

# DAMAGE MANUAL



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This document has been produced to ensure that vehicle recovery and claims handling processes are managed according to uniform standards. It is the responsibility of rental stations to manage and use this document to facilitate understanding and transparency of damage incidents. The standardised definition of damage is one of the most important foundations for correct claims handling at car rental stations. In order to correctly assess the damage, a distinction is made between average damage resulting from general use and actual damage, the definition of which is key.

Adequate conditions are essential for a conscientious and accurate inspection of vehicles. Such as daylight or adequate quality artificial light conditions, as well as suitable weather conditions for outdoor testing.

In the manual, we illustrate and classify the damages based on the typical damage to the vehicles, along with the presentation of pictures. Each picture shows a vehicle component and the amount of compensation is judged based on the severity of the injury based on the table. In addition to the damage costs listed in the table, other fees and costs may arise, such as administrative costs, costs incurred from the loss of use of the vehicle (profit lost due to repair time (page #7.)), transport costs, etc.

If it is a case of damage not included in the manual, then the price of the quotation received from the official service is valid and a guide during the settlement of the damage. The repair costs in the manual are determined based on the prices given by an official service center in addition to an annual review, which are net prices.

On this basis, we distinguish between three cases:

In the event of minor (non-photographable) damage resulting from normal contractual use, the car can be safely re-rented in perfect technical condition without repair. Examples: minor cracks in the paintwork or dents of less than 2.5 cm Ø without damage to the paintwork. These damages do not entail any liability for compensation.

There are (2-max. 3) minor, clearly visible, (photographable) damages, in addition to which the car can be leased again with a minor aesthetic defect, without repair, safely and in perfect technical condition, without reducing the driving experience. Examples: clearly visible scratches, damage longer than Ø 2.5 cm, dents. These injuries already entail a liability for compensation.

There are clearly visible (photographable) damages that are considered a serious aesthetic defect and in some cases the vehicle is not suitable for further safe driving due to the resulting technical defect. In addition, in these cases, an individual inspection of the vehicle in a specialist workshop is required. Example: Breakage of an element or continuous damage to several elements. These injuries will incur a deductible. Damage to several non-contiguous elements. These injuries will result in more deductibles being charged.

In Hungary / Austria, various types of insurance can be purchased for rented cars. In Hungary / Austria all motor vehicle operators must have compulsory liability insurance (third party insurance) in case the lessee causes damage to another vehicle. It follows that the car rental fees always include the mandatory liability insurance. Please note that in case of theft or total damage, the deductible is 10% of the current value of the rented car. The Customer is responsible for any damage caused to the vehicle under unknown circumstances (e.g. damage caused by an unknown culprit) during the rental. In the event of the car being broken into or stolen, the Customer must file a report at the nearest Police Station to the scene of the crime. If the customer does not have basic insurance against breakage and/or theft, or in case of theft, cannot present the car's original key and driving license, the resulting damage shall be fully reimbursed by the customer. The Renter's attention is drawn to the fact that the Customer is responsible for new damages and injuries occurring during the rental period even after the car is handed over without signing the handover protocol. (e.g. in case of drop-off outside opening hours or if you do not wait for the inspection during collection.) In case of accident the insurance is valid only if the customer hands over the necessary and properly completed documentation for claims management to Fox Autorent Magyarország Kft. / Fox Airport Seviés GmbH (Blue-Yellow Accident Report, Damage Report, Police report, Driver's license copy or Data declaration and Traffic Licence of the car.)

#### Collision Damage Waiver Insurance (CDW)

CDW provides coverage in the event of an accident or injury up to the amount of the deductible per damage event for which the renter is responsible. The insurance does not cover damage to the windshield, wheel rims or tires of the rented vehicle, as well as damage to the passenger compartment or damage resulting from improper use. The amount of the deductible is different for each car category. If the renter does not accept the CDW, he is responsible for the full value of the car.

#### Reduced Deductible Collision Damage Waiver Insurance (RCDW)

You can halve the amount of your insurance deductible with this. The insurance does not cover damage to the windshield, wheel rims or tires of the rented vehicle, as well as damage to the passenger compartment or damage resulting from improper use. The insurance does not cover the total damage and the theft. The amount of the deductible is different for each car category.

#### Full Collision Damage Waiver Insurance (FCDW)

You can reduce your insurance deductible to 0 with this. The insurance does not cover damage caused in the passenger compartment of the rented vehicle or resulting from improper use and the total damage.

#### Tire and Glass Damage Insurance (TG)

With this insurance, you can reduce the deductible to 0 in case of damage to the tires, windshield, side windows and rear window. If the customer does not accept the Tire and Glass Damage insurance, then in case of damage, he is responsible for the full amount of the repair.

In the event that the repair of damage caused to the vehicle by the renter or the replacement of other equipment or documents does not allow to use the vehicle, the Schiller Rent a Car may charge an extra fee for the time of repair or replacement of the documents in the form of lost profits. The minimum fee for this is 5 days and the maximum fee is 10 days per category group.

Groups of Categories	Categories	Lost Profit per day (Min. 5 nap/day- Max. 10 nap/day)
Economy	EDMR; EDAR; FEAR / B,B2,D2	25,- Eur/day
Medium	CDMR; CWMR; CDAR; CWAR; CFAR / C,C2,C3,M,M2	35,- Eur/day
Full	SVAR; SVMR; FVAR; SVAR / L,L2,G,G2	45,- Eur/day

## Collision Damage Waiver (CDW)

Tire and Glass Damage In case of accident the insurance is valid only if the customer hands over the necessary and properly completed documentation for claims management to Fox Autorent Magyarország Kft. / Fox Airport Services GmbH (Blue-Yellow Accident Report, Damage Report, Police report, Driver's license copy or Data declaration, Traffic Licence of the car, and the Key.)

Groups of Categories	Categories	Deductible (insurance event)	Deductible without CDW
Economy	EDMR; EDAR; FEAR / B,B2,D2	1 000,- Eur	Full Responsibility
Medium	CDMR; CWMR; CDAR; CWAR; CFAR / C,C2,C3,M,M2	1 200,- Eur	Full Responsibility
Full	SVAR; SVMR; FVAR; SVAR / L,L2,G,G2	1 600,- Eur	Full Responsibility

## Reduced Deductible Collision Damage Waiver (RCDW)

In case of accident the insurance is valid only if the customer hands over the necessary and properly completed documentation for claims management to Fox Autorent Magyarország Kft. / Fox Airport Services GmbH (Blue-Yellow Accident Report, Damage Report, Police report, Driver's license copy or Data declaration, Traffic Licence of the car, and the Key.)

Groups of Categories	Categories	Deductible (insurance event)	Total Damage Deductible
Economy	EDMR; EDAR; FEAR / B,B2,D2	600,- Eur	3 000,- Eur
Medium	CDMR; CWMR; CDAR; CWAR; CFAR / C,C2,C3,M,M2	700,- Eur	4 000,- Eur
Full	SVAR; SVMR; FVAR; SVAR / L,L2,G,G2	1 000,- Eur	5 000,- Eur

## Full Collision Damage Waiver (FCDW)

In case of accident the insurance is valid only if the customer hands over the necessary and properly completed documentation for claims management to Fox Autorent Magyarország Kft. / Fox Airport Services GmbH (Blue-Yellow Accident Report, Damage Report, Police report, Driver's license copy or Data declaration, Traffic Licence of the car, and the Key.)

Groups of Categories	Categories	Deductible (insurance event)	Total Damage Deductible
Economy	EDMR; EDAR; FEAR / B,B2,D2	0,- Eur	3 000,- Eur
Medium	CDMR; CWMR; CDAR; CWAR; CFAR / C,C2,C3,M,M2	0,- Eur	3 000,- Eur
Full	SVAR; SVMR; FVAR; SVAR / L,L2,G,G2	0,- Eur	5 000,- Eur

## Theft Protection (TP)

Groups of Categories	Categories	Deductible (insurance event)	Deductible without CDW
Economy	EDMR; EDAR; FEAR / B,B2,D2	3 000,- Eur	Full Responsibility
Medium	CDMR; CWMR; CDAR; CWAR; CFAR / C,C2,C3,M,M2	3 000,- Eur	Full Responsibility
Full	SVAR; SVMR; FVAR; SVAR / L,L2,G,G2	5 000,- Eur	Full Responsibility

In case of accident the insurance is valid only if the customer hands over the necessary and properly completed documentation for claims management to Fox Autorent Magyarország Kft. / Fox Airport Services GmbH (Blue-Yellow Accident Report, Damage Report, Police report, Driver's license copy or Data declaration, Traffic Licence of the car, and the Key.)

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- **Scratch**

Scratches are mechanical damages caused by sharp/pointed objects on the surface and are usually visible as long lasting depression. We determine whether they are surface or deep scratches (does it reach the base coat or not?) and determine their length (under or over 20 mm?). A deep scratch is characterized by a palpable deepening of the polish. These damages can only be repaired by repainting or renovating the element or component.

- **Dent**

A dent is a concave deformation distortion on the surface of the car body. Dents are determined by their size (diameter), as well as by whether or not there is damage to the varnish on the surface. Dents of less than 20 mm without damage to the varnish can be repaired by pushing or pulling it. If there is a dent over 20 mm or more on several elements, and the dent has caused damage on the painting, then the element or elements must be repainted. Dents on plastic parts (e.g. bumper) can usually only be repaired by replacing the corresponding parts.

- **Broken parts**

By this we mainly mean deformation, breakage or destruction of plastic parts. This is usually caused by some external influence. The most frequent breaks occur in the case of the following parts: headlight, fog lamp, rear lights, reflective prisms, mirror plate, mirror housing, plastic bumpers. We can only repair these parts by replacing them.

- **High Level Crash**

This damage means severe damage to one or more components, including scratches, dents, and broken parts.

- **Stone Chipped**

The "Stone chipped" is partial damage to the surface of the car's components (e.g. bumper, headlights, hood, windshield) caused by foreign elements that have been struck. "Stone chips" can be removed by painting, replacing or repairing damaged elements. In the case of windshield damage, we distinguish between damage within the field of vision and damage outside the field of vision.

- **Missing**

By this we mean the "no longer available" state of a part in the car. The most common parts are, for example, the rear luggage boot shooter, tools, hubcup, spare wheel, aerial, radio device, GPS CD or SD card etc. We can only replace these parts by purchasing new ones.

- **Not Fixed**

This definition describes parts of the vehicle that are not fixed in their original condition or are broken. Examples of this are different levers, switches or seat accessories.

- **Defective**

A „defective" condition defines a mechanical or electrical component in the vehicle that is "no longer functional". Possible reasons for this could be a simple breakdown or improper use. The most common cases are the key, remote control, radio, switch of window lifter, etc. failure can be mentioned as an example.

- **Rip**

„Riping" is damage to the surface of the part caused by external influence or overloading. Tarpaulins, upholstery/seats, interior trim or tires are examples of this damage.

- **Hole**

The "hole" condition refers to holes on the parts, which are caused by external influences or the introduction of foreign matter. Such examples are interior upholstery, tires, plastic parts or damage on the bodywork.

- **Deformed**

The "deformed" state means damage to the parts caused by external influences or foreign objects. Examples of these are damage to the license plate and windshield wiper arms.

- **Soiled**

The „soiled" condition describes excessive soiling of the vehicle, including the interior, trunk or cargo area. These can result from improper use or improper securing of the load. Visible stains and dirt that cannot be removed at the preparation (washing) station are considered a significant defect in the passenger compartment, and are therefore considered damage. Examples of these are contamination caused by food and liquids, as well as contamination caused by materials spilled during the transport of suitcases on the seat or on the luggage compartment upholstery.

- **Burn hole**

A "burn hole" defines damage caused by thermal effects, mainly caused by the falling of burning cigarette ash or careless smoking in a vehicle. Common burn holes occur on the driver's side of the "A-B" pillar, seats, gearbox, car mats, door inner covering, roof covering, hat rack.

- **Hail damage**

Damage caused by "hail" causes many random dents in the car body or in some cases damage to the car windows and windshield.

- **Lost key**

In this case, in addition to replacing the car, the lost key can only be replaced by replacing the full lock set. The safe keeping of the car must be ensured by the renter. The customer must reimburse the costs (delivery, lock replacement, etc.)

## On Bodywork

Surface scratches and matting of the paintwork caused by general use. One maximum 1 cm long hardly visible scratch to base coat. 2-3 pieces Maximum 1 cm long light scratches, small spalling at the luggage area (result of normal use). This is Non-Chargeable damage.



## Hubcap

Light bruise or scratch on the hubcap. **This is a Chargeable damage.**



### Side Mirror

Bruise or scratch on a side mirror. (No hole, no break.)



	Economy	Medium	Full
Per Part of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	176,- Eur	176,- Eur	176,- Eur
Deep scratch	350,- Eur	350,- Eur	350,- Eur

## Bumper

- Bruise or scratch on the bumper. (No hole, no break.)



	Economy	Medium	Full
PerPart of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	224,- Eur	230,- Eur	252,- Eur
Deepscratch	448,- Eur	460,- Eur	505,- Eur

## Doors

Bruise or scratch on the door. (No hole, no dent.)



	Economy	Medium	Full
Per Part of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	224,- Eur	230,- Eur	252,- Eur
Deep scratch	448,- Eur	460,- Eur	505,- Eur

## Roof

Bruise or scratch on the roof. (No hole, no dent.)



	Economy	Medium	Full
Per Part of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	276,- Eur	315,- Eur	356,- Eur
Deep scratch	552,- Eur	630,- Eur	713,- Eur

## Sill

Bruise or scratch on the sill. (No hole, no dent.)



	Economy	Medium	Full
Per Part of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	224,- Eur	230,- Eur	252,- Eur
Deep scratch	448,- Eur	460,- Eur	505,- Eur

## Fender

Bruise or scratch on the fender. (No hole, no dent.)



	Economy	Medium	Full
Per Part of Car	over 0,5 cm	over 0,5 cm	over 0,5 cm
Scratch on the surface	224,- Eur	230,- Eur	252,- Eur
Deep scratch	448,- Eur	460,- Eur	505,- Eur

### Aluminium Rim

Bruise or scratch on the aluminium rim. (no dent, no break)



		Economy	Medium	Full
Scratch on the surface (per rim)	Aluminium Rim (one colored)	200,- Eur	200,- Eur	200,- Eur
	Aluminium Rim (multi colored)	400,- Eur	400,- Eur	400,- Eur

### Fender

The fender is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Door

The door is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Bonnet/Hood

The hood is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Roof

The roof is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Trunk Door

The trunk door is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Bumper

The bumper is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Sill

The sill is dented.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Hood, Roof, Trunk door hail damage

Jents caused by hail.



	Economy	Medium	Full
	(insurance event)		
Dented	1 000,- Eur	1 200,- Eur	1 600,- Eur

### Wheel, Rim

The wheel rim is deformed or dented.



		Economy	Medium	Full
The wheel rim is deformed or dented.	Steel Rim	per steel rim		
		175,- Eur	175,- Eur	175,- Eur
	Aluminium Rim (one and multi- colored)	insurance event		
		700,- Eur	700,- Eur	750,- Eur

### Side Mirror

Glass of the side mirror is broken. The side mirror is broken.



	Economy	Medium	Full
Broken Glass of Side Mirror	200,- Eur	200,- Eur	300,- Eur
Broken Side Mirror	(insurance event)		
	1000,- Eur	1200,- Eur	1600,- Eur

## Bumper

The bumper is broken.



	Economy	Medium	Full
Broken Bumper	1000,- Eur	1200,- Eur	1600,- Eur

### Car grille

The car grille is broken.



	Economy	Medium	Full
Broken Car Grille	1000,- Eur	1200,- Eur	1600,- Eur

## Lights

The Headlight or Rear Light are broken.



	Economy	Medium	Full
Broken Headlight or Rear Light	1000,- Eur	1200,- Eur	1600,- Eur

### Foglight

The foglight is broken.



	Economy	Medium	Full
Broken Foglight	1000,- Eur	1200,- Eur	1600,- Eur

### Side or rear window

Broken side or rear window.



	Economy	Medium	Full
Broken Side or Rear Window	1000,- Eur	1200,- Eur	1600,- Eur

### Antenna / Aerial (Shark antenna)

Missing antenna stick and/or broken shark antenna.



	Economy	Medium	Full
Missing antenna stick	100,- Eur	100,- Eur	100,- Eur
Broken or missing shark antenna	500,- Eur	600,- Eur	1000,- Eur

### Windshield wiper, blade

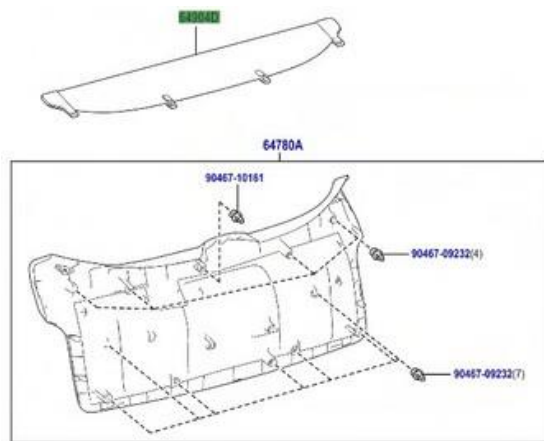
Missing wiper blade and/or broken wiper arm.



	Economy	Medium	Full
Missing windshield wiper blade	110,- Eur	110,- Eur	150,- Eur
Broken or missing windshiled wiper arm	200,- Eur	200,- Eur	300,- Eur

### Boot shutter

Missing and/or broken boot shutter.



	Economy	Medium	Full
Missing and/or broken boot shutter.	750- Eur	750- Eur	800- Eur

### Bumper tow eye cover

Missing and/or damage of tow eye cover on front or rear bumper.



	Economy	Medium	Full
Missing tow eye cover and paintwork on front or rear bumper.	200,- Eur	200,- Eur	200,- Eur

## Tyre

Rip, injury on the tyre.

**Non repairable**



	Economy	Medium	Full
Puncture or rip, injury on sidewall of the tire (Non repairable. Price / tire)	220,- Eur	250,- Eur	350,- Eur

### Tire

Hole, puncture on the tyre,



		Economy	Medium	Full
Hole, puncture on the tyre.	Repairable ( on tread )	50,- Eur	50,- Eur	60,- Eur
	Non Repairable (on sidewall)	220,- Eur	250,- Eur	350,- Eur

If the damage to the windshield (shell) is less than 2 cm and there are no visible cracks, it can most likely be repaired.

Windshield damage cannot be repaired in the following cases:

1. In case of clearly visible cracks or breaks.
2. The damage is larger than the size of a 100 Ft or 1 Eur coin.
3. The damage is located on the driver's side of the windshield.
4. The damage is located within a 10 cm band from the edge of the windshield.
5. If the car's windshield can be heated.



		Economy	Medium	Full
Windshield Damage	Repairable	125,- Eur	125,- Eur	125,- Eur
	Non Repairable	1000,- Eur	1200,- Eur	1600,- Eur

Cracked and torn dashboard cover due to external impact.

Foreign object on dashboard.

Damage to the ventilation panel.

Missing part from dashboard. (Switch, Knob etc.)



	Economy	Medium	Full
Dashboard damage	Based on an official service offer	Based on an official service offer	Based on an official service offer

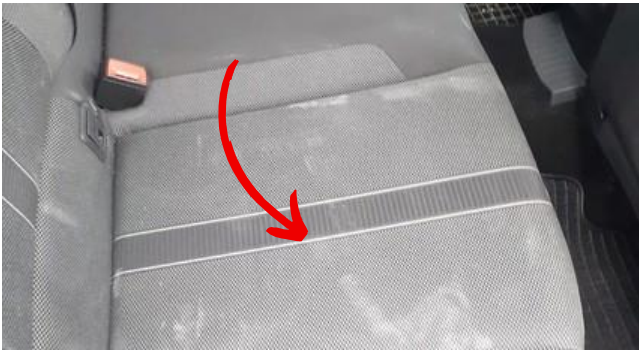
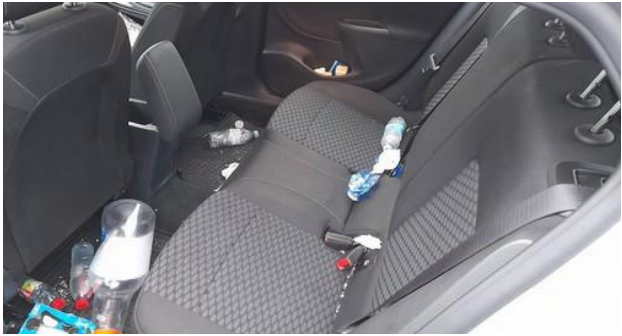
Seat and door trim ripped by external impact.



	Economy	Medium	Full
Riped damage	Based on an official service offer	Based on an official service offer	Based on an official service offer

The interior of the car is dirty beyond normal use.

The seats are stained



		Economy	Medium	Full
Soiled	Extra Cleaning	60,- Eur	60,- Eur	60,- Eur
Spotted	Cleaning one seating	30,- Eur	30,- Eur	30,- Eur
	Full upholstery cleaning	120,- Eur	120,- Eur	120,- Eur

Smoking burn hole on upholstery

Smoking burn on the car floor, or any other plastic parts.



	Economy	Medium	Full
Burn hole / Melt	Based on an official service offer	Based on an official service offer	Based on an official service offer

	Economy	Medium	Full
Branding replacement	Based on an official service offer	Based on an official service offer	Based on an official service offer
Door molding replacement	Based on an official service offer	Based on an official service offer	Based on an official service offer
Traffic Licence replacement (* page #7.)	50,- Eur	50,- Eur	50,- Eur
Plate Number replacement (* page #7.)	70,- Eur/ piece	70,- Eur/ piece	70,- Eur/ piece
Hubcap replacement (piece)	80,- Eur	80,- Eur	80,- Eur
Cigarette smell removal / Penalty	300,- Eur	300,- Eur	300,- Eur