

RENTAL TERMS AND CONDITIONS

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I. RENTAL AGREEMENT BETWEEN THE RENTER AND RENTZO

These Terms and Conditions (“**T&C**”) and the Rentzo System constitute collectively the “**Rental Agreement**” (herein after the “**Agreement**”). The Agreement is entered into between the Renter (as described in the Rentzo System) and Rentzo (hereinafter referred separately as a “**Party**” and collectively as “**Parties**”). All reference to Rentzo means RentzoRentzo sh.p.k., an Albanian limited liability company, having its registered office at Nikolla Tupe, Tirana, Albania, identified under number M41611005Q at the National Business Center.

Rentzo and the Renter are the only parties to the Agreement, although another Person may pay all or part of the charges.

II. DEFINITIONS AND INTERPRETATION

1. DEFINITIONS

1.1 Unless otherwise expressly defined where they are used, capitalized terms and expressions used in this T&C have the meanings set forth below:

“ Additional Charges ”	means the additional charges as stated in Article 13 (<i>Additional Charges</i>) or any additional charge that might come as a result of a damage to the Vehicle according to these T&C.
“ Applicable Law ”	means any act of governmental authorities in the Republic of Albania, including any law, sub-legal act, ordinance, decree, regulation, instruction, license, authorization, or other approval by a governmental authority having appropriate jurisdiction and authority over the Parties, such as may be changed from time to time.
“ Rentzo ”	has the meaning ascribed in Title I.
“ Rentzo System ”	means the page that describes the specific terms of the rental.
“ Main Office ”	means the main office of Rentzo, situated at Nikolla Tupe, Ndertesa Nr. 88, H. 1, Kati 4, Ap. 23Tirana, Albania
“ Notice ”	has the meaning ascribed in Article 20 (<i>Notices</i>) even if used in a different wording, i.e. notify or a notification.
“ Operating Hours ”	Means the working hours of Rentzo from 8 a.m. to 8 p.m.
“ Party ”	has the meaning ascribed in Title I.
“ Person ”	means any individual, natural person, company, partnership or any form of organization provided for by the Applicable Law or that of a specific country.
“ Rental Period ”	means the period on which the Renter will rent the Vehicle as described in the Rentzo System, or any extension according to Article 17 (Rental Period Extension).
“ Renter ”	means the Person renting the Vehicle as stated in the Rentzo System or any additional driver.
“ T&C ”	has the meaning ascribed in Title I.
“ Theft Protection ”	means the optional package available to the Renter as ascribed in Article 15 (Additional Packages).
“ Third Party ”	means any natural or legal Person that is not a Party to this Agreement.
“ Total Coverage Plan ”	means the optional package available to the Renter as ascribed in Article 15 (Additional Packages).
“ Vehicle ”	means the vehicle as described in the Rentzo System, or any replacement vehicle during the Rental Period.
“ Website ”	means the website www.rentzo.com

- 2. INTERPRETATION**
- 2.1** This Agreement together with its Appendices and/or Addendums and other amendments which may be added in the future shall constitute the entire Agreement as a whole.
- 2.2** Reference to a law, administrative act, order, or instruction includes reference to that law, administrative act, order, or instruction as amended, supplemented, or re- approved from time to time, as well as to any regulation issued based on and for its implementation. The effect of any such amendment or re-approval on this Agreement shall be resolved in accordance with the Articles of this Agreement.
- 2.3** Reference to a Person includes his successors or Persons authorized by him under Applicable Law.
- 2.4** References to this Agreement or any other document contained therein shall mean a reference to any changes/amendments or additions to this Agreement as may occur from time to time.
- 2.5** Unless the context indicates otherwise, words in the singular include those in the plural and vice versa, and one gender includes the other gender.
- 2.6** "Chapter", "Article", "Paragraph" and "Appendix" mean the chapter, article, paragraph, and appendix of this Agreement. Their titles are for guidance purposes only.
- 2.7** Unless the context otherwise requires:
- A.** An "hour" is 60 consecutive minutes or any portion thereof beginning at the start of the rental;
 - B.** A "day" is each consecutive 24 hours beginning at the start time of the rental and a "calendar day" is each consecutive full or partial day of the week;
 - C.** A "week" is 7 consecutive 24 hour days beginning at the start time of the rental;
 - D.** A "month" is 30 consecutive 24 hour days beginning at the start time of the rental.
- 2.8** A reference to any institution or decision-making body refers to the existing institution or decision-making body, and if that institution or decision-making body ceases to exist, is restructured, or shares responsibilities with other institutions or bodies, it refers to the successor institution or decision-making body or institution or body that inherits the existing responsibilities or that serves to perform similar or the same functions and purposes as the existing institution or body.
- 2.9** The terms "herein", "hereinafter", "hereof", "hereunder", and similar words refer to the Agreement as a whole and not to any provision, Paragraph, table, Appendix, or any other subsection of this Agreement.
- 2.10** The words "including", or any variation thereof means "including, without limitation" and shall not be construed to limit any general statement that it follows to the specific or similar items or matters immediately following it.
- 2.11** References to "this Agreement" or "the Agreement" shall be construed as references to this Agreement, as amended, modified, or supplemented and in effect from time to time, and shall include a reference to any document amending it, modify or add to it, or that is bound, made, or given in pursuance of or in accordance with its terms.
- 2.12** Any capitalized word, term, phrase, and abbreviation used specifically in any Appendix or other attached document shall have the meaning set forth in such Appendix or document as the case may be.
- 2.13** Except as otherwise expressly provided in this Agreement, in the event of a direct conflict between any provision of the main part of the T&C, the Rentzo System and any Appendix, the order of precedence shall be as follows:
- A.** The Rentzo System;
 - B.** These T&C;

- C. Any Appendices;
- D. Any other document referred to in this Agreement or any other document attached to this Agreement.

2.14 During the interpretation when there is inconsistency between two Articles of the Agreement, the Article that specifically regulates the unclear issue or object of dispute will take precedence.

III. VEHICLE RESERVATION

3. RESERVATION METHODS

3.1 Online Booking Platform

- A.** The Renter may make reservations for rental vehicles through Rentzo's Website. The Website shall enable the Renter to:
 - (i)** Utilize filters to refine available vehicles based on category, transmission, passenger capacity, additional features, and real-time availability;
 - (ii)** Select desired pick-up and return dates through an interactive calendar, with instant generation of cost estimates considering the chosen vehicle, rental duration, location, and selected insurance options;
 - (iii)** Upon choosing a vehicle, thoroughly review all details, including estimated costs and insurance options;
 - (iv)** Accurately provide driver details (name, address, contact information) and a valid driver's license number and issuing country;
 - (v)** Choose from a range of optional insurance options with clear explanations of each benefit and associated cost;
 - (vi)** Secure the booking by making a prepayment using a valid credit or debit card. Upon successful payment, the Renter will receive an email confirmation containing all booking details and pre-arrival instructions.

3.2 After successfully completing the reservation through the Website, the Renter can access to a secure online portal where he may manage the reservation. This platform allows to view all the reservation details, including vehicle type, rental dates, chosen location, and selected insurance coverage. The Renter can also modify his booking if needed, such as adjusting pick-up or return dates, adding additional drivers, or changing the insurance options, up to 7 days before the Rental Period begins. The Renter can also cancel the reservation directly through the portal, following the cancellation policy in Article 18.2 (*Cancellation Policy*).

3.3 Phone Reservations; Email Reservations; Walk-in Reservations

- A.** Rentzo accepts reservation inquiries and booking requests via a Notice from the Renter by telephone or mobile. Customer service representatives will guide the Renter through the reservation process, requesting the following information:
 - (i)** Desired vehicle category and features;
 - (ii)** Preferred pick-up and return dates and locations;
 - (iii)** Driver information (name, address, contact information, driver's license details);
 - (iv)** Selected insurance coverage options;
 - (v)** Preferred payment method.
- B.** Upon confirmation, the Renter will receive a reservation confirmation email containing all booking details.
- C.** Rentzo accepts reservation inquiries and booking requests via a Notice from the Renter by email. Customers should include the following information in their email:
 - (i)** Desired vehicle category and features;
 - (ii)** Preferred pick-up and return dates and locations;

- (iii) Driver information (name, address, contact information, driver's license details);
 - (iv) Selected insurance coverage options;
 - (v) Preferred payment method.
- D. The Company will respond to email inquiries promptly and confirm reservations via email, providing all booking details.
- E. The Renter may also make walk-in reservations at Rentzo's office during regular Operating Hours. Upon arrival, the Customer will be assisted by a customer service representative who will guide them through the reservation process, requesting the same information as outlined for phone reservations.
- F. Walk-in reservations are subject to availability at the chosen location. Priority may be given to Customers with existing reservations or based on a waitlist system during peak months. Upon confirmation and signature of the Rental Agreement, the Renter will receive a copy by email and will be directed to the vehicle pick-up process.

4. DRIVER ELIGIBILITY

- 4.1 The Renter must (i) hold an original driving license valid in Albania, in Latin characters and valid for the type of category of the Vehicle, for at least 1 (one) year and (ii) be at least 21 (twenty-one) years old.
- 4.2 The Renter must also present a valid mean of identification (e.g. passport or ID) as proof of identity and proof of age.
- 4.3 To ensure safe and lawful operation of the Vehicle, Rentzo requires all drivers to possess a valid driver's license meeting specific criteria. The license must be:
 - A. Valid for the entire Rental Period. The Renter shall not drive with an expired license for the entire Rental Period;
 - B. Translated if necessary. For licenses issued in languages other than Albanian or English, an official translation document might be requested. The Renter is responsible for obtaining and presenting this translation at the time of rental.
- 4.4 During the Rental Period, the Renter shall make sure not to drive the Vehicle with a suspended or revoked driving license. Rentzo reserves the right to refuse rentals to individuals in such situations or terminate the Agreement if this situation overcomes during the Rental Period.
- 4.5 If the Renter is a company, he must hold (i) the certificate of incorporation, (ii) the authorized driver from the company which must comply with Paragraph 4.1 above and (iii) an authorization from the competent body of the company allowing the rental of the Vehicle.

5. ADDITIONAL DRIVER

- 5.1 The Renter is allowed to drive the Vehicle, but Rentzo could also authorize an additional driver by Renter's request. The additional driver must comply with all the requirements in article 4 above.
- 5.2 The additional driver is subject to an additional fee according to Article 13 (*Additional Charges*). The additional driver shall also be included in the Rentzo System.
- 5.3 The Renter agrees that other than the additional driver, no other Third Party is allowed to drive the Vehicle and the Renter is not allowed to sublease or loan the Vehicle. The Renter shall be responsible in case of non-compliance to the above.

IV. VEHICLE RENTAL

6. PICK UP AND RETURN OF THE VEHICLE

6.1 Opening Hours

- A. The regular operating hours of Rentzo's Main Office are from 8 a.m. to 8 p.m. (the "**Opening Hours**"). Rentzo offers its services only during the Opening Hours.
- B. The Renter might request after-hours pick-up and return options subject to the availability of Rentzo's staff.
- C. An after-hour service shall give Rentzo the right to charge an additional fee according to Article 13 (*Additional Charges*).

6.2 Early/Late Return Penalties

- A. The Renter shall return the Vehicle by the agreed-upon date and time specified in the Rentzo System. A 2-hour grace period might be offered by Rentzo, allowing for minor delays without incurring late charges. However, exceeding this grace period will result in additional fees.
- B. The applicable charges for late returns are as follows:
 - (i) Daily Rate: After the grace period expires, a daily late fee equal to the base rental rate for the chosen Vehicle will be charged for each full or partial day the Vehicle is returned late.
- C. Early returns are allowed subject to Rentzo discretion and provided that the Renter contacted Rentzo in advance to ensure staff availability for Vehicle inspection and processing. Refunds for unused rental days are not provided unless pre-arranged with Rentzo beforehand and subject to the terms and conditions of this Agreement.

6.3 Fuel Policy

- A. Rentzo's vehicles are provided with a full tank. The Renter is responsible for returning the Vehicle with the same fuel level it was rented with.
- B. The Renter will be charged a refueling fee if he returns the Vehicle with less than the pick-up recorded level on the Rentzo System. This fee covers the cost of refueling the Vehicle to its original level as shown at the fuel station invoice, plus an administrative charge according to Article 13 (*Additional Charges*).

6.4 Vehicle Inspection Protocols

- A. Both at pick-up and return, a joint walk-around inspection of the Vehicle will be conducted with the Renter present. A Rentzo representative will thoroughly document any existing damage, scratches, dents, or missing equipment through photos, handwritten notes, and an agreed-upon damage report form. This document will be signed by both the Renter and Rentzo representative before the rental commences and upon its completion.
- B. The Renter is responsible for any damage or missing equipment not documented during the initial inspection, unless they can provide proof that the damage or missing equipment occurred before taking possession of the Vehicle. This includes, but is not limited to, interior stains, mechanical issues not pre-existing, lost keys or accessories, and any damage exceeding normal wear and tear.
- C. The cost of repairs for undocumented damage or missing equipment will be deducted from the Renter's security deposit or charged directly to their payment method used for the rental.

6.5 Documentation Requirements

- A. At pick-up, the Renter must formally sign the Rentzo System acknowledging their acceptance of all terms and conditions outlined within these T&C. A Rentzo representative ensures that the Renter understands and is clarified both for his obligations and Rentzo's responsibilities throughout the Rental Period.
- B. For enhanced safety and security, the Renter is required to provide accurate and up-to-date contact information during the rental process. This information, including phone numbers and names of designated contacts, will be used in case of emergencies or unforeseen circumstances involving the Vehicle. Additionally, detailed instructions and contact information for roadside assistance provided by Rentzo will be clearly communicated to ensure prompt support in case of breakdowns or mechanical issues during the Rental Period.

7. VEHICLE UTILIZATION

7.1 Prohibited Uses

- A.** The Vehicle shall be used with care and must be operated responsibly within its intended limitations. Therefore, the Renter agrees that the following activities are strictly prohibited:
- (i)** Off-road excursions, racing, or any maneuvers exceeding the Vehicle's designed capabilities;
 - (ii)** Only manufacturer-approved trailers within the specified weight and size limits are permitted. Towing any unauthorized trailer voids insurance coverage and poses safety risks;
 - (iii)** The Vehicle is solely for personal transportation and cannot be used for commercial purposes such as deliveries, taxi services, or any unauthorized income-generating activity;
 - (iv)** Operating the Vehicle under the influence of alcohol or drugs is illegal and prohibited. Any suspicion of such behavior will result in immediate termination of the rental and potential legal repercussions;
 - (v)** Carrying dangerous materials is strictly prohibited due to safety concerns and legal regulations;
 - (vi)** Smoking inside the Vehicle is strictly prohibited and if the Renter does not comply to this restriction, a cleaning fee according to Article 13 (*Additional Charges*) will be charged to the Renter's account to cover the cost of professional cleaning and odor removal.
 - (vii)** Overloading the Vehicle with passengers beyond the designated limit is strictly forbidden.

7.2 The Renter agrees that any violation of these prohibited uses may result in immediate termination of the rental, denial of future rentals, payment of any damage caused and potential legal action. For the purposes of these T&C, any damage caused will be considered an Additional Charge. Furthermore, any violation of these prohibited uses shall automatically result in the cancellation of the Insurance Policy Coverage.

7.3 Specific Road or Area Restrictions

- A.** Certain geographical limitations apply to operating the rented Vehicle. The Renter is strictly prohibited from driving in:
- (i)** Designated restricted zones or areas identified by signage or communicated by Rentzo before or during the Rental Period. Examples may include national parks, restricted beaches, or private properties;
 - (ii)** Roads deemed unsuitable for the Vehicle's capabilities, such as unpaved pathways or areas prone to flooding. Rentzo will advise the Renter of any such limitations upon request or during the pre-rental briefing;
 - (iii)** The Renter is responsible for all related charges and potential penalties for toll roads usage.
- B.** The Renter agrees that crossing international borders with the rented Vehicle is strictly prohibited unless express written permission is obtained beforehand from Rentzo. For the purposes of these T&C, any damage caused will be considered an Additional Charge.

7.4 Driving and Parking Regulations

- A.** The Renter is solely responsible for adhering to all traffic laws and regulations in the authorized driving area. This includes, but is not limited to, driving rules, speed limits, parking meters, time limits, designated zones, and no-parking restrictions. Rentzo encourages responsible driving to ensure safety, convenience, and compliance with local regulations.
- B.** Any driving tickets, parking tickets or towing fees incurred during the Rental Period are Renter's sole responsibility and shall be charged by Rentzo from the Renter's account. Rentzo will make sure to retrieve the Vehicle in case of towing, but all associated costs for towing and storage will be charged to the Renter. For the purposes of these T&C, any of the

abovementioned fees will be considered an Additional Charge.

7.5 Pet Policy

- A.** The Renter agrees that transporting pets in the rental Vehicle is generally prohibited. However, exceptions may be made for service animals with proper documentation, such as a valid identification card or certificate. The Renter shall inform Rentzo in advance if they intend to travel with a service animal during the Rental Period.
- B.** For any unauthorized pet transportation, a cleaning fee according to Article 13 (*Additional Charges*) will be charged to the Renter's account to cover the cost of professional cleaning and odor removal.

8. RESPONSIBILITY FOR DAMAGE OR LOSS

8.1 Should the Renter leave any personal belongings in the rental Vehicle, the following procedures apply:

- A.** Reporting Lost Items
 - (i)** The Renter shall immediately Notify Rentzo upon discovering a lost item in the rental Vehicle. The Renter shall provide a detailed description of the item, along with the estimated date and time it was lost, to facilitate efficient search and potential recovery.
 - (ii)** The Renter can report lost items through Rentzo's customer service hotline, by email, or directly at the nearest rental location.
- B.** Found Items
 - (i)** Rentzo's staff will thoroughly inspect rental Vehicles upon return. Any found items will be held securely for 30 (thirty) days. Rentzo will make reasonable efforts to identify the owner through available information or contact details left in the item.
 - (ii)** The Renter can inquire about found items by contacting Rentzo through the same channels mentioned for reporting lost items. Rentzo will provide a description of the item and arrange for its return upon proper identification and claim verification.
- C.** Unclaimed Items
 - (i)** After the designated storage period, any unclaimed items will be disposed of responsibly, considering ethical and environmental factors. Rentzo will not be held liable for the loss or damage of unclaimed items beyond the stated storage period.

8.2 It is the Renter's responsibility to secure their personal belongings while using the rental Vehicle or upon its return. Rentzo cannot guarantee the recovery of lost items but will make every effort to assist in their return whenever possible.

V. FINANCIAL TERMS

9. PREPAYMENT

9.1 The Renter shall pay a 100% prepayment based on the total rental cost. This includes the base rental rate, any chosen insurance package, location-specific surcharges or taxes, and any applicable additional driver fees.

9.2 To secure the reservation, the full prepayment amount must be made at the completion of the booking. In case the Renter wants to cancel the reservation, Article 18.2 principles and fees shall apply .

9.3 Rentzo offers the following prepayment methods:

- A.** Online Payment directly through the Website via Paypal using a credit or debit card;
- B.** Walk-in Payment by visiting Rentzo's rental locations to directly submit the prepayment in cash or via credit/debit card.

9.4 Failure to make the prepayment within the specified timeframe may result in reservation being canceled. The Renter agrees that prepayments are non-refundable after the free cancellation period has expired.

10. DEPOSIT

10.1 The Renter agrees to provide a deposit of 300-600 euros depending on the size and category of the Vehicle at the time of Vehicle pickup. The exact deposit amount applicable to the rented Vehicle will be communicated to the Renter prior to the commencement of the Rental Period.

10.2 The deposit serves as a security measure to cover any damages to the rented Vehicle or any Additional Charges that may arise during the Rental Period.

10.3 The deposit shall be refunded to the Renter at the end of the Rental Period, provided that the rented Vehicle is returned in the same condition as it was at the commencement of the Rental Period, subject to reasonable wear and tear.

10.4 In the event of any damages to the rented Vehicle or Additional Charges incurred during the Rental Period, Rentzo reserves the right to deduct the necessary amount from the deposit. Rentzo shall provide the Renter with a detailed breakdown of any deductions made from the deposit.

10.5 Upon the return of the rented Vehicle, Rentzo reserves the right to inspect the vehicle for any damages or discrepancies. The Renter agrees to cooperate with the inspection process and acknowledges that the findings of the inspection will determine the amount, if any, to be deducted from the deposit.

10.6 By providing the deposit, the Renter authorizes Rentzo to deduct any applicable charges or damages from the deposit without further notice to the Renter.

10.7 In the event that the amount of damages or Additional Charges exceeds the deposit amount, the Renter agrees to pay the remaining balance from the credit card authorization as stated in Article 12 (*Credit Card Authorization*).

10.8 The Renter acknowledges that failure to comply with the terms of this Agreement, including but not limited to returning the rented Vehicle in accordance with the terms outlined herein, may result in the forfeiture of the deposit in whole or in part.

11. PAYMENT METHODS

11.1 Upon Vehicle pick-up or return, the Renter is responsible for settling the remaining balance of the rental cost. Rentzo accepts the following payment methods:

- A.** Credit or Debit Card Payment from major brands including Paypal, Visa and Mastercard;
- B.** Cash Payment.

11.2 In addition to the remaining balance, the Renter may incur Additional Charges during the Rental Period due to unforeseen circumstances as detailed in Article 13 (*Additional Charges*). The same payment methods listed above for the remaining balance are applicable for these Additional Charges. Additionally, Rentzo may directly bill the credit card on file and the Renter agrees to it.

11.3 Rentzo will always Notify the Renter clearly of any potential Additional Charges before incurring them, if it is possible for Rentzo to identify them beforehand. This Notification may occur during the booking process, at Vehicle pick-up, or upon receiving the final rental invoice.

12. CREDIT CARD AUTHORIZATION

12.1 When using a credit card for the rental, Rentzo may place a hold on a specific amount covering potential charges beyond the prepayment, deposit and remaining balance. This Authorization might encompass all

Additional Charges according to Article 13 (*Additional Charges*) or other charges such as Rental Period extension.

- 12.2** The Renter has the right to dispute any charge on the credit card statement by following these procedures:
- A.** The Renter must contact Rentzo within 30 (thirty) days of receiving its credit card statement, in writing or by phone, detailing the disputed charge and reason for disagreement;
 - B.** To validate the claim, the Renter must provide supporting documentation such as receipts, rental agreement copies, or proof of extenuating circumstances for late returns;
 - C.** Rentzo will investigate the claim within 7 (seven) days and respond with a resolution. The Renter will be informed of the outcome and any adjustments made.

13. ADDITIONAL CHARGES

The Rental Agreement includes the base rate, deposits and prepayment, but Additional Charges may arise based on the Renter's use of the Vehicle. This article informs the Renter of potential charges incurred during the Rental Period as below:

Additional Charges	Fees
Cross Border Charge	50 euros
Late return fees for exceeding the grace period	Extra day charge
Fuel discrepancy charges at return	According to the fuel level
One-way rental fees for dropping off in a different location from the Main Office	*Depends on Location [Contact the office to let them know your itinerary]
Additional driver	2.99 euros/driver [Maximum 2 drivers per rental]
Excessive cleaning fees	70 euros
Driving tickets, parking tickets and towing fees incurred	According to the document received by the relevant authority, plus an administrative fee of 5 Euros.
Baby Seat	15 Euros (one-time payment)
Booster Seat	10 Euros (one-time payment)
Car Wi-Fi	5,99 Euros/day
Snow Chains	15 Euros (one-time payment)

VI. ADDITIONAL PURCHASES

14. OPTIONAL ACCESSORIES

14.1 Detailed List of Available Accessories Rentzo offers the following accessories:

- A.** Baby / Booster Seats;
- B.** Snow Chains; and
- C.** Car Wi-Fi offering internet access.

14.2 Rental Costs and Compatibility

- A.** The Renter agrees that each accessory incurs a separate rental fee, clearly displayed during the booking process, and outlined in Article 13 (*Additional Charges*).
- B.** The Renter is responsible for any damage or loss of rented accessories beyond normal wear and tear. Charges will be determined by Rentzo based on the severity of damage or replacement cost.

15. ADDITIONAL PACKAGES

15.1 Available Insurance Options

Rentzo offers the following insurance packages:

- A.** Third-Party Liability Insurance (included): This mandatory insurance covers the Renter's legal liability for injuries or property damage caused to others while driving the Vehicle Renter is liable for damages up to 600 Euros;
- B.** Full Coverage (KASKO): KASKO Insurance (included in Total Coverage Plan): This coverage indemnifies the Renter for common damages to the Vehicle, regardless of fault, up to 90% of the repair cost;
- C.** Basic Coverage: Renter is liable for damages up to 300 Euros.

15.2 Insurance Coverage and Exclusions

According to Kasko insurance policy, the above cases are covered:

- A.** accidental damage, except:
 - (i)** damages from normal wear and tear; and
 - (ii)** damages caused by unidentified Persons and unidentified causes by the Renter or the public institutions;
- B.** breaking of car glasses, except:
 - (i)** damages caused to covers and sun protection curtains; and
 - (ii)** damages to glasses not included in the car catalog;
- C.** fire, lightning, explosion, except:
 - (i)** damages caused by fire or explosion from technical defects or electrical defects of the engine and by actions or omissions of the Renter or Persons related to the Renter including imprudence;
 - (ii)** damages caused by fire or explosion from smoking in the Vehicle;
 - (iii)** damages when the accident is not notified to the police department or the fire department; and
 - (iv)** damages caused by fire or explosion from unidentified Persons;
- D.** natural disasters, except:
 - (i)** damages caused by earthquakes and landslides; and
 - (ii)** damages caused by crossing rivers and streams;
- E.** theft, except:
 - (i)** damages caused by theft from the Renter, Persons related to the Renter or Rentzo's staff;
 - (ii)** damage caused by theft or attempted theft when the doors, sunroof or windows are not properly closed or the keys are left inside, on or around the Vehicle;
 - (iii)** damage caused by partial theft under unexplained circumstances and without any evidence of violence;
 - (iv)** damages of systems and equipment that are not necessary to start or drive the Vehicle;
- F.** parking damages by another vehicle, except:
- G.** damages caused by errors of unauthorized Persons when driving the Vehicle;
- H.** damages from malicious and terrorist acts, except:
 - (i)** damages caused by the Renter, Persons related to the Renter or Rentzo's staff.

15.3 Pricing and Limitations

- A.** Rentzo shall clearly displays the cost of each insurance package during the booking process and within Article 13 (*Additional Charges*). Additionally, Rentzo might offer discounts or promotions on certain packages from time to time, which shall be highlighted during the

booking process.

- B.** The Renter agrees that if any damage falls under the Kasko insurance policy, only 90% of the damage value will be indemnified by the insurance in case of an accident and that the remaining 10% shall be indemnified by the Renter.
- C.** The Renter agrees that if any theft falls under the Kasko insurance policy, only 80% of the Vehicle value will be indemnified by the insurance in case of theft and that the remaining 20% shall be indemnified by the Renter.
- D.** The Renter agrees to indemnify Rentzo for any damage or theft caused to the Vehicle that (i) does not fall under the scope of insurance policy as detailed in Article 15.2 (*Insurance Coverage and Exclusions*) and (ii) is caused by the Renter's imprudence.
- E.** Notwithstanding the above paragraphs, the Renter shall be responsible for any damage of less than 100€ as evaluated by Rentzo.

16. OPTIONAL SERVICE ADD-ONS

16.1 Vehicle Drop-Off

- A.** The Renter can request arrival and departure drop-off during the booking process by completing the necessary flight information.
- B.** Rentzo offers free of charge "Meet and Greet" services upon arrival and free shuttle to the location where the drop-off process will be performed.
- C.** Rentzo offers drop-off services of the Vehicle to the Airport or any location the Renter might request.
- D.** The cost of drop-off service is clearly displayed during the booking process and outlined in Article 13 (*Additional Charges*).

VII. CONTRACT PERIOD

17. RENTAL PERIOD EXTENSION

17.1 Notification Deadline

- A.** To request a rental extension, the Renter must notify Rentzo at least [2] days before the original return date. This allows Rentzo to verify Vehicle availability and adjust the rental agreement accordingly.
- B.** The request must be submitted through:
 - (i)** Website: Access the reservation online and submit an extension request through the booking portal;
 - (ii)** Phone: Call Rentzo's customer service team to discuss the extension needs; or
 - (iii)** Email: Send an email to Rentzo with the reservation details and extension request.

17.2 Confirmation process

- A.** Upon receiving the request, Rentzo will check if the Vehicle is available for the Renter's desired extension period. If the Vehicle is available, Rentzo will update the Agreement with the new return date and any associated fees or rate changes. Rentzo will send the Renter a confirmation email with the updated details.
- B.** Extending the Rental Period may incur Additional Charges based on the daily or weekly extension rate. This rate may differ from the original booking rate, especially during peak seasons.
- C.** Rentzo will clearly communicate any applicable fees before confirming the extension.

17.3 Limitations

- A.** The Renter agrees that extensions are subject to Vehicle availability. Rentzo cannot guarantee the Renter's request will be approved if the Vehicle is already booked for another customer.
- B.** During peak seasons or periods of high demand, Rentzo may have limitations on extending Rental Periods.

18. CONTRACT TERMINATION

18.1 Early Termination

A. By Rentzo

- (i) Rentzo reserves the right to terminate the Agreement early in the following situations:
 - Violation of these T&C which includes any breach of the Agreement, including misuse of the Vehicle, unauthorized drivers, or failure to comply with traffic regulations;
 - Safety concerns regarding the Renter's driving behavior or the Vehicle's condition that poses a safety risk; and
 - Non-payment of the remaining rental charges or excess of the Renter's credit card authorization.
- (ii) In case of early termination by Rentzo, the Renter will be responsible for all charges incurred up to the point of termination, including base rental fee and any Additional Charges, and no refunds will be provided by Rentzo for unused rental days.

B. By the Renter

- (i) The Renter may choose to return the Vehicle early. In this case, the following applies:
 - The Renter must Notify Rentzo of the intention to return the Vehicle early at least 2 (two) days before the original return date; and
 - The Renter shall return the Vehicle to the designated rental location during Operating Hours.

18.2 Cancellation Policy

A. Cancellation Deadlines

- (i) Cancellations are subject to specific deadlines and fees:
 - Up to 5 days prior to the Rental Period start date, the Renter shall be fully refunded, minus any processing fees; and
 - Less than 5 days prior to Rental Period start date, the Renter shall be liable for up to 2 days of the Rental cost.
 - Less than 2 (two) days before the Rental Period start date, the Renter shall be liable for the full cost of the Rental Period.
- (ii) Notwithstanding the above, Rentzo shall consider exceptions for unforeseen circumstances like medical emergencies or flight cancellations with documented proof, as a valid reason for full refunds.

B. Refund Procedures

If the Renter shall be eligible for a refund under the cancellation policy, the processed amount will be credited back to the original payment method within 30 days after the cancellation request is received by Rentzo.

VIII. MISCELLANEOUS

19. DATA PROTECTION

- 19.1 The Renter acknowledges and agrees that Rentzo may collect, process, and use personal information provided by the Renter for the purposes of fulfilling this Agreement, managing the rental transaction, and for legitimate business interests such as customer service and marketing.
- 19.2 Rentzo shall implement reasonable technical and organizational measures to protect the personal data provided by the Renter against unauthorized access, disclosure, alteration, or destruction.
- 19.3 Rentzo shall retain the personal data provided by the Renter only for as long as necessary to fulfill the purposes outlined in this Agreement or as required by Applicable Laws and regulations.
- 19.4 Rentzo may disclose personal data provided by the Renter to third parties such as insurance providers, payment processors, and government authorities, only as necessary for the purposes outlined in this

Agreement or as required by the Applicable Law.

19.5 The Renter acknowledges and agrees that they have certain rights regarding their personal data under applicable data protection laws, including the right to access, rectify, erase, restrict processing, and object to the processing of their personal data. The Renter may exercise these rights by sending a Notice to Rentzo.

19.6 The Renter acknowledges and agrees that personal data provided may be transferred to and processed in countries outside of the Republic of Albania, including countries that may have different data protection laws than those in the Applicable Law. By providing personal data, the Renter consents to such transfers and processing.

19.7 The Renter agrees to indemnify and hold harmless Rentzo, its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising out of or relating to any breach of this clause by the Renter.

20. NOTICES

20.1 Unless otherwise stated in the Agreement, notices, requests and communications required or permitted by the Agreement (“**Notices**”) shall be in writing, in Albanian or English language and sent (i) by registered letter against signature, (ii) by hand or (iii) by email.

20.2 The Notice shall be deemed effective on the date of receipt and shall be deemed received:

- A.** on the date of signature for the registered letter and the handover letter; and
- B.** on the date of sending the email.

20.3 The information required for Notices under this Agreement are as follows:

- A.** for the Renter
As detailed in the Rentzo System
- B.** for Rentzo
Address: Rr. Nikolla Tupe, Ndertesa Nr. 88, H. 1, Kati 4, Ap. 23
Email: info@rentzo.com
Mob: + 355 69 704 2222

20.4 Each Party is responsible to immediately Notify the other Party in case of changes to the data specified in this Article. Notification made at the last address Notified to the other Party will be considered Notification made according to the terms of this Agreement and the Party that made this Notification is not responsible if the other Party has changed address/contact but has not regularly Notified the other Party.

21. GOOD-FAITH

Each Party shall act in good faith towards the other Party and shall use its best efforts to ensure compliance with this Agreement. For this purpose, each Party undertakes to communicate, sign and send any information and documents, sign other contracts and take any other action to guarantee the performance of this Agreement.

22. INVALIDITY

The invalidity of one of the provisions of this Agreement shall not affect the rest and the Agreement shall be enforced as if such provision had never existed, provided that (i) such enforcement does not result in a disproportionate loss or damage to the interests of the Parties and as a consequence disrupt the balance of the Agreement and (ii) that the provision in question is not a determining condition in the consent of the Parties.

23. AGREEMENT BREACH

If a Party does not perform its obligations in this Agreement, each Party has the right not to implement its part of the obligations of the Agreement. Also, the Party may request the termination of the Agreement or the fulfillment of the obligation, in addition to indemnification.

24. COPIES OF THE AGREEMENT

The Renter by signing in the Renzo System, irrevocably agrees to these T&C and the Renter will receive a copy of these T&C by email in English and Albanian language. In case of inconsistency between the two languages, the Albanian version shall prevail.

IX. APPLICABLE LAW AND DISPUTE RESOLUTION

25. APPLICABLE LAW

This Agreement is governed by the Albanian Law.

26. DISPUTE RESOLUTION

The Parties agree that they will attempt to amicably resolve any complaint, misunderstanding, or dispute arising out of or related to this Agreement. In the case the Parties do not resolve the disputes amicably, the resolution of the dispute shall be finally and exclusively settled by the District Court of Tirana.