

Our Damage Management – fair and transparent.

Important information regarding your vehicle pick-up:

- We will check each vehicle according to our quality and safety standards prior every rental.
- All old damages are documented in your rental agreement.
- Before you leave, check if all existing damages are listed on the rental agreement.
- **If any damage is not recorded there, please report this before you leave.**
- To do so, send a text message containing the words "old damage" to +49 177 1 78 30 47 or scan the QR code below.
- This code will automatically generate a text message for you, which you then simply need to submit.
- You will then receive a link to an online form where you can report previous damage.

What is considered as damages?

- Scratches from 2 cm in size*
- Scuffs*
- Dents from 2 cm in size**
- Distortions
- Breaks
- Cuts
- Tears
- Stone chips in glass
- Tyre damage
- Damage from an accident
- Missing parts
- Wrong refueling
- Heavy soiling
- Burn holes



Scratches and dents under 2 cm are considered signs of use at Buchbinder Rent-a-Car and are not charged to you.

* for van or truck cargo bays all scratches and scuffs are considered signs of use

** dents from 5 cm in van or truck cargo bays

Mobil auf den Punkt.
buchbinder.de



Rent-a-Car