

## **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.

## Vehicle Repair Matrix

<b>Doors/Wings/Qtr Panels/Bonnet/Bumpers/A' Post</b>		
<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
<b>Roof</b>		
< 5cm scratch	Smart touch in + polish	£45
> 5cm scratch	Refinish	£281
< 7cm dent	Repair and refinish	£309
> 7cm dent		Quote
Van roof damage		Quote
<b>Glass</b>		
Chip (excluding roof)	Repair	£50
Other	Replace	Quote
<b>Wheels/Tyres</b>		
Wheel trim/steel scuff	Repair	£30
Wheel trim damage	Replace	Quote
Alloy wheel scuff	Repair	£80
Alloy wheel damage	Replace	Quote
Tyre	Repair/Replace	Quote
<b>Mirrors</b>		
Glass	Replace	Quote
Moulding scuff	Repair	£60
Moulding damage	Replace	Quote
<b>Tailgate</b>		
< 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
<b>Exterior Items (i.e headlights)</b>		
Damage	Replace	Quote
<b>Interior</b>		
Missing	Replace	Quote
Damaged		Quote
Burn	Repair	£75