

NEW pick-up Procedure | HUB Genk (Belgium) | °2/09/2019

For customers

What will change?

As per September 2nd, only customers and drivers with **an appointment** will be allowed at HUB Genk to pick up cars **at the loading lanes**. They will no longer have access to the parking.

How will customers and drivers be notified on cars being ready for pick-up?

As before, customers and drivers will be **informed by email** (= PUA mail).
The official Pick up Authorization will be available on the page My Account-> My Documents
-> My Pick up Autjorizations

How can they announce their venue?

They have to make an appointment by calling this number: **+3289300979**
(= 24h BEFOREHAND!)

- If their venue is announced **BEFORE 12 am** (before noon) the car(s) will be ready **the next day in the morning** (at the opening hour) **for pick-up at the loading lanes**.
- If their venue is announced **AFTER 12 am** (afternoon) the car(s) will be ready **the next day as of 12am for pick-up in the loading lanes**.

Benefits for the customer/driver?

- No or less waiting times
- No time lost when collecting cars at the loading lanes
- Less risk of damages/theft/mix-up vehicles/accidents

!! Customers who DO NOT make an appointment, will have to wait or even come back another day.

Opening hours of HUB Genk?

Hub location	Address	Working hours (CET)
HUB Belgium	Gordelweg 4 - 3600 Genk +3289300979	7:00 – 17:00

<https://cms.adesa.eu/docs/default-source/default-document-library/hub-opening-hours.pdf>

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