



ANNEX 3 — DAMAGE POLICY

Your responsibility for damage to the vehicle is set out at the *Damage and Theft* section of the *Rental Terms*. This policy covers how we assess and charge for damage and how we deal with any disputes relating to damage assessed.

CHECKING THE VEHICLE

We will provide a summary of any damage on the **Vehicle Condition Report (VCR)** at the start of the rental. Please check to make sure it is correct. We will also inspect the vehicle on your return and provide a VCR to record any new damage, which will not include any fair wear and tear.

▶ **Fair wear and tear**

This means "ordinary wear due to reasonable use" and includes minor scratches and chips, small dents and normal wear on tyre treads and wiper blades. Exact criteria can vary from country to country – **check the back of your VCR for details.**

At peak times you should **allow 20 to 30 minutes** to complete the inspection with our staff and agree any damage. If you don't have time to do this any new damage will be assessed in your absence.

▶ **Hidden damage:** Some damage will not be apparent on post-rental inspection, such as damage caused to inaccessible parts of the vehicle (e.g. the engine, fuel tank or clutch) or hidden by adverse light or weather conditions. If we find any such damage we will notify you, with evidence, before we charge you.

DAMAGE ASSESSMENT AND CHARGING

There are three common scenarios:

▶ **i. Simple damage – agreed on return**

For simple damage agreed with you on return, we will charge you in line with our **damage matrix** (see below) and include the cost in your final invoice.

▶ **ii. Simple damage – not agreed because you are not present**

If you are not present on return, but the damage is simple, our counter staff will evaluate the charge using the **damage matrix**, notify you by mail/ email and charge you through the final invoice. We aim to complete this within 24 hours of the end of the rental. We will shortly amend this process to ensure that you are notified of the damage at least seven days before we charge your credit card.

▶ **Damage matrix**

We aim to deal with damage in a quick and practical way by using our damage repair matrix. This contains the average cost of repairing the most common and minor damage based on the costs of body repair shops for parts and labour.

▶ **iii. Significant damage**

If the damage is **significant** and is not covered by the damage matrix we will refer it to our **damage assessors** for evaluation. They will write to you identifying the damage and the charge, with evidence, **seven days** before charging your credit card. We aim to complete this assessment in 30 to 90 days.

▶ **Notification and evidence**

We will provide evidence of any damage charge we make, which should include (i) the Rental Agreement number, date and return location, (ii) a damage appraisal from a repair body shop and/ or the invoice for the repairs, and (iii) a signed VCR, any Accident Report Form, photographs of the damage in situ and of the odometer.

DISPUTES

- ▶ **1** If you dispute a damage charge we will send full information, including any arguments and supporting evidence you provide, to our **Collections Department**, who will re-evaluate the case. If they agree with you, no charge will be made or you will be refunded in whole or in part. If they do not agree, they will proceed to collect the sum invoiced.
- ▶ **2** If you are not satisfied with our assessment, you can contact our **Customer Relations Department**, who will review the matter in full, refunding you as appropriate if they disagree with any charge made. They aim to deal with all customer contacts within 14 days.
- ▶ **3** If we are still unable to resolve the matter to your satisfaction we will refer you, where possible, to an **independent adjudicator**, whose decision will be binding on us.

For full details and contact information, please see Annex 6 (Contacts).