



General terms and conditions
Alphabet Rent

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Definitions

The following terms with a capital letter have the following meaning:

Alphabet: Alphabet Belgium Long Term Rental NV;

Alphabet Rent: the short-term rental service of Alphabet Belgium Long Term Rental NV;

Driver: the natural person who shall drive the Vehicle with the consent of the Hirer;

Hirer: the legal person or Driver who concludes this Lease Agreement with Alphabet Rent;

Lease Agreement: this agreement between Alphabet Rent and the Hirer, which lays down the general terms and conditions for the use of the Vehicle;

Privacy Policy: In the following sections, this describes how Alphabet Belgium Long Term Rental NV collects, processes and uses the personal data of its customers or potential customers, business partners and mobility users.

Rates Table: the non-exhaustive table that provides an overview of the reimbursements to cover the fixed costs pursuant to the management of this Lease Agreement, and of certain situations or operations to which this Lease Agreement may or may not expressly refer;

Vehicle: the Vehicle made available by Alphabet Rent to the Hirer (including a Vehicle made available by a third party) in accordance with the provisions below.

Data processing

Alphabet Belgium Long Term Rental NV (hereinafter referred to as "Alphabet") processes the personal data of employees of the Hirer in accordance with the privacy policy available at www.alphabet.com/nl-be/privacy-statement (the "Privacy Policy").

By signing this agreement, the Hirer acknowledges having read and accepted the terms of the Privacy Policy.

In particular:

- The Hirer acknowledges that Alphabet may process personal data of its employees for various purposes, including, but not limited to, managing our customer relationships; effective and efficient communication; verification of signing authority when signing contracts; managing our contractual obligations: service provision, invoicing, etc. (the "Purposes").
- The Hirer acknowledges that for the Purposes, Alphabet can share personal data with other entities within the BMW AG Group and with third parties such as suppliers of IT-related services, government authorities, insurance companies, etc. located within or outside the European Economic Area.
- The Hirer informs its employees of Alphabet's Privacy Policy, which includes how they can exercise their rights.

More detailed information on the processing of personal data by Alphabet and the privacy rights is set out in the Privacy Policy.

Alphabet reserves the right to change the Privacy Policy from time to time without prior notice. Therefore, it is recommended to consult the Privacy Policy regularly, in any case when the Hirer provides personal data to Alphabet.

1. Applicable terms and conditions

- 1.1. These terms and conditions shall apply to this Lease Agreement unless otherwise agreed. Any invalidity, unlawfulness, non-enforceability or nullity of one or more provisions in this Lease Agreement does not entail the invalidity, unlawfulness, non-enforceability or nullity of the entire Lease Agreement. Any null and void clause shall, where appropriate, be replaced by a valid clause, which has the same economic and legal result as much as possible.
- 1.2. **Guarantee** - Unless otherwise agreed, the Hirer must pay Alphabet a deposit in advance. Such guarantees may include the provision of a bank guarantee, a guarantee by the Hirer's parent company or a rental guarantee. Alphabet is entirely free to choose which guarantee (according to which procedures) it wishes to request and it does not have to justify its request. The Hirer is in turn free to decide whether or not to accept this request. However, the provision of the requested guarantee shall, where appropriate, apply as a suspensive condition for the Lease Agreement coming into effect.
- Said bank guarantee shall only be released by Alphabet after the Lease Agreement has expired, to the extent that the Hirer has fulfilled all the obligations vis-à-vis Alphabet contained herein, subject to the application of the further agreed set-off clause.
- If an overall rental guarantee was provided for proper fulfilment of the obligations arising from several Lease Agreements, it shall only be released after the Hirer has fulfilled its obligations under all of these Lease Agreements, also subject to the application of the set-off clause.
- 1.3. Unless otherwise agreed, the Hirer undertakes vis-à-vis Alphabet to pay the following reimbursements¹:
- a fixed reimbursement per day and per kilometre travelled;
 - the fuel costs (if and insofar as the Vehicle was not returned fully refuelled), increased by an administrative cost of 21%²;
 - a reimbursement for the delivery/collection of the Vehicle (elsewhere than at an Alphabet branch);
 - a reimbursement for the repair costs relating to damage borne by the Hirer, the replacement of missing accessories, as well as for the lack of legal documents.
- 1.4. By signing the Lease Agreement, the Hirer acknowledges having taken due note of the Rates Table and accepts its application. The Hirer also acknowledges Alphabet's right to reasonably adjust the content of the Rates Table and the amounts stated therein if there are legitimate reasons for this (including but not limited to indexations). Such a change, which shall apply with immediate effect, cannot be invoked by the Hirer afterwards as a reason for early termination of the Lease Agreement. If, due to such a change (to the content and/or stated amounts in the

¹ The above-mentioned reimbursements are always displayed excluding VAT and any other tax.

² The fuel (including AdBlue) is always at the expense of the Hirer.

Rates Table), the Hirer still wishes to terminate the Lease Agreement prematurely, this shall result in immediate termination and the collection of the Vehicle. In the event of early termination (for whatever reason), Alphabet shall recalculate the agreed rental rate. Where appropriate, the Hirer shall be able to benefit from the most favourable rental rate for him/her, based on the prevailing rental rate at that time.

- 1.5. Any derogating agreements are not binding unless confirmed in writing by Alphabet. If the Hirer comprises multiple natural persons or legal entities, each of them shall be jointly and severally obliged to fulfil all obligations arising from this Lease Agreement. By signing this Lease Agreement, the Hirer declares that it has received one copy of the Lease Agreement.

2. Change in reservation

- 2.1. The Hirer has the right to change and/or cancel the reservation of the Vehicle made by him/her free of charge, but must notify Alphabet of this in writing before the start of the first day of the rental period. If the adjustment of the reservation and/or cancellation does not take place in time (on the day on which the actual rent was to take place), Alphabet shall charge the Hirer one (1) full day of rent (including any increased delivery costs, etc.).

3. Category

- 3.1. Alphabet enters into a best efforts obligation to deliver the category chosen by the Hirer, but does not provide any guarantee regarding the selected category or the make, model, transmission type or fuel. The Hirer acknowledges that the Vehicle finally provided depends on the fleet available at that time. Alphabet makes every effort to make a Vehicle of the same category available to the Hirer, but if no Vehicle from the same category is available, Alphabet shall allocate a Vehicle from another category to the Hirer. If this is a Vehicle of a higher category, then, where appropriate, the Vehicle shall be offered to the Hirer at the same price as the (lower) category chosen by the Hirer upon reservation.
- 3.2. **Rental period** - The minimum rental period of the Lease Agreement is 24 hours, to be calculated as from the signing of the Lease Agreement. Any started part of a day shall always be charged as a full day. Should the Vehicle be returned late, the Hirer shall be charged for the additional hours, with a late return of more than four hours being equated to one full day, and invoiced as such respectively.
- 3.3. The determination of the condition of the Vehicle shall be made mutually between the parties at the time of delivery of the Vehicle and the signing of the Lease Agreement, or the delivery time of the Vehicle at a time and location agreed between the parties respectively. The checklist shall be countersigned at the time of delivery of the Vehicle.
- 3.4. If the Vehicle must be delivered within 60 minutes of the opening time of an Alphabet Rent rental station, you tacitly agree that Alphabet Rent shall deliver this Vehicle on the previous working day.

- 3.5. You take possession of/use the Vehicle with due care and diligence at the time and on the day of delivery of the Vehicle and, consequently, you shall bear full responsibility and liability for the Vehicle (including but not limited to fines, damage, etc.). The actual rental of the Vehicle shall only be due from the start (date and time) of the Lease Agreement.
- 3.6. The Hirer undertakes to bring the Vehicle to the place and at the time as agreed with Alphabet upon return notification. If the Hirer fails to leave the Vehicle in good time and/or at the agreed location, the rates as set out above shall apply.
- 3.7. If the Hirer is absent, or if the Vehicle is left elsewhere (in a location other than agreed between the parties), Alphabet is deemed to be authorised to unilaterally determine the condition of the Vehicle at the moment at which the Vehicle is returned to this. The determination thus made is regarded as a mutual determination of the condition of the Vehicle.

4. Condition upon receipt and return + overview of documents

- 4.1. The Hirer declares that it has hired the Vehicle described in the Lease Agreement and received it in good condition, provided with all on-board documents, the required legal materials and accessories (including but not limited to a charging cable). By putting the Vehicle into service, the Hirer declares that it agrees with the findings (see checklist) made regarding the condition of the Vehicle in question. Any comments regarding the condition, on-board documents and legal requirements of the Vehicle must be reported immediately (and no later than at the time of receipt of the Vehicle) in writing to an (employee of an) Alphabet Rent Office. The absence of comments from the Hirer regarding the condition of the Vehicle, the on-board documents and/or the legal requirements provides irrefutable evidence of the good condition of the Vehicle as well as of the fact that the Vehicle is in the condition as shown on the checklist (including all on-board documents and other legal requirements).
- 4.2. The condition of the Vehicle shall be mutually determined in writing between the parties at the time of departure and return of the Vehicle.
- 4.3. The Hirer undertakes to return the Vehicle in the same condition as it was upon receipt, at a location and time as agreed between the parties. And this including all on-board documents, the required legal materials and accessories (including but not limited to a charging cable).

Should the Vehicle sustain damage of any kind, the Hirer accepts, by signing this Lease Agreement, that Alphabet shall appoint a joint expert, who shall:

- estimate the cost and duration of repairs; and
- where appropriate, decide whether the wear is normal or abnormal.

If the Hirer disagrees with the expert's findings (regarding the cost and/or repair time, or whether it concerns normal or abnormal damage), he/she is entitled to appoint an expert at his/her own expense. If the expertise of the expert appointed by the Hirer differs from that appointed by Alphabet, this dispute shall finally be submitted for settlement to a third, independent expert, whose opinion shall be regarded as final.

5. Use and costs

- 5.1. The Hirer shall look after the Vehicle with due care and diligence, safeguard it appropriately, and only use it in keeping with its nature, purpose, this Lease Agreement and the Hirer's internal car policy.
- 5.2. The Hirer undertakes to drive the Vehicle (or have it driven) exclusively by persons who are in possession of a valid driving licence and are a minimum of 18 years of age. Drivers in possession of a valid provisional driving licence may also obtain permission to drive the Vehicle, subject to prior written notification to Alphabet.
- 5.3. The Vehicle may not be used or driven by a person who is under the influence of alcoholic beverages, narcotics or stimulants, or by a person suffering from any mental or physical disability which affects his/her ability to properly drive a Vehicle and/or his/her attentiveness.
- 5.4. It is not permitted to use the Vehicle, or allow the same to be used, (list not exclusive), to give driving lessons, for competitions or rallies, and/or for reliability testing, nor is it permitted to use it for transporting paid passengers or goods.
It is expressly prohibited to overload the Vehicle and/or use it to pull, push or tow other vehicles and/or objects.
- 5.5. Neither may the Hirer make any modifications or changes to the Vehicle, nor install devices of any nature whatsoever, without prior written permission from Alphabet. Any costs or damage caused to the Vehicle as a result of these modifications, installations or changes shall be borne in full by the Hirer, increased by an administrative cost of EUR 250.00.
- 5.6. The Hirer undertakes to have any breakdown (of any nature whatsoever) of the Vehicle repaired promptly (subject to the prior written consent of Alphabet) by an authorised brand dealer (in accordance with the brand of the Vehicle) and to inform Alphabet immediately.
Any damage to the Vehicle as a result of not using the correct fuel shall be borne in full by the Hirer, increased by an administrative cost of EUR 250.00.
- 5.7. The Hirer also acknowledges that additional (possibly chemical) cleaning costs (including but not limited to cleaning the interior and exterior; the removal of any odour (including smoke odours) and the removal of animal droppings) must be borne in full by him/her, without any further justification from Alphabet in this regard.

6. End of Rent - Return Policy

- 6.1. The Hirer undertakes to return the Vehicle to Alphabet at the time that the rental of the Vehicle ends (for whatever reason). The rental shall only end on the date confirmed by Alphabet (after Alphabet has received the written request to cancel the Vehicle (by the Hirer)). In addition, the returned Vehicle shall be in a clean condition, without any damage and free of cigar or cigarette smoke. Damage may only be repaired after written agreement from Alphabet and in the designated network of Alphabet repairers. The Hirer shall further ensure that the Vehicle has a full fuel tank as well as all official documents (including on-board documents).
- 6.2. In the event that one or more of the above-mentioned items are not delivered (delivery of a: dirty Vehicle; Vehicle with strongly present cigar or cigarette smoke; damaged Vehicle; a Vehicle without a full fuel tank; Vehicle for which one or more official documents (including on-board documents) is/are missing), Alphabet shall charge the current cost price (to restore the Vehicle to its original condition) in full to the Hirer, plus an administrative surcharge of EUR 250.00.
- 6.3. On receipt of the Vehicle, Alphabet shall check all the above-mentioned items and this shall therefore be deemed to have been done in the presence of all parties.
- 6.4. Any other damage (other than that stated in this Lease Agreement) is stated on the checklist (which is made available to the Hirer at the time the Vehicle is brought in) and must be treated as described in the enclosed claim settlement document (attached here).
- 6.5. The Hirer is prohibited at any time from leaving the Vehicle open and unattended (including as a result of any breakdown or accident). If the Hirer fails to meet its obligation to return the Vehicle (or to return it on time), the rental shall be extended at his/her expense until the Vehicle is finally returned to Alphabet. The Hirer shall therefore remain responsible for the Vehicle up to and including the return (and written cancellation and confirmation by Alphabet) of the Vehicle by Alphabet (staff), at a place and time agreed between the parties.
- 6.6. If the Hirer is absent, or if the Vehicle is left elsewhere (than agreed between the parties), Alphabet is deemed to be authorised to unilaterally determine the condition of the Vehicle at the moment at which the Vehicle lends itself to this. Collection of the Vehicle shall take place within Belgium, unless otherwise agreed in writing between the parties, plus additional costs (including but not limited to transport costs). The determination thus made is, where appropriate, regarded as a mutual determination of the condition of the Vehicle.
- 6.7. The Hirer bears full responsibility for the Vehicle up to and including the return and inspection of the Vehicle in an Alphabet branch (or branch communicated by Alphabet). If the Vehicle is (too) heavily soiled, as a result of which no thorough inspection/check can take place, then the check of the Vehicle is subject to reservations and this is stated as such on the overview (checklist). In this case, the final check of the Vehicle shall be carried out after it is washed. If the Vehicle requires cleaning (car wash and/or other), this cost shall be charged to the Hirer.

- 6.8. The Hirer shall also be deemed to have removed all personal items from the Vehicle. Alphabet shall retain the items found in the Vehicle (which belong to the Hirer) for a period of three (3) months after return, without any responsibility in this regard.

7. Maintenance of the Vehicle

- 7.1. Repairs may only be carried out with the prior written permission of Alphabet. If Alphabet has not given its prior written permission (regarding the repairs to be carried out), the Hirer is irrevocably and fully liable for the ensuing costs.
- 7.2. The Hirer shall ensure that the Vehicle is maintained in accordance with the maintenance schedule provided by the manufacturer (as shown, among other things, by the relevant messages on the Vehicle's on-board computer).
Maintenance work may only be performed at an authorised brand dealer (and only after prior written agreement from Alphabet).
The Hirer shall ensure that all liquids (including but not limited to cooling water, antifreeze liquid, AdBlue, etc.) are and remain at the required levels and, where appropriate, bring them to the correct level at its own expense (as regards fuel and AdBlue). The Hirer shall also pay attention to tyre pressure. Engine oil costs are borne by Alphabet.
- 7.3. All costs associated with the use of the Vehicle for the duration of the Lease Agreement, such as, but not limited to, fuel, garaging/parking and repairs due to negligence or improper use by the Hirer (including, but not limited to, engine damage caused by overloading, new tyres due to abnormal wear, etc.) shall be borne in full by the Hirer.
The Vehicle is fitted with all-season tyres and, in the event of normal wear and tear, they shall be replaced by Alphabet at its expense. However, in case of abnormal wear of the tyres, a charge shall be applied, based on the depreciation.
- 7.4. Alphabet receives the accurate kilometre reading of the Vehicle at appropriate times (and whenever it so requests), as well as any maintenance notifications. Alphabet uses these data to improve scheduling for the Vehicle's routine maintenance. Please note that in this context, Alphabet does not receive or process any location data or other data relating to the Vehicle. The kilometre reading and maintenance data fall under the data classification "data on Vehicle use" and are processed based on legitimate interest. In improving our ability to schedule maintenance for our Alphabet Vehicles, we are able to improve the management of our Vehicle's service life and quality.

8. Insurance cover

- 8.1. The Vehicle is insured for civil liability, as well as legal protection and driver insurance. In addition, the Vehicle benefits from a service provision for own material damage, taking into account any own risk as stated in the Alphabet Rates Table. The general terms and conditions with regard to material damage to the Vehicle apply as attached to this Lease Agreement. The above covers and service provision are only valid in the countries stated on the Vehicle's Insurance certificate. If the Vehicle nevertheless travels outside the indicated

area, the above cover and service provision shall no longer apply and all costs shall be charged in full.

- 8.2. In case of damage caused by rodents, the own risk scheme applies insofar as (and only if) a timely report of this has been made, which was sent to Alphabet within 24 hours.
- 8.3. If Alphabet establishes that action has been taken in violation of the provisions of this Lease Agreement, the insurance cover and service provision relating to own material damage shall not apply and it shall therefore not intervene. In this case, the Hirer is fully liable for all damage, costs and losses arising from (or that could arise from) said action.
- 8.4. Alphabet is not liable for the loss of or damage to property that was stored or left in the Vehicle.

9. Damage and traffic violations

- 9.1. In the event of theft of and/or damage to or caused by the Vehicle, the Hirer is required to inform Alphabet within 24 hours (after the incident) and to submit a fully completed damage report form as well as witness statements and/or other documentary evidence to Alphabet as soon as possible.
- 9.2. The claim report must state the circumstances, date, place and time of the accident, as well as the address of the other party, registration number and make of the other party's Vehicle, as well as the name of the competent authority (police or any other official authority that drew up the official report).
- 9.3. Any complaint or document associated with the accident subsequently received by the Hirer shall be forwarded to Alphabet as quickly as possible (either in a properly legible copy, or an original version). If the Hirer loses the original on-board documents, he/she shall be obliged to present the original police certificates (or those of any other competent authority).
- 9.4. In the event of theft and/or damage to the Vehicle caused by an unknown third party, the Hirer must have an official report and/or police report of what happened drawn up promptly by the police (or another competent, official authority). In the event of theft of the Vehicle, the rental period shall only be terminated after the key of the Vehicle has been handed over to Alphabet, accompanied by the original certificate, issued by the police or any other competent authority, showing that the Hirer has filed a complaint for theft of the Vehicle in question.
- 9.5. If a claim form is not submitted by the Hirer, or is submitted too late, and as a result, it is no longer possible for Alphabet to appeal to the insurer, all costs, damages and any other losses arising therefrom shall be borne in full by the Hirer.
- 9.6. The Hirer is liable for the business interruption suffered by Alphabet (as well as future business interruption) if this results from returning the Vehicle (leased by the Hirer) with damage (caused by intent and negligence on the part of the Hirer). This damage shall be

determined by both parties as a flat-rate and unreduced amount based on the number of repair days (determined by an expert) multiplied by the Vehicle's rental price per day, minus 10% due to savings in costs and charges imposed on Alphabet.

- 9.7. The Hirer is liable for any violations or offences committed during his/her use of the Vehicle. The Hirer shall declare to the competent (government) authority that he/she did not use the Vehicle for the account of Alphabet, but merely for personal use and shall assume all responsibility for (but not limited to) any possible criminal and/or civil consequences. In addition, where appropriate, the Hirer shall indemnify Alphabet against any form of liability.
- 9.8. The Hirer indemnifies Alphabet and its personnel in the broadest sense against all pending claims that could be made against Alphabet or for which Alphabet may be obliged to pay for (but not limited to) expense reimbursements, damage reimbursement, or fines including those for traffic violations, which could in any way arise from, or be associated with, the ownership, possession, use, hiring or operation of the Vehicle in question.
- 9.9. If, under any circumstances whatsoever, the Hirer cannot make use of the Vehicle during the rental period, Alphabet shall not bear any direct or indirect liability due to the resulting damage and costs suffered by the Hirer, unless these are the direct result of Alphabet's serious error or intent.
- 9.10. If an accident or breakdown occurs with the Vehicle, as a result of which it is impossible to continue driving, the Hirer may not directly or indirectly claim any liability vis-à-vis Alphabet for any damage reimbursement. If the Vehicle is towed, a replacement car shall be made available by a third party appointed by Alphabet. This replacement car is made available for a maximum period of five days, unless otherwise agreed in writing between the Hirer and Alphabet. These rental conditions also apply in full to this replacement car.
- 9.11. If the Vehicle is returned without a registration certificate or any other documents belonging to the Vehicle in question, the ensuing costs, including lost income, shall be charged in full to the Hirer. The Lease Agreement shall only come to an end upon submission of certificates of loss by the reporting authorities.

10. Payments

- 10.1. If the Vehicle is rented out (to the same Hirer) for longer than one uninterrupted month, an interim invoice shall be drawn up each month.
- 10.2. Invoices must be paid within 20 days of the invoice date. It is not permitted to ask for a discount or reimbursement.
- 10.3. Should any payment obligation of the Hirer not be fulfilled, or only be fulfilled late or partially, the Hirer shall owe Alphabet an amount of 1.0% interest per month, counting from the due date of the invoice. Any part of a month shall be considered as a full month. As from the notice of default, the Hirer shall owe a conventional, fixed and irreducible damage

reimbursement for default equal to 15% of the amounts owed to cover the administrative costs, loss of profit and any other financial damage that Alphabet suffers or may suffer.

- 10.4. If it has been agreed that payments shall be made by direct debit, the Hirer hereby authorises Alphabet to collect the payments in this way.

11. Termination and authority

- 11.1. In the event of (but not limited to) bankruptcy, receivership, composition, death, declaration of incapacity, pre-trial detention or detention of the Hirer, dissolution or liquidation of the Hirer, prejudgment or executory seizure of the Hirer's property, or should the Hirer fail to fulfil his/her obligations under this Lease Agreement, in whole or in part, Alphabet is authorised to terminate the Lease Agreement by operation of law immediately, without notice and without judicial intervention.
- 11.2. If the Vehicle is seized, or if third parties wish to assert rights or take measures with regard to the vehicle, the Hirer shall immediately inform them that the Vehicle is the property of Alphabet. The Hirer shall also immediately inform Alphabet of this. If the Hirer of the Vehicle parks the Vehicle in a rented space or location, he/she is obliged to inform the renter (of such space or location) in advance by registered letter of the existence of this Lease Agreement (with a view to safeguarding the rights of Alphabet in relation to the Vehicle and regarding any privilege that the renter of said space or location could claim).
- 11.3. The Hirer hereby authorises Alphabet, (or persons appointed by Alphabet), to enter the buildings or grounds where the Vehicle is located, without a court judgment being required, to allow Alphabet to retake possession of the vehicle after termination of the Lease Agreement (for any reason whatsoever). As appropriate, Alphabet is also granted a contractual right of retention with regard to the Vehicle.
- 11.4. In addition, under this Lease Agreement, Alphabet is also granted the express right to terminate the Lease Agreement at any time (without a prior court judgment being required) by operation of law and to notify the Hirer of this by registered letter (as a result of late, inadequate, incomplete payment, non-payment, non-compliance by the Hirer with his/her obligations or if, in Alphabet's opinion, the Vehicle was not used carefully by the Hirer, as may be expected from a reasonable person under the same circumstances).
- 11.5. If the Vehicle is not returned on time, Alphabet shall consider and equate this with the theft of the Vehicle and thus file a complaint with the police or any other competent authority (all costs arising from this shall be borne in full by the Hirer).
- 11.6. Should the Hirer be late, inadequate or non-compliant in his/her observance of any provision (or several provisions) of this Lease Agreement, all costs, damages and losses arising therefrom shall be at the expense of the Hirer, without any notice of default being required.

11.7. Belgian law shall exclusively apply to this Lease Agreement, and the courts of Antwerp shall have exclusive jurisdiction.

Alphabet Rent claims handling

Operation of the vehicle implies the lessee's **acceptance of the observed vehicle condition** as noted in the 'checklist'. Any **additional damage** will be resolved as specified below. The following are considered **normal wear and tear**, are **not included** in the checklist and will **not incur charges**:

SCRATCHES	Scratches not exceeding 3 centimetres. Paint damage at door edge with no denting. Paint damage as a result of stone chippings and without dents to the bonnet (paint chips).
DENTS	Dents not exceeding a 1 EUR coin in size.
INTERIOR	Normal wear and tear to carpets and upholstery (dirt from normal usage) which can be resolved with normal cleaning.
GLASS	Glass breakage (entire) for front, side or rear window (replacement by Autoglass Clinic/Carglass). Chips or cracks in windscreen (repair by Autoglass Clinic/Carglass). Scratched glass due to poorly functioning wiper blades.
BUMPER	Paint scratches in the bumpers or side protectors which can be buffed out. Scratches to the bumper not exceeding 3 centimetres.
WHEELS	Scratches to outer rim of hub-caps not exceeding 10 cm. Scratches to outer rim of alloy wheels not exceeding 5 cm. Flat tyres that are repairable.
CARGO VANS	Light scratches and paint damage to partition in commercial vehicles. Light scratches to cargo compartment flooring. Scratches to cargo area wood trim.

Submit your damage report online via our website, Fleet Agent or the Alphabet app. All other damage is noted on the checklist and shall be resolved and, if appropriate, charged to the lessee as follows:

Insured without own risk, with declaration/police report	Driver action
Damage due to act of nature (e.g. due to a hailstorm)	Declaration
Damage due to wild animal encounter	Police report
Insured with own risk, with declaration/police report	Driver action
Damage due to accident/fire/stone martens	Declaration
Damage due to (attempted) break-in	Declaration
Damage due to vandalism	Declaration
Entire vehicle stolen	Police report

Passed-on flat fees			
	Damages		Damages
Replace emblems	€ 75	Respray boot without window	€ 450
Replace grille	€ 200	Respray bonnet	€ 520
Replace side mirror cover	€ 175	Respray front quarter panel	€ 360
Replace mirror (glass)	€ 150	Burn hole in upholstery	€ 250
Respray mirror cover	€ 75	Rims	€ 250
Fog light	€ 125	Wheel trim	€ 50
Dent removal (per panel)	€ 200	Stone chips to headlights, fog lights, front indicators	€ 125
Respray rear quarter panel	€ 450	Missing registration certificate	€ 500
Respray bumper	€ 425	Missing conformity certificate	€ 300
Respray sill	€ 400	Missing inspection certificate	€ 250
Respray plastic bumper	€ 250	Lost key	€ 250
Respray roof	€ 650	Missing warning triangle or first aid kit	€ 30
Respray door	€ 450	Missing tyre repair kit	€ 30
Respray boot with window	€ 400	Missing compressor for tyre repair kit	€ 125

Passed-on fees as specified
Dirty vehicle exterior or interior requiring professional cleaning
Broken or damaged panels, sun visors, parcel shelves, roller screens, etc.
Missing components such as the radio, fire extinguisher, aerial, parcel shelf, etc.
Interior damage due to loading activities or poorly secured loads
Damage due to sticker attachment or removal
Loss of quick charger or home charger

Read our terms and conditions on www.alphabet.be