

Claim Settlement regarding Damages and missing accessories of Europcar vehicles

Damage Management Policy

What will happen if you cause damage to the vehicle during your rental?

In our experience, our renters drive quite carefully and few accidents happen. So cases of damage to the vehicle are exception rather than the rule. But it is important to understand how we will manage the damage if it does occur.

Europcar has implemented a clear damage management policy to explain how we will invoice you for any damage you make to the vehicle during your rental.

You may not be fully liable

Please note that depending on the type of protection you bought for the rental, you may not have to pay for the damage, or you may only be partially liable. See the Europcar Insurance & Protections provisions in the Terms & Conditions.

I-DAMAGES IDENTIFIED WITH YOU AT VEHICLE RETURN

If you identify some damage with the Europcar agent or representative when you return the vehicle, you can acknowledge the damage by signing the Check-in Rental Agreement / Vehicle Condition Protocol. Europcar will then provide you with an invoice including the damage charges plus an administration fee for the treatment of the Damage and the Vehicle immobilization that will be charged to you.

Repair costs vary depending on the type of damage:

→ Light damage, insubstantial damage which does not affect the safe driving of the vehicle, such as scratches; light impacts on windshield, scratches on bumpers: Charges are made based on the Europcar Recommended price list available in any Europcar station.

→ More substantial damage impairing the use of the vehicle and requiring its temporary immobilization, such as bodywork damage. This type of damage will be evaluated by an

independent expert and charged according to the expert's report or a cost estimation made by an independent auto-repair garage.

If you contest the damages and decide not to sign the check-in Rental Agreement / Vehicle condition protocol, Europcar will apply the procedure described below (see section 2).

Important: If at time of returning the vehicle a damage has been found on a component that has already been damaged and the damage is not greater than the existing one, no additional charges shall be raised!

II-DAMAGES IDENTIFIED AFTER YOU HAVE FINISHED THE RENTAL AND DEPARTED

(For example, you left the vehicle outside opening hours)

If the Europcar Agent or representative identifies some damage when they inspect the vehicle after you have finished the rental and departed, Europcar will send you the following documents:

- Check-in Rental agreement/Vehicle condition protocol describing all damages identified
- Pictures of Damages
- An estimate of the repair costs that will vary depending on the type of damage (see above) plus an administration fee for the treatment of the damage and the Vehicle immobilization.

If you wish to contest the damage identified or the cost of repair, you should contact us by email or letter within 14 days of the documents being sent. All claims should be sent to the following email address: customerservice@europcar.bg.

III-DAMAGES OCCURRED DURING YOUR RENTAL

In case of road accident you should take the following actions:

- Dial National Emergency Number 112 and inform about the car accident, following the exact instructions given by the operator;
- It is very important that you provide information about your exact location, injured people (if any) and necessity of medical help as long as about whether the cars involved in the accident are in motion.
- Inform Europcar by dialing the hotline number or the rental location where you've collected your vehicle;

Starting from 30th of January 2009 the Ordinance that regulates actions of the drivers in case of small car accident between two vehicles that have collided according to which Ordinance it is

not required the place of the accident to be visited by the representatives of the Traffic police but

the later should be immediately informed about the accident by phone in following cases:

1. No one was injured;
2. Only two vehicles were involved in the car accident;
3. There is no injured property except both vehicles;
4. There is an agreement regarding the circumstances and reasons that caused the car accident between the persons involved in the car accident;
5. Both vehicles are in motion and can move under their own power;
6. Both drivers who were involved in the car accident were not under the influence of alcohol or drugs.

In those cases and in case of fulfillment of all mentioned conditions above the persons involved in the car accident except following the requirements of the Road Traffic Law must also:

- jointly inform about the car accident by dialing 112;
- precisely and completely fill their details in the jointly agreed report about the car accident and write down the registration number received from the Traffic police.

It is not required the representatives of Traffic police to visit the place of the car accident and to compile documents for:

1. damages of the vehicles caused by natural perils /such as hailstorm/;
2. burning of the vehicle;
3. damages of the vehicle caused when the vehicle was parked;
4. damages of the vehicle that were not caused by another vehicle;
5. damages of the windows of the vehicle.

The representatives of Traffic police necessarily must visit the accident spot in cases when:

1. somebody was killed or injured in result of the car accident;
2. the car accident caused obstruction of traffic;
3. a vehicle with foreign registration was involved in the car accident;
4. it is suspected that a person involved in the car accident was under the influence of the alcohol or other intoxicant or that he does not have the license required for driving the vehicle;
5. a vehicle that belongs to the Ministry of Defense or a vehicle with foreign registration that was passing through the territory of the Republic of Bulgaria or residing in it was involved in the car accident;
6. there is a disagreement regarding the circumstances related to the car accident between the persons involved in the car accident;
7. at least one of the vehicles cannot move under its own power because of the damages caused by the car accident;

8. there was only one vehicle involved in the car accident and this vehicle cannot move under its own power because of the damages caused by the car accident.

IV-CLAIMS

Obligatory documents required for claim settlement:

- Original copy of fully completed Police Incident Report, signed by all parties or Attested Bilateral Accident Protocol;
- Photocopy of driver's ID/Passport and license;
- Correctly completed Accident Report;
- Signed check-out and check-in Rental agreement and/or Vehicle Condition Protocol.

If you wish to contest your damage invoice, you can send a claim to our Customer Relations department customerservice@europcar.bg.

(You may also file a claim with the European Car Rental Conciliation Service (ECRCS) (<http://www.ecrcs.eu/>).)

IV- DAMAGE PRICE GUIDE

Damage Price Guide

Cost range for damaged or missing components

Damage Administration Fee € 36

1. Vehicle Documents and Accessories

- Car Documents € 120.00
- Green Card € 30.00
- Car Key from € 260

2. Interior Verification

- Interior Cleaning € 30 up to € 100
- Burned/Torn Seat € 90
- Mats € 50
- Cigar Lighter € 25
- Ashtray € 30
- Car multimedia € 700 up to € 1500
- Rear View Mirror € 90 up to € 260

3. Boot Verification

- Luggage Cover € 120
- Safety Kit € 30
- Key Rim € 25
- Jack € 60
- Spare Wheel € 90 up to € 420
- Patch Spray € 50
- Tire repair Kit € 300

4. Exterior Verification

- Locks € 120 up to € 400
- Aerial € 25 up to € 100
- Door Mirror € 60 up to € 450
- Side Indicators € 50 up to € 150
- Hub Covers € 40 up to € 80
- Rim € 60 up to € 350
- Headlights € 90 up to € 650
- Windscreen € 220 up to € 420
- Wiper blades € 15 up to € 45
- Wiper arm € 35 up to € 80
- Bumper Skirt € 65
- Badge € 60
- Tire € 90 up to € 420
- Mudguard € 50

5. Exterior Damage

> 2 cm

- Scratch or Dent from € 240
- Scratch + Dent from € 320
- Breakage € 350 up to € 1200

* These costs are a guide only. The actual cost of the damage (which will be within the cost range) will be influenced by the make and model of the vehicle you are renting. For scratches less than 2cm no charge will be applied.

ANNEXES

Accident Report – Annex 1

		ACCIDENT REPORT	
EURORENTALS LTD. 144, Tsarigradsko Shosse blvd. 1138, Sofia Bulgaria VAT №: BG175221939 Assistance 24/7: +359 884 816666			
ALL FIELDS MUST BE COMPLETED			
Europcar Vehicle:			
Reg. Number: _____		Make / Model: _____	
Driver's Name : _____			
CDW - <input type="checkbox"/> Yes <input type="checkbox"/> No		SCDW - <input type="checkbox"/> Yes <input type="checkbox"/> No	
PAI - <input type="checkbox"/> Yes <input type="checkbox"/> No			
Renting Location : _____		Rental Agreement №: _____	
Time: _____ & Date of Accident: _____			
Location of Accident _____			
Number of Vehicles Involved: _____			
Was this accident reported to the police? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Date reported and hour: _____		Police location: _____	
Police Report Number: _____			
If the accident is not reported to the police please state the reasons: _____			
Describe in detail what happened (Use additional paper if necessary): 			
<u>All of the above facts are true and accurate record of the incident/accident</u>			
Date: _____		Signature: _____	
City: _____		Please print name of person signing this form: _____	

Accident Collision Report – Annex 2

1

Дата на ПТП

2

Час

3

Местоположение

4

Място

5

Пострадал/и (дори леко)

6

НЕ

7

ДА

8

Материални щети

9

освен по превозни средства "А" и "Б"

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по обекти освен превозните средства

11

НЕ

12

ДА

13

НЕ

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ДА

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Свидетели (име, адрес, телефон)

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Annex 3 – Table of claim settlement requested documents

	Traffic Police Report or Accident Collision Protocol	Europcar Accident Report	Vehicle Condition Report / Rental Agreement signed by hirer	Photocopy of driver's license and Passport/ID card	Vehicle Theft Police Protocol
Collision with another vehicle	✓	✓	✓	✓	
Damage without collision (e.g. parking scratch)		✓	✓	✓	
Damage caused by natural forces (e.g. hailstorm)		✓	✓	✓	
Windscreen/Tire Damages		✓	✓	✓	
Full Theft of vehicle			✓	✓	✓

PHOTOS

**LIGHT POLISHABLE SCRATCHES AND TRUNK SCRATCHES WHERE NO CHARGES
APPLY**



Scratches of the paint of the motor vehicle, which can be removed by polishing



These scratches mainly occur while taking out suitcases from the boot.

EXAMPLE OF MOST COMMON DAMAGES



This is one of the most common types of scratches. For such a scratch the charge would be € 180 plus Damage admin fee.



This is another very common type of damage. For such damage the charge would be € 240 for each detail plus Damage admin fee.

COMPONENT ABRASIONS



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Up to excess amount	Reduced excess amount	Zero excess amount

BREAKAGE



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Up to excess amount	Reduced excess amount	Zero excess amount

DAMAGES CAUSED BY NATURAL FORCES (e.g. hailstorm)



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Up to excess amount	Reduced excess amount	Zero excess amount

DAMAGES TO TIRES, RIMS, WHEELS



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Not covered	Reduced excess amount	Zero excess amount

- In case repair costs are lower, the actual repair cost will be charged

WINDOW AND LIGHTS DAMAGES



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Not covered	Reduced excess amount	Zero excess amount

EXTREMELY DIRTY VEHICLE



The general cleaning of the vehicle cannot effectively remove this kind of contamination. Additional professional car cleaning services are necessary in these cases. Not qualified as insurance claim event. Payable separately according to invoice.

	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Not covered	Not covered	Not covered

DAMAGES TO THE INTERIOR OF THE CAR



Not qualified as insurance claim event. Payable separately according to invoice!

	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Not covered	Not covered	Not covered

VEHICLE TOTAL LOSS



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Up to excess amount	Reduced excess amount	Zero excess amount

BROKEN OR CRACKED TAILLIGHT/ FOG LIGHT



	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Up to excess amount	Reduced excess amount	Zero excess amount

REPLACED COMPONENTS OR ACCESSORIES



Hard to note, but obviously it can be seen that the battery is not new. Not qualified as insurance claim event. Payable separately according to invoice!

	Basic ★	Medium ★ ★	Premium ★ ★ ★
Covered by insurance	Not covered	Not covered	Not covered