



## Recommendations for the users in case of absence of the transport service of damaged vehicles (cranes)

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In case of accident or failure of the vehicle the driver who needs a crane service ought to:

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- 1.- Request the service to his insuring company if it is included in the insurance policy
- 2.- If the ensirung company does not give the requested service, it is necessary to document the impossibility to place the stopped vehicle out of the road, and to preserve the referente of the wreck or the communication made to the ensuring company in order to to put record of the claim.
- 3.- if it is available to contract the crane service to a privated company it is necessary to remember that:
  - The crane vehicles must to show in a visible part of the vehicle the price list.
  - Befote to give the service, the crane service company ought to give to the customer a griten budget, where it must be specificated:
    - The identification of the holder of the crane (name, post adress , industrial record number, matriculation of the crane and the NIF).
    - The identification of the vehicle that is due to transport (manufacturer, model and matriculation).
    - The user identification (name, post adress and NIF).
    - The date, hour, and place where the vehicle has been stopped.
    - The adress of the destination of the vehicle.
    - The total price for the service detachhed by concepts
    - The company/signature and the DNI of the lender of the service and the company/signature of acceptance of the user.



- The state in which the vehicle is transported. This data must consist at the request of the user.
- The lender of the transport service of vehicles damaged automobiles is forced to give to the client a written invoice, signed and sealed, and properly detached. The amount of the invoice cannot surpass the one of the budget. In addition, in the invoice the following data must consist: The done repairs, the credited costs, the crossed kilometers, the starting and arrival points, the date and the corresponding hour of the service and taxes, the identification of the person in charge of the service and the identification of the user of the service.

It is necessary to demand and to keep the invoice if it is wanted to protest to the insurance agency.

- The lender of the transport service of damaged vehicles or victims can invoice to the concepts of enlistment and route, but only counting the shorter distance from the starting point to the destination of the vehicle. It can never be invoiced the roundtrip.
- In the invoice an increase by nocturnal condition can be applied between 10 P.M. and 7 A.M., and of festive, during the 24 hours of a holiday. Both increases never can be accumulated.
- All the cranes are forced to have claim forms available.

4.- In the case that the ensiring company does not give the requested service, it will be able to protest to it the caused expenses and the undergone damages, trough the customer relations management department of the company, the Defender of the Insured, and through one Arbitration board of Consumption. Also it is possible to protest in case that it has had to contract a crane service directly and it has not been lent correctly.

The users can be directed to the Municipal or Local Office of Information to the Consumer nearest their address or an association of consumers, where they will inform into the most oportune routes to follow in each case.

More information calling to [012 Citizen helpline](tel:012)