

At Europcar, we constantly strive to provide vehicles of the highest quality in order to keep our customers totally satisfied.

To help us to do so, it is important that you look after your vehicle, from the moment you pick it up to the time you drop it off.

By looking after your vehicle responsibly during your rental period, you will help Europcar to continue to provide high

quality vehicles, and avoid incurring any damage-related costs when returning your vehicle.

Europcar employees identify and record any existing damage on all vehicles before they are rented by our customers. We also encourage our customers to perform their own inspections before leaving the Europcar location. If you detect any damage to the vehicle

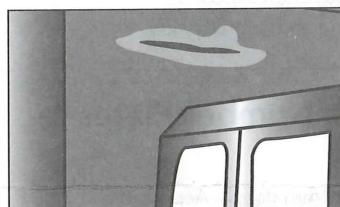
and it has not been recorded on the Rental Agreement, please notify Europcar staff before you depart to avoid any disputes upon return.

Please make sure you have read and fully understand our wear-and-tear guidelines before you drive away. If you have any questions, please don't hesitate to ask a member of the Europcar staff.

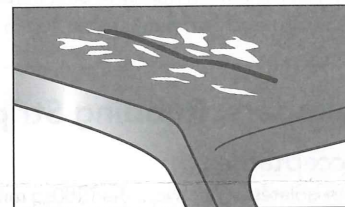
Overhead or Roof Damage

Unacceptable

- Any damage above the windscreen line on any vehicle, regardless how minor.



Dents of any kind are unacceptable



Damage above the windscreen line.

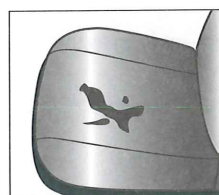
Upholstery, Floors, Carpets

Acceptable

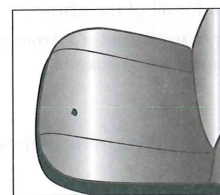
- Light marks that can be removed by vacuum or general cleaning.

Unacceptable

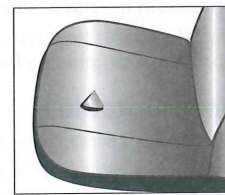
- Any permanent damage caused by harsh or corrosive materials.
- Tears, cuts, scratches, holes or burns (usually inflicted by sharp items or cigarettes).
- Any damage to the structure, shape or positioning of a seat.
- Any marks or stains that need to be steam cleaned or cannot be removed.



Stains which damage upholstery.



Burns causing holes or damage to upholstery.
Tears, cuts or slashes to upholstery.



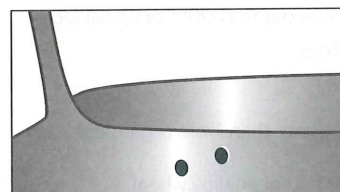
Dashboard, Fascia, Trim

Acceptable

- Light scuffing or smears that are removable by general cleaning.

Unacceptable

- Cuts, tears, burns, dents or scratches.
- Holes of any kind (including those drilled to accommodate phones, drink holders etc).
- Removal of any item or accessory (badges, ashtrays, cigarette lighter etc.) permanently or loosely attached to the vehicle.
- Any stains or marks that can't be removed by general cleaning.



Holes of any kind causing permanent damage.

Accessories, Keys

Keys and remote devices

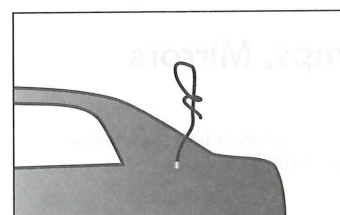
You will be provided with all the keys and remote devices you need to operate your vehicle. These must be returned fully operational, and in the same condition as when rented. As replacing keys and remote devices is costly, please ensure you keep them dry and away from hot surfaces.

Acceptable

- Removal of any accessory fitted by the customer (e.g. snow chains) provided no damage is caused thereby.

Unacceptable

- Damage to an aerial.
- Damage caused by the incorrect fitting of an accessory (e.g. snow chains, roof racks, hazard lights etc).
- Removal of, or damage to, any item supplied with the vehicle. (E.g. Parcel Shelves / Strings/Plugs, tools, Spare Tyres, Hazard Triangles, First Aid Kits, GPS unit etc).



Damage to aerials.



Removed or missing items.

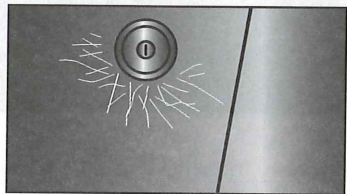
Bodywork

Acceptable

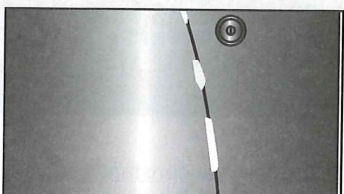
- Occasional stone chips to any panel up to 2mm - max 5 chips per panel to the paintwork sustained during normal vehicle usage.
- A dent less than 20mm in diameter x 1mm deep (excluding roofs, bonnets and boot lid) as long as the paintwork or other surface finish is unaffected and there is no visible crease in the panel in which the dent has been incurred.
- Scratches less than 50mm long that can be polished out.
- A single scratch less than 10mm long x 1mm wide that is down to bare metal with no dent.

Unacceptable

- Dents 20mm in diameter and/or 1mm deep or greater
- Dents on wheel arches, style lines, door sills or double skinned areas (door edges, roof, bonnets and boot lid).
- Multiple dents within a specific local area regardless of size.
- Any dent in which primer or bare metal has been exposed.
- Any single scratch greater than 10mm long and/or 1mm wide.



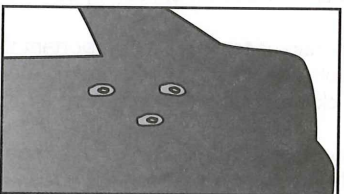
Scratches around door lock.



Multiple scratches or chips on door edge.



Multiple scratches exposing bare metal/primer.



Multiple dents in a local area.

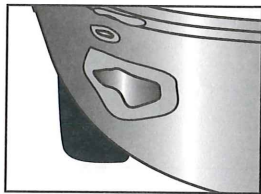
Bumpers, Rubbing Strips, Number Plates

Acceptable

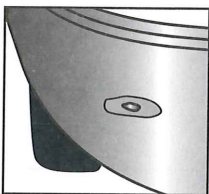
- An isolated scratch less than 100sq mm x 1mm deep – Acceptable measurements below:
- 10mm long x 10mm wide / 25mm long x 4 mm wide / 50mm long x 2mm wide / 100mm long x 1 mm wide. Provided no cracks or dents have been caused in the basic structure for all of the above.
- Isolated dents less than 20mm in diameter x 1mm deep – as long as the paintwork or other surface finish is unbroken.

Unacceptable

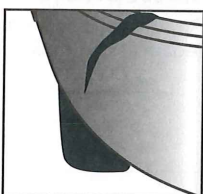
- An isolated scratch greater than 100sq mm or 1mm deep
- Multiple scratches of any size.
- Any dent greater than 20mm in diameter or 1mm deep.



Any excessive abrasion to bumper.



Dents greater than 20mm in diameter.



Damaged or removed rubber strip.

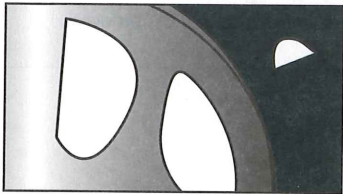
Wheels, Wheel Trims, Tyres

Acceptable

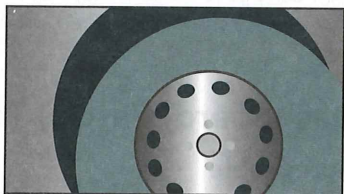
- Light scratches and scuffing less than 1mm in depth (1/20th of wheel face area) for plastic wheel trims only, not to alloys.

Unacceptable

- Any cracking, deformation or scratching deeper than 1mm regardless of length.
- Any damage to the rim or main body of any steel or alloy wheel, including the spare.
- Removal of any items – including the spare wheel, tools and wheel trims.
- Any damage to sidewalls of tyres (typically caused by kerbing).
- Replacement wheels/trims or tyres that differ from those originally supplied.
- Any cracks, gouges or tearing to any wheel trim.



Damage to sidewalls of tyres.



Removal or damage to wheel trims.

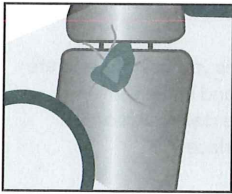
Glass, Windscreens, Lamps, Mirrors

Acceptable

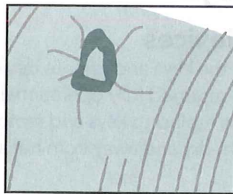
- Isolated chips or pitting on the windscreen - 0.5 mm or less that neither sit in the driver's line of sight nor affect the heating elements.

Unacceptable

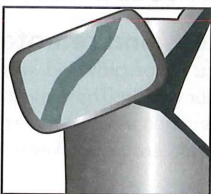
- Any windscreen damage – including cracks and chipping (over 0.5 mm).
- Any damage to any other glass, lens or lamp or mirror.



Windscreen damage.



Crack or hole in lamp glass.



Damage to mirror glass or surround.

Vehicle Cleanliness

Acceptable

- Regular day-to-day debris removable by general cleaning.

Unacceptable

- Hair from pets of any kind, soil, mud, sand, odours or foreign matter in the vehicle that necessitate special detailing or cleaning.

