

Ilda Rental Albania

Full Coverage

Customer information sheet - please read before collecting the vehicle

Your protection: When the renter is found at fault in a covered accident, the renter pays EUR 0 of the covered repair cost, provided every condition in this document and the rental agreement is met.

What this option offers

Full Coverage removes the renter's financial responsibility for covered accidental collision damage when all reporting and rental conditions are satisfied. It is not unconditional protection and does not cover the exclusions listed below.

- Applies to accidental collision damage to the rented vehicle during the agreed rental period.
- Applies only when the renter follows the rental agreement and all accident-reporting requirements.
- If the police determine that the renter is not at fault, the renter pays no covered accident damage, provided the required police report is supplied.

Mandatory procedure after any accident

Call immediately:

Police: **126 or 129**

Ilda Rental Albania: **+355 69 696 4657**

- Stop safely and do not leave the accident scene unless instructed by the police.
- Call the police immediately and notify Ilda Rental Albania.
- Obtain the official written police report describing the accident and vehicle damage.
- Do not admit liability, promise payment, or arrange private settlement without company approval.
- Take clear photographs or video of the vehicles, damage, licence plates, scene, and relevant road conditions.

Not covered - the renter remains fully responsible

The selected coverage does **not** apply in any of the circumstances below. The renter must pay the full cost of resulting damage, loss, recovery, and related expenses.

- Driving under the influence of alcohol, illegal drugs, or other impairing substances.
- The vehicle is driven by a person who is not authorized in the rental agreement.
- Damage to the vehicle's underbody or components underneath the vehicle.
- Lost, stolen, or damaged keys, key fobs, or related replacement/programming costs.
- Wrong fuel, contaminated fuel, or any resulting engine, fuel-system, towing, or repair costs.
- Crossing an international border without prior written authorization from Ilda Rental Albania.
- Any accident or damage for which the renter does not provide the required official police report.

Other renter responsibilities

- The vehicle must be used carefully and in accordance with the rental agreement and applicable law.
- Damage caused by misuse, deliberate conduct, or failure to protect the vehicle remains the renter's responsibility.
- The vehicle should be returned in the presence of company staff. Unreported damage identified after an unattended return may be charged to the renter.
- Customers are encouraged to take dated photos or video of the vehicle at pickup and return.

Important: This information sheet summarizes the selected protection option. It does not replace the signed rental agreement. Where there is a conflict, the signed rental agreement and applicable law govern. Coverage is valid only for the dates, vehicle, renter, and authorized drivers stated in the rental agreement.

Thank you for choosing Ilda Rental Albania.