

DAMAGE POLICY - COSTS AND PAYMENTS

By signing the contract, the Customer authorizes the Lessor to charge the credit card provided with the amounts related to any damage noted on the vehicle upon its return and the administrative costs associated with said damage.

For procedures related to easily identifiable damage, the lump-sum quantification criteria shall be applied through the use of a practical DAMAGE TABLE.

The amounts shown in the table take into account repair costs determined on the basis of manufacturers' price lists and apply indiscriminately to all vehicles of the same segment or category (*). Rates are calculated and regularly updated by nationally registered experts according to the average cost of repair of the most frequent forms of minor damage.

For the sake of completeness, tables summarizing any administrative expenses and other accessory charges applied as penalties in the event of loss/damage of vehicle parts (e.g. loss of number plates) or accessory services in the event of breakdown (roadside assistance and tow truck costs) are also attached to this document.

The purchase of Protection Plans <https://www.autovia.it/protection-plans.pdf> **reduces or cancels the Customer's liability in the event of damage to the vehicle under the specific conditions provided for.**

Below are the criteria for identifying and charging for damages and how any relative disputes are handled.

- **VEHICLE INSPECTION**

During the check-out process (consignment of the vehicle to the Customer), all the damage on the vehicle will be listed on the Damage Check Sheet attached to the contract.

We invite our Customers to examine this sheet carefully to ensure that it is correct, and to report any discrepancies to our operators, who will update the Damage Check Sheet and will ask the Customer to sign this sheet again before taking possession of the vehicle.

When a vehicle is returned (check-in) an inspection will be carried out together with the Customer, indicating any new damage not attributable to normal wear and tear on the relative Check-in Form.

In all cases in which the inspection is carried out exclusively by the branch operator, any anomalies/damage detected will be communicated to the Customer via email, with the relative documentation attached.

- **LATENT DAMAGE**

In the event of latent damage, i.e., damage that cannot be detected by an initial check by the branch operator during check-in, concerning non-visible parts of the vehicle (e.g. mechanical parts such as the engine, clutch, fuel tank, etc.), the Customer will be informed at a later stage and will be provided with all documentation to substantiate the findings before the corresponding costs are charged.



- **VEHICLE DOWN TIME**

In the event that the vehicle requires repairs or replacements, or in the event that the keys have been lost and need to be replicated, Autovia reserves the right to send the Customer an invoice including the item "Days of Vehicle Down Time", i.e., the period of days that the vehicle is not rented due to the time required for repairs and the acquisition of spare parts.

- **IDENTIFYING AND CHARGING FOR DAMAGES**

Damage will be quantified on the basis of the rates shown in the Damage Table. In the event that the sum cannot be clearly determined from the relative tables, Autovia will request an estimate from an inspector enrolled in the national register or from a specialized workshop. The estimate will be communicated to the Customer via email, together with the debiting of the damages and relative charges.

- **DISPUTES**

The Customer has seven working days from receipt of our notification of debit to dispute the amount claimed for damages.

If the Customer does not dispute the notification within seven working days from receipt of the communication, Autovia will proceed to collect the sum requested. Our charge notices include all the documentation to certify the presence of the new damage found and not present on the Damage Check Sheet agreed on and signed by the Customer on check-out.

Any latent damage or mechanical damage discovered after the return of the vehicle by the Customer shall be reported immediately on detection by email with attached documentation.

Any disputes and/or requests for refunds can be sent to our Customer Care service by email to customercare@autovia.it

ADMINISTRATIVE COSTS	DAMAGE RANKING (VAT included)	PRICE (VAT included)
PASSIVE AND INSOLVENCY ACCIDENT ADMINISTRATION FEE	from € 0 to 500 €	€ 80.00
PASSIVE AND INSOLVENCY ACCIDENT ADMINISTRATION FEE	from € 501 to € 1,000	€ 120.00
PASSIVE AND INSOLVENCY ACCIDENT ADMINISTRATION FEE	Greater than €1,001	€ 150.00
THEFT ADMINISTRATION FEE	€ 180.00 (+ the cost of a full tank of fuel)	

PENALTY FOR LOSS-DAMAGE	PRICE (VAT included in the cost)
PLATE LOSS	From € 295.00 + 15 days technical standstill
WRONG REFUELING / AD BLUE	Vehicle repair cost + cost per day from a minimum of 3 days to a maximum of 15 days of technical downtime* see below
LOSS OR DAMAGED KEYS	Key cost according to car line + cost per day from a minimum of 3 days to a maximum of 15 days of technical downtime (*)
(*) TECHNICAL STOP	<p>The cost per day of downtime is determined according to the seasonality period</p> <p>Vehicles: From 15 November to 15 March €20.00 per day + VAT From 16 March to 14 November €50.00 per day + VAT</p> <p>Van and trucks: From 15 November to 15 March €35.00 per day + VAT From 16 March to 14 November €70.00 per day + VAT</p>
LOSS OF CAR DOCUMENTS	€ 5.00
LOSS OF DISH LPG	€ 25.00
LOSS OF KEY TAG	€ 10.00
SKI RACK	€ 150.00
CHILD SEAT - SEGGIOLINO BIMBO / BABY SEAT	€ 150.00
CHAINS OR SNOW SOCKS	€ 150.00
CHARGING CABLE (COLUMN/DOMESTIC)	€ 525,00
CROSS BORDER FEE - CARS	€ 500.00 (failure to provide)
CROSS BORDER FEE- TRUCKS	€ 500.00 (failure to provide)

ROADSIDE ASSISTANCE SERVICE COSTS	PRICE (VAT included)
TOW TRUCK SERVICE	From € 250.00