ROLLO MULTISERVICE
AT THE SERVICE OF COMPANIES ON THE MOVE

GENERAL TERMS AND CONDITIONS - RENTAL AGREEMENT

ROLLO MULTISERVICE (hereinafter referred to as "Rent") rents out the motor vehicle identified in greater detail on the front page of this Rental Agreement (hereinafter referred to as the "Letter") on the following terms and conditions:

1. DELIVERY AND RETURN - The vehicle is in good working order and has no apparent defects. The Customer undertakes to return it in the same condition, with all its documents and onboard accessories, at the place, date and time specified in the Letter, subject to wear consistent with the rental period and mileage covered. Rent reserves the right to repossess the vehicle at any time, without notice and at the Customer's expense, in the event of the Customer's breach of contract.

2. DAMAGE - In the event of loss, damage or theft of the vehicle resulting from a breach of contract during the rental, the Customer shall, upon Rent's request, pay the amount of all losses and damage suffered by Rent, including, by way of example, repair costs, actual loss, loss of use during vehicle downtime, and costs incurred in recovering and storing the vehicle. If the vehicle documents and keys are not handed over, the Customer shall pay the rental charge for the period required to obtain duplicates, together with the additional expenses.

3. CONDITIONS OF USE - The Customer shall safeguard and use the vehicle with the due care of a prudent person and, in particular, undertakes not to use it: a) to carry passengers for commercial purposes; b) to push or tow vehicles, caravans, trailers or other objects; c) in races or competitions; d) under the influence of alcohol, hallucinogenic drugs, narcotics, barbiturates or any other substance that impairs awareness and the ability to react; e) in breach of any customs, traffic or other regulations, or to allow anyone else to drive it unless that person has previously been entered in the appropriate box in the Letter and authorised by Rent; f) outside Italy, Vatican City and the Republic of San Marino, unless authorisation has been given. Any other use that is not permitted by the contract and/or is prohibited by law shall entitle ROLLO MULTISERVICE to terminate the contract and claim compensation for any damage.

4. INSURANCE - Rent provides insurance cover for civil liability with a single limit of €10,000,000.00, fire, theft and damage arising from at-fault accidents, for persons using the vehicle with Rent's permission (and not in other cases). A fixed compensatory penalty in the amount specified in the EXCESS box, as partial reimbursement of repair and claim-handling costs, is always payable by the Customer for each event involving theft, attempted theft, an at-fault accident, an accident without an express admission of liability by the other party, an accident with no other party, or damage caused by vandalism or natural disasters. The charge is outside the scope of VAT (Article 1 of Presidential Decree 633/72). In any event, in the case of theft, fire, damage to or total destruction of the rented vehicle, the renter expressly declares acceptance of the above excess (in the event of theft, the excess is total).

5. ACCIDENTS - Any accident must be reported immediately to the competent authorities and to Rent within 24 hours. In the event of an accident, the Customer shall complete the CID accident report form with the other party; the form must be duly signed by the parties and delivered to Rent. If no other party is involved, the Customer shall deliver a detailed written account of the event to the vehicle delivery location. The Customer agrees to cooperate with Rent and Rent's insurers in any investigation or legal proceedings. In the event of an accident, the renter must seek to obtain evidence enabling liability to be established and, where possible, request a report from the Traffic Police, Carabinieri or Municipal Police, collect witnesses' names and addresses, and report the full circumstances to ROLLO MULTISERVICE within 24 hours of the event. In the most serious cases, the renter must notify ROLLO MULTISERVICE immediately.

6. THEFT - The Customer must immediately inform the delivery location that the vehicle has been stolen. Within the following twenty-four hours, the Customer shall deliver to that location a copy of the theft report filed with the authorities, together with any vehicle keys in the Customer's possession. Failure to return the keys shall oblige the Customer to compensate Rent for the loss suffered, up to the market value of the vehicle.

7. LOSS OF VEHICLE EQUIPMENT - Rent shall charge the Customer the cost of any fixed or removable items that are lost (spare wheel, warning triangle, car radio, etc.).

8. LIABILITY - ROLLO MULTISERVICE is not liable for damage arising from breakdowns, failure to deliver or delays; it likewise disclaims liability for damage to items transported in the vehicle or left in it upon return. In the event of a vehicle breakdown, ROLLO MULTISERVICE does not guarantee a replacement vehicle. Any limitation of liability (excesses) shall be ineffective and shall in any event cease to apply to damage caused deliberately or through neglect; damage to the vehicle interior; damage to the roof and supporting frame of vans; damage caused by failure to assess the height of the vehicle and objects projecting from or above its roof; damage to the clutch kit; damage caused by engine over-revving; damage to or theft of tyres and/or wheel rims; and damage caused by failure to comply with the provisions on Vehicle Circulation and Conditions of Use in Article 3 of these general terms and conditions.

9. CHARGES - The Customer shall pay or reimburse Rent, on request, the amount of: a) any refuelling service charges; b) any delivery and/or collection service charges; c) any charges for loss of equipment belonging to the vehicle; d) interest on overdue payments at the official discount rate plus three percentage points; e) any fines and any other costs incurred by Rent as a result of breaches of the Highway Code, parking restrictions or restricted traffic zone (ZTL) access restrictions attributable to the Customer during the rental; f) administrative expenses (set in advance at €25.00 plus VAT) incurred following notification of an administrative penalty for a Highway Code violation committed during the rental period; g) any taxes applicable to the Letter, including those charged to Rent by way of reimbursement; h) the rental charge, according to the type of vehicle, duration of use and kilometres travelled, based on the rates displayed at the start of the rental. A Customer using a credit card agrees that rental charges and any penalties may be charged to their account.

10. SECURITY DEPOSIT - A security deposit is required when renting the vehicle. The deposit shall be refunded when the vehicle is returned unless damage to the vehicle is found, in which case it shall be retained towards compensation for the damage suffered, without prejudice to the right to recover any further damage. The deposit shall also be retained if the Customer fails to pay the agreed rental charge; in that case, it shall be offset, in whole or in part, against the rental charge payable by the Customer.

11. PERSONAL DATA PROCESSING NOTICE - Having taken note of the personal data processing notice displayed at the offices of Rollo Multiservice surl, pursuant to and for the purposes of Articles 23, 26, 27 and 43 of Legislative Decree 196/2003, the holder of this contract consents to the processing by Rollo Multiservice surl of personal data relating to that person or business in accordance with the aforementioned notice. By signing the front page of the Letter, the Customer consents to the entry of their data into Rent's computer system and to the processing of their personal data for performance of this rental agreement, the related services and credit checks. In the event of a breach of contract, the Customer's personal data may be disclosed or transmitted to third parties solely to enable debt recovery.

Acceptance of the above terms and conditions: _____

Via F. Manno 10/12, 73100 Lecce
info@autonoleggiorollo.it
VAT No. 03011950759