

## We would like to hear about your rental experience

We welcome any feedback you have, so please don't hesitate to elaborate on your answers.

1. Login at [hertzsurvey.com](https://hertzsurvey.com)
2. Please enter your Rental Record Number and Access Code located on the bottom of your invoice.
3. Please answer the questions regarding your experience with Hertz. All your information is kept confidential.

**Thank you for your feedback**

### PLEASE REFER TO HERTZ TERMS AND CONDITIONS FOR A MORE COMPREHENSIVE EXPLANATION

#### Accident Excess Reduction (AER)

Accident Excess Reduction reduces the amount you are potentially liable to pay for damage to the rental vehicle or any damage to any other vehicle or property with which the rental vehicle collided.

#### Maximum Cover (MAX)

Maximum Cover will reduce Accident Damages Excess to zero (\$0.00). It is available at participating locations and includes Single Vehicle Accident Excess buy out. This is capped at 10 days per 30 day rental period.

#### Location Fee

The Location Fee applies where the renter collects the vehicle from a location including, but not limited to, airport and downtown locations. These Hertz locations have additional costs of operating at the particular location. The location fee varies by location and is levied as a percentage of other charges as shown on the rental record.

#### Vehicle Registration Recovery (VRR)

Vehicle Registration Recovery (VRR) is a charge associated with each State and Territory. This recovery reimburses Hertz for Vehicle Registration and Compulsory Third Party Insurance imposed by the various State and Territory Vehicle Registration Authorities. VRR is charged as a daily rate and applies to all rental days. For 'extra hours' charges, the VRR will be charged as a full day.

#### Administration Recovery

Administration Recovery applies to rentals commencing in Australia. The Administration Recovery relates to administrative functions undertaken in respect to your rental.

#### Refuelling Options

Hertz provides you with a full tank of fuel at time of rental and convenient options are available for replacing the fuel you use.

##### 1. FUEL PURCHASE OPTION (FPO)

Selected locations allow you to pre-purchase the tank of fuel at a discounted, competitive price at the time of rental. This option eliminates the need to refill the tank before returning the vehicle. Please note that there is no refund for unused fuel.

##### 2. HERTZ REFUELLING SERVICE (FSC)

A refuelling service is offered for your convenience when FPO is declined and you choose to return the vehicle with less than a full tank of fuel. Hertz will refill the vehicle for you and the refuelling service charge will be added to the cost of the rental. The charges may vary by location.

#### One Way Fee

One way rentals are those defined as vehicles collected at one location and returned to another location. Availability is based on location restrictions and the vehicle type rented. Fees for one way rentals can vary and will be assessed at the time of booking.

#### Credit Card Surcharge

A surcharge will apply to qualifying rentals when paying by credit card.

#### Excess Kilometres

Kilometre allowance varied by metropolitan, country and remote pick up locations:

Metropolitan location of unlimited km

Country first 200km free

Remote first 100 free

Note: prestige vehicles have 200 limited kms per day

**For more information or to make a booking visit [hertz.com.au](https://hertz.com.au)**

# YOUR INVOICE EXPLAINED



**Hertz**

## Any questions?

Brief explanations of the rental charges are provided on the other side. If you have any further queries, please consult with a Hertz staff member.

	HERTZ AUSTRALIA PTY LTD ("The Owner") MELBOURNE AIRPORT AIRPORT DRIVE MELBOURNE AIRPORT 3045 03 9338 4044
1	TAX INVOICE A.B.N. 31004407087 RENTAL RECORD 61111111 1AB23CD CUST#: MR JOHN SMITH
2	COMPLETED BY: S01234
3	RENTED: MELBOURNE AIRPORT RENTAL: 16-04-11 1000 RETURN: 20-04-11 1038 KLM IN: 29800 OUT: 29200 VEH REG: 1DED-791 KLM DRIVEN: 600
4	**CHARGES** Hours 1 Hrs @ 60.00 60.00 Days 03-044 days @ 120.00 480.00 TOTAL T & K 540.00
5	SLD RATE (DS) ADMIN REC 3,500 Pct 32.42* VRR 5.95 per day 29.75* CC SURCHARGE 1,500 Pct 17.09* LOC FEE 20,000 Pct 167.52* CH ST FWD 15.00 per day 45.00* BOOSTER ST 15.00 per day 45.00* Fuel Service 3,740/lit 134.00* MAX 5 Dys @ 29.09 145.45* SUB-TOTAL \$1156.23
6	* STAMP DUTY 1156.23 SUB TOTAL 115.62 * GST APPLIED
7	TOTAL CHARGES 1271.85 LESS AMT PF -1271.85 BALANCE DUE
8	VIS
9	PAID BY: VIS CREDIT CARD #: 1234*1234
10	ALL CREDIT CARD/ CASH ENQUIRIES TO BE DIRECTED TO AUSHERTZUSTREL@HERTZ.COM A COPY OF YOUR RECEIPT CAN BE FOUND AT WWW.HERTZ.COM.AU BY CLICKING ON CUSTOMER SUPPORT. HOW WAS YOUR EXPERIENCE? WE WOULD LIKE YOUR FEEDBACK. LOGIN AT WWW.HERTZSURVEY.COM RENTAL RECORD NUMBER: 611111111 ACCESS CODE: AUMEL50

1. Rental Record Number
2. Customer Name
3. Rental Location, Date and Time
4. Rental Cost: Daily, Weekly, Monthly
5. Contract Name / Rate Code
6. Charges, Fees, Optional Equipment and Service Options
7. Goods & Services Tax (GST)
8. Final Amount
9. Method of Payment & Account Number
10. Access Code / Details for Customer Survey