



DAMAGE/REPAIR GUIDELINES

ENTERPRISE RENT-A-CAR

Off Road Use – Use of vehicles off of paved professionally maintained roads is restricted to ONLY properly equipped 4x4 (4 wheel drive) vehicles.

Impact Damage (body, undercarriage, glass, etc.) – Damages are defined as follows:

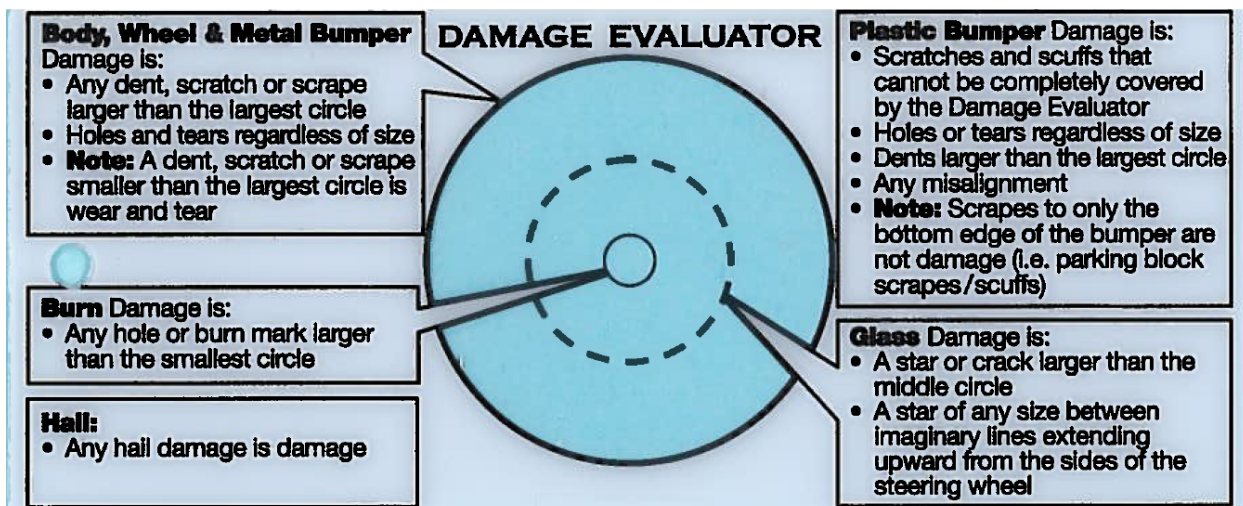
- Scratches larger than 2", or multiple scratches per panel, will be considered damage. Damage will be considered a scratch if it is through the paint. Generally this can be determined if a fingernail catches on the scratch when running fingernail along painted surface. Light markings not through the paint will be considered normal wear and tear.
- Dents larger than 2" or multiple dents per panel will be considered damage. Dents smaller than 2" will be considered normal wear and tear if there are no more than two per panel.
- Impact to undercarriage will be considered damage if the impact causes damage to structural or mechanical parts that require repair in order to maintain value and safety of vehicle.
- Any unusual wear to the interior such as discoloration, rips in upholstery, broken parts, etc., will be considered damage.

Tires/Brakes – In the event that there is tire damage due to off road use, the Agency/renter will be responsible for the remaining useful life of the damaged tire. Damage may include flats caused by punctures but may also be in the form of unusual wear such as missing chunks of tread, unusual wear patterns, etc. For purposes of determining useful remaining life, it will be agreed that the average useful tire life is 40,000 miles. For example, a tire needing replacement at 20,000 miles would have 50% useful life.

Tires requiring replacement shall be replaced with a like tire (brand, type, and size).

In the event that there is premature wear of the brakes, the Agency/renter will be responsible for the remaining useful life of the brakes. For purposes of determining useful remaining life, it will be agreed that the average useful life of brakes is 50,000 miles.

ROADSIDE ASSISTANCE – 1-800-307-6666





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HERTZ

Wear And Tear

Equipment furnished under the agreement may be operated and subjected to extreme environmental and/or strenuous operating conditions which could include but are not limited to unimproved roads, steep, rocky, hilly terrain, dust, heat, and smoky conditions. **As a result, by entering into this agreement, the Contractor agrees that what is considered wear and tear under the agreement may be in excess of what the equipment is subjected to under normal operations and is reflected in the rates paid for the equipment.**

For the purpose of the agreement, the term "wear and tear" shall include, but not be limited to:

- a. Brush scratches that can be buffed out on the body of the vehicle. Brush scratches deep enough to require repair that includes paint shall be considered outside of the scope of wear and tear.
- b. Punctures tears or destruction of tires and/or sidewalls due to rocks or sticks common to the working environment.
- c. Wear on the paint on the inner and outer surfaces of the vehicle, top, sides, rails, and tailgate; includes chips from flying rocks and minor bumps and dents.
- d. Clogged air filters, air ductwork and oil filters from dust.
- e. For equipment furnished under the agreement, the Government shall not be liable for loss, damage, or destruction of such equipment, except for loss, damage, or destruction resulting from the negligence, or wrongful act(s) of Government employee(s) while acting within the scope of their employment.
- f. In order to better monitor possible abuse of vehicles, the Government may also conduct cursory inspections on a daily basis.
- g. Towing is allowed. However, any damaged that is towing related shall be considered outside the scope of wear and tear.
- h. No cigarette smoking in the vehicle or the government will be liable.

Provisions

- a. All vehicles will be provided clean on the interior and washed on the exterior, along with a full tank of gas and the windshield washer fluid reservoir full. The Government will return the vehicles in the same condition-clean on the interior and washed on the exterior, along with a full tank of gas and the windshield washer fluid reservoir full. If the fuel tank is not filled, contractor may invoice the ordering agency at commercial rental car rate for fuel. Cleaning fee to be included in the Daily rate.

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QUALITY MOTORS

All repairs for vehicles while in government use will be returned at government cost for repairs at Salmon River Motors/Quality Motors and added to the cost of the vehicle. Repairs may be paid separate from the rental.