

## Annexure B

### Damage Excess Waiver Product

When picking the car up, you will be required to leave a deposit to the value of any excess which may be charged by the car hire company if the car is damaged during the rental. The maximum excess will be shown in the terms & conditions during the booking process.

We offer a Damage Excess Refund product which, if purchased prior to pick-up of the car, offers reimbursement of the cost of the damage (excluding administration and immobilisation fees) paid to the car hire company as a result of a claim on the Collision Damage Waiver whilst renting your car.

The cost can be reclaimed through us, subject to our terms & conditions, provided you forward copies of the following to us:

- the supplier accident report form (this should be completed and finalised at the end of the rental),
- the police report, if a third party was involved in the incident,
- your car's check-in and check-out documents, which clearly show the new damage being charged for, and
- evidence of payments deducted from your credit card.

For third-party claims, we require confirmation from the car hire company that your claim has been verified and the party identified for damage liability.

These documents must be sent to our Customer Service Team within 28 days of the rental finishing.

The rentalcars.com Damage Excess Refund product will not refund charges which are not covered by the car hire company's CDW policy.

The full details of the coverage, including exclusions, will be provided by the car hire company when you pick the car up.

Examples of common exclusions from car hire companies' CDW policies include:

- Damage caused to the windows, windscreen, glass, interior, personal belongings, wheels, tyres, roof or undercarriage
- Damage caused while the driver is under the influence of drugs and/or alcohol
- Damage caused while the car is being driven by someone who is not a named driver on the rental agreement
- Towing charges or damage caused by the car being towed by an unauthorised third party
- Damage caused while the car is being driven negligently or without due care and attention, including driving off-road and on untarmacked roads
- Damage to contents or people in the car
- Theft of the car
- Off-road time/immobilisation fees as a result of damage
- Administration fees relating to damage

In the above circumstances, your liability to pay for the excess will not be waived and you may be liable for the full cost, up to and exceeding the excess amount.

For further information about this product, please do not hesitate to contact a member of our team.