

At Europcar, we constantly strive to provide vehicles of the highest quality. To help us do so, it is important that you take care of your vehicle.

Before vehicles are rented, Europcar staff identify and record any existing damage, with the exception of fair wear and tear. We also encourage you to perform your own inspection and take time stamped photographs. If you detect any damage to the vehicle before leaving the Europcar rental location and it has not been recorded on the Rental Agreement, please notify Europcar staff before you depart so that your rental agreement can be reprinted and signed. Failure to do so may mean that you lose the right

to dispute that damage to the vehicle occurred during your rental. Please make sure you have read and fully understand the fair wear and tear guidelines below before you drive away. The distinction between reasonable fair wear and tear and unacceptable damage is clearly outlined below. Damage caused intentionally or by negligence is never fair wear and tear and is excluded from the damage cover Europcar offers. You should always refer to the full terms and conditions of rental for a full understanding of the exclusions that apply to your rental.

If you have any questions, please ask a member of the Europcar staff.

Fair Wear and Tear Includes:	Fair Wear and Tear Excludes:
Dents	
Dents of no more than 20mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking	<ul style="list-style-type: none"> a) Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges b) Multiple dents within a specific local area regardless of size c) Any damage affecting or penetrating the paintwork
Stone Chips	
Isolated stone chips to any panel up to 2mm in diameter	More than 5 stone chips to an isolated area
Scratches	
Light scratches: <ul style="list-style-type: none"> a) Not more than 20mm in length and not more than 1mm wide b) No paint surface penetration c) Can be polished out 	Any scratch where the metal, plastic or undercoat is exposed
Bumpers	
<ul style="list-style-type: none"> a) Light scuffing or scratches: <ul style="list-style-type: none"> i) Where there is no paint penetration ii) Which are no more than 20mm in diameter and iii) Which can be polished out b) Isolated stone chips up to 2mm in diameter 	<ul style="list-style-type: none"> a) Any paint broken b) Multiple scratches of any size c) Dents of 20mm in length or more in diameter d) Any damage to a textured bumper e) More than 5 stone chips to an isolated area

Fair Wear and Tear Includes:	Fair Wear and Tear Excludes:
Wheels, Wheel Trims & Tyres	
<p>Light scratches & scuffing up to 20mm in length</p>	<ul style="list-style-type: none"> a) Wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim, or hubcap b) Alloy rims for vehicles if: <ul style="list-style-type: none"> (i) a scuff mark is more than 20mm in length; (ii) the alloy rim is cracked, buckled or gouged ; or (iii) the alloy rim is mismatched or not the rim as originally supplied c) Tyre tread and sidewall damage to sidewall of tyre so that the tyre is unroadworthy d) Replacement tyres that differ from those originally supplied
Windscreen, Windows, Lamps & External Mirrors	
	<p>Scratches, chipping, cracks, holes or damage to:</p> <ul style="list-style-type: none"> a) The windscreen b) Windows c) Lamps and d) External mirror lens, <p>as all such damage may affect the roadworthy status of the vehicle and may subsequently worsen over time from the vehicle continuing to be driven.</p>
Upholstery, Floors, Carpets, Dashboard, Fascia, Trim Interior & Vehicle Cleanliness	
<ul style="list-style-type: none"> a) Light marks that can be removed by vacuum or general cleaning b) Light scuffing or smears or regular day to day debris that is removable by general cleaning 	<ul style="list-style-type: none"> a) Any permanent damage caused by harsh or corrosive materials b) Tears, cuts, scratches, holes or burns c) Any damage to the structure, shape or positioning of a seat d) Hair from pets e) Excessive soil, mud or sand (other than from regular day to day use) f) Evidence of smoking in the vehicle g) Odours or foreign matter h) Stains or marks that cannot be removed by general cleaning or require steam cleaning
Keys, Accessories & Equipment	
<p>Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories or equipment</p>	<ul style="list-style-type: none"> a) Loss or damage to keys or remotes b) Damage caused by incorrect fitting of accessories (snow chains, roof racks) c) Damage to aerials d) Removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyre, wheel trims, hazard triangles, first aid kits, GPS units)

