



### **What you should do in the case of an accident /damage**

- Notify the local rental company immediately.
- If a third party is involved, contact the local police who will prepare a report. The report should be submitted to CarDelMar on your return.
- When you return the hired vehicle, ensure that the car hire agency compiles a damage report that is to be signed by both you and the local car hire company. This report should be kept safe as this will also need to be submitted to CarDelMar on your return.
- As a general rule, the car rental company will charge your credit card for the amount of the excess. If you book the All-Inclusive, All-Inclusive Plus or All-Inclusive Gold package, CarDelMar will then refund the excess. Please note: If you have booked the All-Inclusive Plus insurance package, the excess is refunded in the case of glass and/or tyre damage. Damage to the roof, chassis or oil pan/sump is not included in the fully comprehensive insurance, neither is damage which has occurred by driving through unmade roads. In such cases, the excess will not be refunded.

### **How you can claim your excess back in the event of an accident/damage**

CarDelMar will refund the excess of all bookings that include either the All-Inclusive, All-Inclusive Plus or the All-Inclusive Gold Package. In order to begin the refund process, the following documents must be sent to CarDelMar:

- The damage report signed by the local rental company and by you
- The police report
- A copy of the rental contract
- Proof that the deposit was paid in cash or charged to your credit card e.g. a credit card statement showing that the card was debited
- A detailed evaluation of the damage

### **The deposit/excess shall not be refunded in the event of:**

- Damage due to failure to observe the general terms and conditions of rental, especially damage caused by driving on unmade roads.
- Damage due to drunk-driving or gross negligence.
- Loss of or damage to the car keys. Damage to the tyres or glass in the case of the All-Inclusive Package. Damage to roof, chassis or oil pan/sump. Losses resulting from the theft of personal belongings left in the hire car and all consequential losses, e.g. vehicle recovery costs, hotel costs etc. and the loss of personal belongings.

### **Please send your claims including the required documents to:**

E-mail: [kontaktcz@cardelmar.com](mailto:kontaktcz@cardelmar.com)

Fax: +49(0) 40 180 48 36 97

Post: CarDelMar Ferienautovermietung GmbH; Kundenservice; Spaldingstr. 77; 20097 Hamburg; Germany