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LIFE IN MOTION
ECOVIA FURGOVIA

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CERTIFIED ISO 9001
N° IT324755 / Settore IAF: 29, 32, 35

DAMAGE POLICY – COSTS AND COMPENSATION

This document forms an integral and essential part of the Rental Agreement, the General Rental Terms and Conditions and the other contractual documents referred to in the Rental Agreement. By signing the Rental Agreement, the Customer authorises the Lessor to charge the credit card provided for any amounts due in relation to:

- Damage and repair costs up to the applicable excess under the Protection Plan selected, where applicable;
- Administrative Handling Service contribution, where applicable;
- additional services;
- contractual penalties;
- any other charges provided for in the contractual documentation.

The purchase of any Protection Plan reduces or eliminates the Customer's financial liability solely within the limits, under the conditions and subject to the exclusions set out in the relevant contractual documentation.

1. VEHICLE INSPECTION

1.1 Check-Out (Vehicle Collection)

At the time of vehicle collection, any existing damage will be recorded in the Vehicle Damage Check Sheet attached to the Rental Agreement.

The Customer is required to carefully inspect the condition of the vehicle before driving away and to immediately report any discrepancies to the Lessor's staff.

Any damage not reported before the vehicle is driven away shall be deemed not to have existed at the time of delivery.

1.2 Check-In (Vehicle Return)

Upon return of the vehicle, the Lessor shall inspect the vehicle and verify the presence of any new damage, missing items or anomalies not attributable to normal wear and tear.

In the following cases:

- return outside the Rental Station opening hours;
- the Customer's absence or failure to remain present during the inspection;

the inspection may be carried out subsequently by the Lessor's staff.

Any damage or anomalies identified shall be notified to the Customer together with photographic and technical documentation.

2. HIDDEN DAMAGE

Certain types of damage may not be immediately detectable at the time the vehicle is returned.

Hidden damage includes, by way of example only:

- mechanical damage;
- underbody damage;
- structural damage;
- incorrect refuelling;
- transmission damage;
- damage resulting from improper use of the vehicle;
- anomalies identified during subsequent maintenance or technical inspections.

In such cases, the Customer shall be informed at a later stage by means of a communication supported by technical and photographic documentation.

3. DAMAGE ASSESSMENT CRITERIA

Damage may be assessed by means of:

- the Damage Matrix;
- estimates issued by authorised repair workshops;
- technical assessments;
- expert reports.

The rates applied take into account, by way of example:

- the cost of spare parts;
- labour;
- administrative and handling costs;
- any loss of the vehicle's commercial value.

The Damage Matrix is prepared and updated periodically on the basis of the average repair costs of the most common types of damage. Where the damage cannot be assessed using the Damage Matrix, the Lessor may determine the amount due on the basis of a repair estimate or an independent technical assessment.

4. LOSS OF USE

Where the vehicle becomes unavailable for use as a result of:

- damage;
- accidents;
- improper use;
- incorrect refuelling;
- loss of or damage to the keys, licence plates or other components essential for the lawful circulation of the vehicle;
- repairs or restoration work;

the Lessor may charge the Customer for the corresponding Loss of Use.

Loss of Use includes only the period reasonably necessary for:

- technical inspection;
- procurement of spare parts;
- repairs;
- restoration;
- making the vehicle available for rental again.

Loss of Use shall be calculated for the period reasonably required to carry out the inspection, procure spare parts, complete the repairs and restore the vehicle to service, within the maximum limits established by the contractual documentation or, in any event, in proportion to the type of damage identified.

4.1 LOSS OF USE CHARGES

Passenger Cars

- From **15 November to 15 March: €24.40 (VAT included)** per day
- From **16 March to 14 November: €61.00 (VAT included)** per **day 9-Seater Vehicles and Vans**
- From **15 November to 15 March: €42.70 (VAT included)** per day
- From **16 March to 14 November: €85.40 (VAT included)** per day

Any Loss of Use charge shall be calculated in proportion to the period reasonably required to restore the vehicle and, in any event, shall not exceed 15 days or the maximum amount of €1,281.00 (VAT included) and shall always remain within the applicable financial liability (Excess).

5. DISPUTES

The Customer may dispute any charges within **7 days** from the date on which the notification is sent by the Lessor.

Any dispute must be submitted by e-mail to:

customercare@autovia.it

6. ADMINISTRATIVE HANDLING SERVICES, MANAGEMENT FEES AND CONTRACTUAL PENALTIES

For the administrative and operational activities connected with the management of the relevant cases, the following amounts may be charged:

SERVICE	AMOUNT (VAT INCLUDED)
Administrative Handling Service for damage / accident claims	€73.20
Contractual Penalty – Traffic violations / Unpaid tolls	€8.00
Roadside Assistance / Recovery Vehicle	From €250.00, according to the actual costs incurred
Vehicle recovery following prohibited use of the vehicle or failure to return the vehicle	According to the actual costs incurred
Loss of or damage to licence plates	From €341.50 + up to 15 days' Loss of Use
Incorrect refuelling	Restoration costs + from 3 to 15 days' Loss of Use
Loss of or damage to vehicle keys	Replacement / duplication costs + from 3 to 15 days' Loss of Use
Contractual Penalty – Unauthorised cross-border travel (Passenger Cars)	€500.00
Contractual Penalty – Unauthorised cross-border travel (Vans)	€500.00
Copy of vehicle documents	€5.79
LPG Adapter	€25.00
Key Holder	€10.00
Magnetic Ski Rack	€173,64
Child Seat / Booster Seat	€173,64
Snow Chains or Snow Socks	€173,64
Charging Cable for Electric Vehicles	€607,75

7. ROADSIDE ASSISTANCE

The cost of Roadside Assistance resulting from accidents caused by the Customer or from malfunctions attributable to the Customer shall remain entirely at the Customer's expense, even where the Customer has purchased a Protection Plan or Roadside Assistance cover that includes such service, whenever the intervention becomes necessary as a consequence of intentional misconduct or use of the vehicle expressly prohibited under the contractual documentation.

The cost of Roadside Assistance shall also remain entirely payable by the Customer in the following cases:

- failure to cancel a Roadside Assistance request in due time where the problem has been resolved independently by the Customer or where the Customer, without justified reason, is not present at the agreed location when the recovery vehicle arrives;
- discharged battery resulting from lights, electrical devices or other vehicle equipment being left switched on;
- lost, damaged or locked-in vehicle keys;
- incorrect refuelling;
- running out of fuel;
- damage resulting from prohibited use of the vehicle;
- use of the vehicle on unsuitable roads, inaccessible areas or routes incompatible with the characteristics of the vehicle;
- inability to access or recover the vehicle for reasons attributable to the Customer.

8. FINAL PROVISIONS

For any matter not expressly governed by this Damage Policy, reference shall be made to the following documents, which shall apply in full:

- the General Rental Terms and Conditions;
- the Rental Agreement;
- the Price List – Services and Accessories;
- the applicable laws and regulations.

Courtesy English Translation

This English version is provided for convenience and information purposes only. In the event of any discrepancy, inconsistency or conflict between this English translation and the original Italian version, the Italian version shall prevail and shall be the only legally binding version.