

Damage Policy

1 Identified Damage

If damage is identified on return this will be marked and described on the rental damage check sheet associated with your rental. You will be charged for repair using the associated 'Vehicle Repair Matrix'. The amount, per occurrence, will not exceed your agreed excess as described on your rental agreement.

2 Dispute

Should the price for repair be disputed we will have a third party bodyshop view and supply a quote to repair the damage. You will then be charged the lowest price.

3 Damage Caused by a Third Party

If damage was caused by a third party, you will need to collect as much information from them as you can to make a claim. Section 1 will apply, however once the third party accept liability the charged amount will be refunded to you.

4 Loss of Use

In most cases where the damage is not classed as major damage, the vehicle will be repaired when it will result in no loss of rental and will be at no additional cost to yourself. If the damage is classed as major and/or un-rentable, or you request the vehicle to be repaired, Cambridge Car and Van Rental reserve the right to quote and charge for loss of use whilst the vehicle is off the road for repair.

5 Vehicle Repair Matrix

Where a price is quoted, this is the cost per panel/item for repair. Where a price is not quoted, we will retrieve a price from the required third party. The total damage cost may include multiple items. Measurements refer to the maximum measurement in any direction.

6 Premium Vehicles

The 'Vehicle Repair Matrix' does not apply to premium vehicles, we will retrieve an estimate from the required third party for repair. All damage will be repaired at the earliest opportunity and loss of use will be charged for the duration the vehicle is off the road. Cambridge Car and Van Rental reserve the right to take an estimated deposit against the cost of damage and the loss of use period.

Vehicle Repair Matrix

Doors/Wings/Qtr Panels/Bonnet/Bumpers/A' Post		
<2cm dent with no paint damage	Smart cold dent repair	£60
<2cm dent with paint damage	Smart touch in + smart cold dent repair + polish	£120
2cm to 7cm dent	Repair + refinish + blend	£270
> 7cm dent		Quote
< 1cm diameter paint chip	Smart touch in + polish	£45
> 1cm diameter paint chip	Refinish + blend	£235
< 5cm scratch	Smart touch in + polish	£45
> 5cm scratch	Refinish + blend	£235
Scuff	Refinish + blend	£235
Bumper dent	Repair + refinish + blend	£270
Cracked/Holed/Punctured		Quote
Non painted items	Replace	Quote
Roof		
< 5cm scratch	Smart touch in + polish	£45
> 5cm scratch	Refinish	£281
< 7cm dent	Repair and refinish	£309
> 7cm dent		Quote
Van roof damage		Quote
Glass		
Chip (excluding roof)	Repair	£50
Other	Replace	Quote
Wheels/Tyres		
Wheel trim/steel scuff	Repair	£30
Wheel trim damage	Replace	Quote
Alloy wheel scuff <4mm depth	Repair	£125
Alloy wheel damage	Replace	Quote
Tyre	Repair/Replace	Quote
Mirrors		
Glass	Replace	Quote
Moulding scuff	Repair	£60
Moulding damage	Replace	Quote
Tailgate		
< 2cm dent with no paint damage	Smart cold dent repair	£60
< 2cm dent with paint damage	Smart touch in + smart cold dent repair + polish	£120
> 2cm dent	Repair and refinish	£260
< 5cm scratch	Smart touch in + polish	£45
> 5cm scratch	Refinish	£230
Exterior Items (i.e headlights)		
Damage	Replace	Quote
Interior		
Missing	Replace	Quote
Damaged		Quote
Burn	Repair	£75