

Guidelines for repair approval and invoicing



Procedure for approval for maintenance and repairs

- Work up to CHF 500 may be carried out without consultation.
- For work over CHF 500 a release is required. You can obtain this by telephone on **+41 58 215 88 08** or at **flotte@axa.ch**.
- For work over CHF 1,000 we ask you to send a CT to flotte@axa.ch.
 - ↳ Please note that cost estimates submitted in writing must include the appropriate time as well as quantity information.
 - ↳ In case of deviations of more than 10% on the already given approval, we ask you to contact us again.
- The allocation of replacement vehicles over a longer period of time or a total value of more than CHF 300.- are only permitted with the approval of AXA Mobility Services AG.



Acceptable

- All maintenance specified by the manufacturer according to interval +/- 3000 KM.



Not acceptable

- Engine and underbody cleaning, except for the preparation of the technical inspection of the motor vehicle inspection.
- Vehicle accessories such as floor mats, snow chains, roof/rear racks and others (except by consultation with AXA Mobility Services AG).
- Summer/winter or similar vehicle checks, as well as fuel additives not scheduled according to manufacturer specifications.
- All chargeable vehicle cleaning, polishing, sealing or similar. All orders agreed upon with AXA Mobility Services AG are considered an exception.



Tyres & Body work

- Car body and glass repairs must all be reported via flotte@axa.ch with a cost estimate. AXA Mobility Services AG will handle the direct notification to the respective insurance company.
- For the replacement of all tyres, prior approval must be obtained via flotte@axa.ch or **+41 58 215 88 08**.



Invoicing

- All invoices for maintenance, mechanical repairs and tires must always be made out to AXA Mobility Services AG.
**AXA Mobility Services AG, Fleet Management,
Hölzliwisenstrasse 11, 8604 Volketswil**
- Invoices must contain the relevant vehicle details (make and type, chassis number, license plate and current mileage). In addition, quantities and prices must be declared.
- The following discounts must be taken into account when invoicing:
 - ↳ 10% on labor
 - ↳ 15% on spare parts and fluids (depending on discount level)
 - ↳ 30% on starter batteries

Questions?

We are happy to help you: +41 58 215 88 08
or flotte@axa.ch