibitory defects must be brought by the purchaser within two years of the discovery of the defect."*

#### • Consumer Code:

- **Article L217-4:** *"The seller delivers a product in compliance with the contract and is held liable for any conformity defects existing at the time of delivery. They are also held liable for any conformity defects caused by the packaging, the assembly instructions, or the installation when these were put under the seller's responsibility as per the contract or when they have been carried out under their responsibility."*

- **Article L217-5:** *"The product conforms to the contract if:*

*1° It is fit for the use typically expected of similar products and, where applicable:*

*- if it corresponds to the description given by the seller and possesses the qualities that the seller presented to the buyer in the form of a sample or model;*

*- if it is fit for the use usually expected of similar products and, where applicable: if they have the qualities that a buyer may legitimately expect, given the public statements made by the seller, the manufacturer, or its representative, particularly in advertising or labelling;*

*2° The product has the characteristics defined by agreement between the parties or are suitable for any special use sought by the buyer, brought to the seller's attention and accepted by the latter."*

- **Article L217-12:** *"The action resulting from the conformity defect is subject to a limitation period of two years from the delivery of the product."*

- **Article L217-16:** *"When the buyer asks the seller, during the course of the commercial warranty granted to them upon the purchase or repair of a movable asset, for a repair covered by the warranty, any period of immobilization of at least seven days is added to the remaining warranty period. This period runs from the time of the buyer's request for service or from the time the product in question is made available for repairs, if it is made available after the request for service."*

## DIRECT DEBIT AUTHORIZATION

Seller	AUTOMOBILES PEUGEOT ISS
CAR-2-EUROPE Ref. No.	
Delivery date	

I, the undersigned


hereby authorize CAR-2-EUROPE to deduct from my account the sum of

<input style="width: 100%; height: 30px;" type="text"/>	€
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in payment of my CAR-2-EUROPE contract.

Date

**SIGNATURE**

SIGNATURE