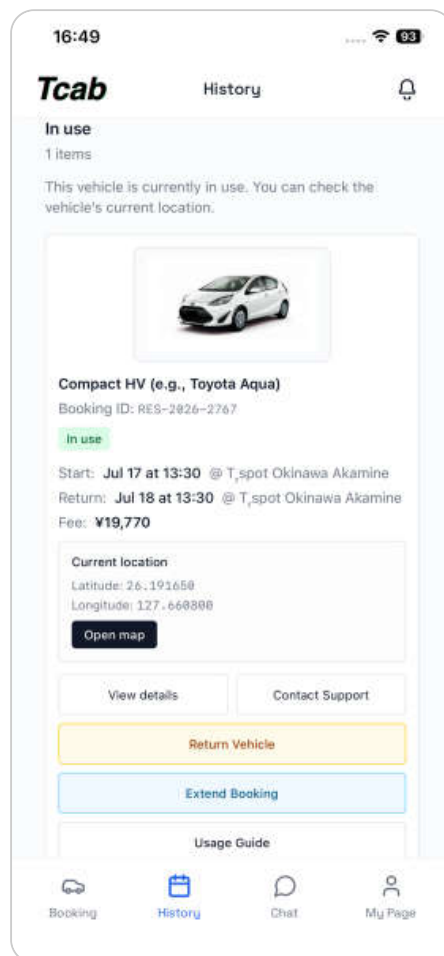


Return guide

Review the return steps before you arrive, including photos and key return.

Return steps (summary)

1. Park at the booked return Tspot
2. Open Return on booking history
3. Complete interior checks and upload required photos
4. Put the key in the box, close it, and hang it on the door
5. Confirm payment if prompted, then finish return



Tap Return on an in-use booking to begin the return steps.

Before you return

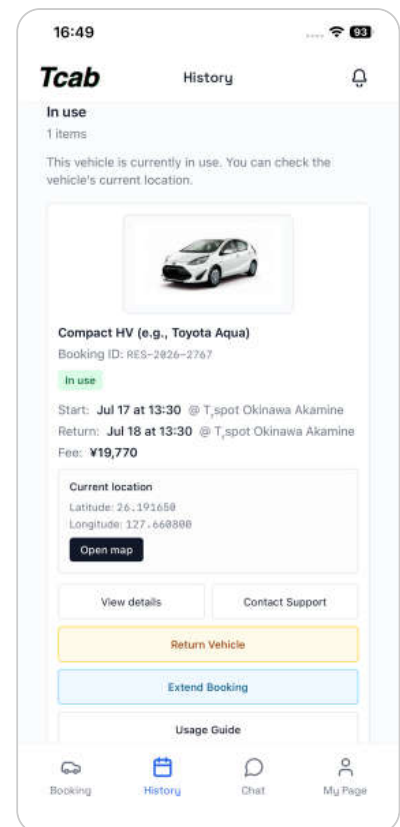
1. Check for belongings and trash
2. Close windows and turn lights off
3. Check for new damage
4. If you need more time, extend at least 2 hours before return

Parking and return location

1. Park at the return Tspot on your booking
2. Changing the return location may add fees
3. For delays or location changes, contact chat in advance

Return in the app

1. Tap Return on booking history
2. Complete the pre-return checklist
3. Upload the required photos
4. Confirm your payment card if needed, then complete return



Tap Return on an in-use booking to begin the return steps.

Photos to upload

1. Photo showing the return location and vehicle position
2. Meter photo (odometer and fuel level)
3. Photo of the key inside the key box
4. Photo of the key box with the door closed
5. Fuel receipt photo if you refueled and a receipt is required

Returning the key

1. Place the key in the key box
2. Close the key box door
3. Hang the key box on the door handle
4. Exit the vehicle and do a final check

FAQ

What about fuel?

We check fuel level via the meter photo at return. A full tank may not always be required; upload a fuel receipt when instructed.

I may be late for return.

Extend in advance when possible, or contact chat. Overage may be settled at return.

The key box will not open.

Recheck the code on booking history. If it still fails, contact chat or the emergency number.

Contact

For questions, use chat or contact the branch / emergency numbers below.

TANAAKK EVGRID Co., Ltd.

Fukuoka Branch

Fukuoka GOA Bldg. 902, 4-1-5 Sumiyoshi, Hakata-ku, Fukuoka-shi, Fukuoka 812-0018

Phone: 092-233-6711

Okinawa Branch

3-7-6 Makishi, Naha-shi, Okinawa 900-0013

Phone: 098-914-3872

Email: reservation@tcab.com

Business hours: 07:00 – 23:00

Emergency contact

Phone: 090-7091-4041

Use for accidents, breakdowns, or if the key box will not open.

Thank you for using Tcab. We look forward to serving you again.

Tcab Explorer · <https://explorer.tcab.com/guides/return>