



DAMAGE POLICY - COSTS AND COMPENSATION

By signing the contract, the Customer authorizes the Lessor to charge the provided credit card with the amounts relating to any damage found on the vehicle at the time of return. For damage that is easily identifiable, the application of flat-rate quantification criteria is provided through a practical **DAMAGE GRID**. The amounts contained therein take into account the restoration costs determined on the basis of the manufacturer price lists and apply to all vehicles of the same segment or category. The following overview tables also detail accessory charges for lost/damaged components (e.g., lost license plate) or breakdown services.

Link for DAMAGE GRID: <http://flexyrental.it/wp-content/uploads/2026/02/tabelle-danni-20251030-092427-1.pdf>

VEHICLE INSPECTION

During the check-out phase (delivery of the vehicle to the Customer), all damage present on the vehicle will be listed in the relative Check-Damage Sheet attached to the contract. We invite the Customer to examine it carefully, verifying its correctness and reporting any discrepancies to our operators, who will update the Check-Damage sheet and request a new signature before the Customer picks up the vehicle. At the time of return (check-in), a vehicle inspection will be carried out together with the Customer, indicating any new damage not caused by normal wear and tear on the relative Check-In Form. In all cases where the inspection is carried out unilaterally by the branch operator, any anomalies/damage found will be communicated to the Customer via email with attached documentation.

HIDDEN DAMAGE

In case of hidden damage, i.e., damage not detectable during an initial check by the branch operator during the check-in phase, regarding non-visible parts of the vehicle (e.g., mechanical parts such as engine, clutch, tank, etc.), the Customer will be informed subsequently and will receive all the documentation proving what was detected before the corresponding costs are charged.

TECHNICAL DOWNTIME (FERMO TECNICO)

Should the vehicle require repairs, replacements, or in the case of loss of the key, its reproduction, Autovia reserves the right to send the Customer an invoice including the item "Days of Technical Downtime", i.e., the days of lost rental of the vehicle for the time necessary for restoration interventions and the acquisition of spare parts.



IDENTIFICATION AND CHARGING OF DAMAGE

Damage will be quantified based on the rates illustrated in the Damage Grid. If the amount is not easily determinable through the specific Grids, Autovia will request an evaluation by an expert registered in the national role or a specialized workshop. The estimate will be communicated to the Customer via email, together with the charge for the damage and the relative amount.

DISPUTES

The Customer has **seven working days** from receipt of our charge notification to contest the amount requested for damages.

In the absence of disputes within seven working days of the notification of charge, Autovia will proceed with the collection of the requested amount. Our charge notifications will include all documentation proving the presence of the new damage detected and not present in the Check-Damage Sheet shared and signed by the Customer at the time of check-out.

Any hidden damage or mechanical damage found after the return of the vehicle by the Customer will be notified immediately after detection, with a specific email communication and attached documentation.

Any disputes and/or requests for reimbursement can be submitted to our Customer Care at the email address: **customerservice@rentalplus.it**.



CATEGORY / ITEM	PRICE (VAT Included)	ADDITIONAL NOTES / DOWNTIME
LOSS & DAMAGE PENALTIES		
Loss or Damage of License Plate	From €295.00	+ Daily cost for 15 days of technical downtime
Wrong Refueling	Repair Cost	+ Daily cost (Min. 3 days / Max. 15 days)
Loss or Damage of Key	Key Cost (by car line)	+ Daily cost (Min. 3 days / Max. 15 days)
TECHNICAL DOWNTIME (Daily Rates)		
		(Excluding VAT / + IVA)
Cars (Nov 15 – Mar 15)	€20.00 + VAT	Daily rate for non-use during repair
Cars (Mar 16 – Nov 14)	€50.00 + VAT	Daily rate for non-use during repair
Vans & 9-seaters (Nov 15 – Mar 15)	€35.00 + VAT	Daily rate for non-use during repair
Vans & 9-seaters (Mar 16 – Nov 14)	€70.00 + VAT	Daily rate for non-use during repair
ACCESSORIES & EQUIPMENT		
Charging Cable (Station/Domestic)	€525.00	Penalty for loss or damage
Undeclared Cross-Border Travel (Car/Van)	€500.00	Penalty for failure to communicate
Suction Cup Ski Rack	€150.00	Penalty for loss or damage
Child Booster / Baby Seat	€150.00	Penalty for loss or damage
Snow Chains or Snow Socks	€150.00	Penalty for loss or damage
LPG Adapter	€25.00	Penalty for loss or damage
Key Holder	€10.00	Penalty for loss or damage
Copy of Vehicle Documents	€5.00	For reproduction of lost documents
ROADSIDE ASSISTANCE		
Tow Truck Service (Carro Attrezzi)	From €250.00	Service cost in case of breakdown

