



Vehicle Return Instructions

Introduction

- Audi of America offers 17 European Drop-off locations at the conclusion of your travels.
- Customers are responsible for organizing their own vehicle drop-off appointments with their preferred location.
- In order to ensure that drop-off appointment dates and times are coordinated with travel itineraries, AED customers must arrange their appointments prior to departure for Europe.
- Your Drop-off appointment must take place within the expiration date of your registration and insurance.
- AED customers are responsible for their own transportation following their vehicle drop-off. Please be aware that not all drop-off locations are in the direct vicinity of departure airports.

Vehicle Drop-Off Black-Out Dates:

- Vehicle drop-off appointments are available Monday through Friday only, with varied hours of operation.
- **In addition to weekends, drop-off locations are closed on all national and regional holidays.**
- It is the customer's responsibility to be aware of national holidays and not drop off on one.
- As a reference, please find the following 2018 German holiday dates listed below:

2018 German Holidays: Jan. 1-5 / March 30 / April 2 / May 1, 10, 21, 31/ Aug 15 / Oct. 3 / Nov 1 / Dec 24-31

*Please reach out to europandeliveryprogram@audi.com for additional factory closure dates

Drop-Off Preparation:

- Your vehicle will be inspected for scratches and damage at the drop-off appointment.
- The US Customs department will impose an agricultural hold on vehicles with excessive mud or dirt. Therefore, it is optimal to have your car washed just prior to this appointment. Automated car wash facilities are often available at fueling stations.
- Please be aware that technical modifications to your Audi (including tuning measures) are prohibited prior to importation and customs clearance. This also applies to electronic motor management enhancements.

Drop-Off Process:

- The drop off process normally takes 30 min. to 1 hour. Please consider this when booking your appointment.
- To ensure an expeditious drop-off, please make sure your fuel level is between 1/3 and 1/2 full.
- Please ensure all personal belongings and non-factory installed accessories (warning triangle, first aid kit, GPS unit, etc) are packed and removed from the vehicle at the time of drop-off. Any loose personal items left behind (sunglasses, cell phones, luggage, etc.) will delay the drop-off process and could go missing afterwards. The European Delivery Program does not assume responsibility for retrieving or replacing personal items.
- Only original factory supplied equipment is permitted to be shipped with vehicles (spare tires, tool kit, etc.)
- Please make sure that the portable GPS navigation unit and accessory mountings and cables have been packed and handed over to the drop-off agent who is handling your appointment.
Do not leave this in the vehicle!

Required Drop-Off Documents and Information:

- Customer address, phone number(s) and email address.
- Customer Passport for photo identification and Social Security Number for US Customs department.
- Complete applicable export documents required by the drop-off agent and one (1) copy of the retail sales agreement from your U.S. Audi Dealer.
- One master key (and special wheel lock key if applicable).
- Military, PCS, or Diplomatic orders (if applicable).
- Copy of vehicle registration and insurance card which you will receive at time of delivery at Audi Forum.
- Portable packed loaner navigation unit, accessories and iPhone cable provided by AUDI AG.
- Please retain a copy of the condition report you receive from your drop-off agent.
- The costs and fees associated with overseas transportation, customs, duty, clearance, storage, handling, and insurance are all included in the purchase price of all Audi vehicles sold under the Audi European Delivery, provided the vehicle is returned to a drop off location as specified in the program requirements. Destination charges still apply for final transport to your dealer.

Additional Shipping Information:

- Your Audi will be shipped to the US via the same sea-going transportation as with all other new Audi vehicles.
- Shipping times will vary depending upon final destination, port embarkation and arrival times, port clearance, etc. Therefore, please be aware that the return overseas transportation from drop-off location to your hometown Audi Dealer could require 11-13 weeks, or longer in rare cases (pending transportation, weather, or US Customs delays).
- Your Audi Dealer will perform necessary licensing and paperwork upon vehicle return.
- You will receive an email regarding tracking information once your vehicle has been assigned to a vessel departing the Port of Emden. The email will include a document with your vehicle's estimated time of arrival in the United States and timing for delivery to your local dealership.

Vehicle Return Instructions

Audi
European Delivery



Drop-Off Locations in Germany & Austria

Please contact one of the following agents to arrange your vehicle drop-off appointment

Munich, Germany

Monday through Friday:	08:30AM - 04:00PM
Contact:	0049 89 416 114 600 drop-off-munich@loginout.de
office fax	0049 89 416 114 609

Log In Out GmbH - Airport Munich
Terminalstrasse Mitte 18-20
85356 Oberding / Munich

Frankfurt, Germany

Monday through Friday:	08:30AM - 04:00PM
Contacts:	
Suan Jahnke	0049 69 426908 125 Suan.Tan-Jahnke@blg.de
Karin Anding-Nelke	0049 69 426908 126 Karin.Anding-Nelke@blg.de 0049 69 426908 129
office fax	0049 69 426908 130

BLG AutoTransport GmbH & Co. KG
Hugo-Junkers. Str. 7
60386 Frankfurt

Berlin, Germany

Monday through Friday:	07:00AM - 03:00PM
Contacts:	
Thorsten Kutzera	003322 / 4227760 Thorsten.Kutzera@blg.de leitstand_lu_zoll@blg.de
office fax	003322 / 4227719

BLG Industrielogistik GmbH & Co.KG
Chemnitzer Str.22
14612 Falkensee

Stuttgart, Germany

Monday through Thursday:	09:00AM - 04:00PM
Contact:	
Salvador Simovic	0049 703 1866 1610 s.simovic@simovic-car-service.de
office fax	0049 703 187 50 81

S.C.S. Simovic-Car-Service
Am Hirnach 6
71065 Sindelfingen

Hamburg, Germany

Monday through Thursday:	09:00AM - 03:30PM
Friday:	09:00AM - 03:00PM
Contacts:	
	0049 407 527 971 62 0049 407 527 971 52 Alexander.Bulwan@blg.de Markus.Baeuerle@blg.de
office fax	0049 40752797162

BLG AutoTerminal Hamburg GmbH & Co. KG
Kattwykweg 7
21107 Hamburg

Bremerhaven, Germany

Monday through Friday:	09:00AM - 04:00PM
Contacts:	
Andrea Pelz	0049 471 482 956 71 Andrea.Pelz@blg.de
Regine Plettenberg	0049 471 482 986 76 Regine.Plettenberg@blg.de
office fax	0049 471 482 956 88

BLG AutoTransport GmbH & Co. KG
Grauwallring 2
27580 Bremerhaven

Duisburg, Germany

Monday through Friday:	09:00AM - 04:00PM
Contact:	
Wolfgang Wellie	0049 2065 962 102 Wolfgang.Wellie@blg.de
office fax	0049 2065 962 119

BLG AutoTerminal Duisburg GmbH & Co. KG
Rotterdamstr. 100
47229 Duisburg-Rheinhausen

Vienna, Austria

Monday through Thursday:	08:00AM - 03:30PM
Friday	08:00AM - 02:00PM
Contact:	
Ivana Raso	0043 1 72030 753463 ivana.raso@lagermax.com patrizia.pucher@lagermax.com
office fax	0043 1 720 30 75 3490

Autoservice Wien
Seitenhafenstraße 15
1020 Wien (Vienna)

Additional European Drop-off Locations

Please contact one of the following agents to arrange your vehicle drop-off appointment

Paris, France

Monday through Friday:	08:00AM - 05:00PM
Contact:	
Phone	0033 148 623 753 infocdg@tтроissy.net info@tтроissy.net
office fax:	0033 148 62 19 73

TT Car Transit-CDG Airport
Rue Eugène POUBELLE
77990 Le Mesnil-Amelot

Nice, France

Monday through Friday:	08:00AM - 05:00PM
Contact:	0033 493 215 926 infonice@tтроissy.net
office fax	0033 493 725 180

TT Car Transit
Nice Airport Terminal 2 Arrival Area
06281 Nice Cedex 3

Antwerp, Belgium

Monday through Friday:	09:00AM - 04:00PM
Contacts:	
Chantal Willems	0032 32 245 618 chantal.willems@be.rhenus.com
Joyce Leroy	joyce.leroy@be.rhenus.com
office fax	0032 032 245 961

Rhenus Logistics N.V.
Noordersingel 21
B-2140 Antwerp

Amsterdam, Netherlands

Monday through Friday:	07:00AM - 11:30PM 12:30PM - 03:00PM
Contact:	0031 206 116 688 operations@usaterminals.com
Sjaak Harteveld	
Sabina de Jong	
office fax	0031 202 011 882

USA - United Stevedores Amsterdam
Ruijgoordweg 80, Westpoort 7989
1047 HM Amsterdam

Geneva, Switzerland

Monday through Friday:	08:30AM - 11:30AM 01:30PM - 04:00PM
Contact:	
Rita Zenhausern	0041 227 987 700 zenhausern@ritschard.ch
office fax	0041 227 986 778

Ritschard S.A.
Voie-des- Traz 20 Aircargo Building
Entrance No. 1, Office No. E173
1211 Geneva

Zurich, Switzerland

Monday through Friday:	08:30AM - 11:30AM 01:30PM - 04:00PM
Contact:	
Peter Müller	0041 448 286 879 konstantin.grillo@gondrand-logistics.com philipp.schuetz@gondrand-logistics.com
office fax	0041 448 286 820

Gondrand International AG
Riedmattstraße 9
8153 Rümlang

Madrid, Spain

Monday through Friday:	09:00AM - 05:00PM
Contact:	0034 913 292 911 0034 62 91 32 772 info@autoturistica.com
office fax	0034 913 293 980

ATI (Auto Turistica Iberica)
Calle Lola Flores, 16
28022 Madrid

London, England

Monday through Friday:	07:00AM - 04:00PM
Contact:	0044 208 759 4004 ukrental@ukcarandvanrental.co.uk mds.londres@mdsparc.com

Rental UK
Unit 6 Sovereign Court, 633 Sipson Road, West Drayton
Middlesex UB7 0JE

Koper, Slovenia

Monday through Friday:	08:00AM - 05:00PM
Contacts:	00386 5 936 6135 Ivana.Batrac@blg.si koper.office@blg.si
office fax	00386 5 6393434

BLG CarShipping Kopper d.o.o.
Ankaranska cesta 5b
6000 Koper