

Dear customer,

to make your car rental even less complicated, possible car damages – **we are already aware of** – are shown on your rental agreement.

If there is any damage on the vehicle that is not shown on your rental agreement, please make sure to contact us **before you start your trip**. If there is any additional damage on the car, when you return it, you are responsible according to terms and conditions.

Definition of damages

We operate a fair wear and tear policy in line with the industry standards.

For your benefit, we have listed below what constitutes damage and, therefore, is chargeable at the end of your rental.

Vehicle Bodywork

scratches

- over 20 mm OR any length when down to the base coat

dents

- over 20 mm diameter OR any panel with more than two dents of any size

Glass

repair

- stone chips less than 5 mm without cracks

replace

- stone chips bigger than 5 mm

- cracks to the glass including front, rear and side windows

Tyres

repair

- where a repair is possible (i.e. the tyre has not been run on flat) only the repair will be charged

replace

- where a repair is not possible 2 replacement tyres will be charged (by local law)

Ancillary Components

mirrors

- damage to mirrors

light cluster

- damage to lights (headlights, indicators, fog lights etc.) including: chips, holes, scratches and cracks

wheel trims

- structural damage to the trim, scratches

alloy wheels

- scratches or chip over 20 mm long

Vehicle Interior

equipment

- any missing original equipment

panels

- damaged or missing parts of the interior panels

upholstery

- burns, cuts, stains, scratches or tears to the seats, carpets, roof lining and material in the glove box / boot

Please compare the pre rental damage indicated on the back side of your Rental Agreement with your vehicle, if you are in any doubt please consult a member of staff who will be happy to help.

We do not accept any unauthorised repairs!

Downtown Offices

Ljubljana	+386 1 434 01 47
Celje	+386 3 703 25 19
Maribor	+386 2 333 88 92
Koper	+386 5 613 80 11
Bled	+386 4 201 69 99
Portorož	+386 5 613 80 11

Airport Offices

Ljubljana	+386 4 201 69 99
Maribor	+386 2 333 88 92

Rienhoff d.o.o.

Verovškova 55

1000 Ljubljana

