



Damage Policy

Damage identified in your presence upon return of the vehicle

If any damage is identified in the presence of a representative of *Colinas Rent A Car* at the time of return of the vehicle, it will be mentioned in the Vehicle Return Declaration, and you should sign as acknowledged. Afterwards *Colinas Rent A Car* will issue an invoice with the description of the repair costs, plus the amount corresponding to the administrative costs for the management of the Damage Process and immobilization of the vehicle.

Repair costs vary depending on the nature of the damage:

- Minor damages, non-substantial damages that do not affect the safe driving of the Vehicle, such as scratches, light impacts on windshields, scratches on bumpers: prices upon request
- **More serious damage that impairs the use of the vehicle or requires temporary immobilization, such as bodywork damage.** This type of damage will be billed according to the expert report or cost estimate made by an independent auto repair shop.

Damage identified after returning the vehicle (for example, in the situation where you returned the vehicle outside normal business hours)

If, after you have finished your rental and have returned the vehicle, any damage is identified during the vehicle inspection, we will send you the following documents:

- Declaration of Return of the Vehicle, with the description of the identified damages;
- Photographs of the damage;
- An estimate of the repair costs (which will vary depending on the nature of the damage(s) – prices upon request), plus a figure for the administrative costs of managing the Damage Claim and immobilizing the vehicle.

If you wish to contest the Damages identified or the repair costs, you must contact us by email or letter within 14 days from the date the documents were sent. At the end of this 14-day period, *Colinas Rent A Car* will send you the corresponding invoice, with the aforementioned repair costs, plus the amount related to administrative costs for the management of the Damage Process and immobilization of the vehicle.