

### **Can I modify my contract?**

- Changes made 30 days or more before your pick-up date are subject to a 30 euro fee per change; changes with a notice of less than 30 days before the pick-up date will be subject to a 350 euro fee per change (please note, if the car has already been registered changes are not available). This includes changes to your pick-up location, pick-up date, and car model.

### **How far in advance can I cancel my contract?**

- Cancellations made 30 days or more before the pick-up date are charged a 75 euro fee. After this period, Renault charges a 900 euro cancellation fee. If you place the order within 30 days of the pickup date, the 900 euro fee would apply should you need to cancel your order. However, if you cancel the order with less than 30 days notice and re-booked for a later time you will receive a 400 euro credit on your next order.
- Please note that if notice of non-payment is given more than twice (such as a credit card refusal or a bank transfer not received), Renault reserves the right to cancel your contract and charge the credit card on file the cancellation fee if your pick-up date is less than 30 days away.

### **Can I return my car early once I have picked up my car?**

- If you return your car early, Renault will refund any unused days minus a fee of 10 days multiplied by your effective daily rate, approximately 130-170 euros depending on your model. (Note: there is a minimum lease period of 30 days). In the event that the car is not kept for at least 90 days the 100 euro additional fee for orders under 90 days in duration would be taken from the reimbursement amount. Please note, if you have received a promotion or discount of any kind and the terms of the promotion are not met (i.e. discount for booking a minimum of a certain days) the promotion/discount would be forfeit and would be assessed from any return amount.

### **Can I extend my contract once I have picked up my car?**

- Extensions to your contract must be made directly through Renault. Their daily rates to extend your contract are significantly higher than the usual daily rate (approximately 30-35 euros per day). Therefore, we recommend booking the car for the longest period you think you may need it and returning early if necessary.
- Your insurance expires on the return date on your contract. You must extend your contract 10 days prior to contract expiration to ensure that your vehicle is insured during the days past your original contract dates.
- If you keep your car for longer than the contract period and have not called to extend your contract, Renault will charge your credit card on file for the additional days you used the car times their daily rates, which are higher than ours. You also risk not being insured in the case of an incident.

### **Can I switch cars once I have picked up my car?**

- If you would like to switch car models, you would have to follow the early return process for your current car and then follow the booking process to book a new car. The first 14 day fee would apply for the new car.

- Please note that there is also a minimum rental period of 30 days which would be charged no matter how long you keep your car. The lead time to ship your car would apply to your new car as well.

**Can I change my pick-up location once I have submitted my forms?**

- You can change your pick-up location 30 days or more before your pick-up date and a 30 euro fee will be charged; changing the pick-up location with a notice of less than 30 days before the pick-up date will be subject to a 350 euro fee (please note, if the car has already been registered changes are not available). Renault ships the car from the factory to the delivery center specified in your contract.