

# VEHICLE RENTAL TERMS

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Terms of Rental for 24 Rental Network Oy, effective from 20 May, 2024.

These terms replace all previous rental terms.

The following terms and conditions apply between 24 Rental Network Oy, PL 14, 33721 Tampere, Business ID: 2430020-0 (hereinafter also referred to as the Rental Agency) and the renter (hereinafter also referred to as the Customer).

As well as these Rental Terms, currently valid Service Fees List and Damage Price Guide also apply to all rentals.

[Service Fees Document >](#)

[Damage Price Guide >](#)

We process the personal data of all our customers in accordance with our [Privacy Policy](#).

## 1. VEHICLE USE AND LIMITATIONS

- a. The Customer must take care of the vehicle as a diligent person would and must be especially careful and cautious in all matters related to driving and using the vehicle.
- b. The Customer is the primary user of the vehicle and may, at their own risk, allow the vehicle to be operated only by a person whose details have been provided to the rental agency during the booking. Both the Customer and any additional driver must familiarize themselves with these Rental Terms and other terms related to the service, and they must meet all other statutory and Rental Agency imposed conditions for driving the vehicle.
- c. The Customer acknowledges that they are renting a shared vehicle, and no representative from the Rental Agency is there to inspect the vehicle when the Customer picks it up.

The Customer commits to photographing the vehicle from every direction upon pickup, storing the photographs for one (1) year from the end of the rental period, and providing the photographs to the Rental Agency upon request. If the photographs are not provided despite the request, the vehicle is considered to be in the condition indicated by the previous inspection. Failure to provide the requested photographs is subject to a penalty fee, the amount of which is stated on the Service Fees Document. The Customer must notify the Rental Agency of all damages to the vehicle not listed on the Inspection Sheet before they set off.

The Customer must also ensure that the vehicle is readily available for the next renter without a representative from the Rental Agency checking the vehicle or its condition.

d. The vehicle must not be used for towing or pushing another car, racing, driving on ice, driving off public or private roads, instructional driving, or any other non-standard use. The Customer is responsible for ensuring that the vehicle and its equipment are suitable for the conditions they intend to use it in.

e. The vehicle must not be taken outside Finland without a cross-border permit purchased from the Rental Agency. Unauthorized border crossing shall be reported to the authorities and will result in a penalty fee payable by the Customer, the amount of which is stated on the Service Fees Document. If the vehicle is not returned or it is impounded by authorities, the Customer is liable for all costs incurred in connection with bringing the vehicle back to Finland and for all idle time without an upper limit.

f. Smoking and the transportation of unsecured animals in the vehicle are prohibited. Failure to comply shall result in the Customer being liable for the cleaning costs, the amount of which is stated on the Service Fees Document.

g. The vehicle must always be locked when it is left unoccupied. During the rental period, doors must be unlocked and locked using the vehicle's keys. At the end of the rental period, the car must be locked as instructed. It must not be locked with the keys. If the Customer uses the keys to lock the vehicle upon return, they will be charged a penalty fee, the amount of which is stated on the Service Fees Document.

h. The Customer agrees to follow all instructions on operating the vehicle passed on to them through various customer service channels even if such instructions are not explicitly detailed in these Rental Terms.

## 2. CUSTOMER'S LIABILITY FOR COMPENSATION

### 2.1 Liability for damages and other harm

*a. Liability for risk and its commencement and termination:* The risk for the vehicle lies with the Customer. They must return the vehicle and its equipment in the same condition they were upon pickup. The risk passes to the Customer at the start of their rental period and ends upon the return of the vehicle.

The Customer is also liable for any damages caused by natural phenomena and third parties. If a third party damages the vehicle, the Customer must submit a damage report to the Rental Agency and a commitment from the responsible party to cover the damages.

Liability for risk applies to both the vehicle and all its parts and equipment in their entirety, including the chassis, tires, rims, windshield, windows, hubcaps, antennas, hand trucks, and other equipment and items in the vehicle.

The Customer's liability for risk is limited by their chosen deductible and any additional cover they purchased, as presented later in section 2.2. Furthermore, the customer's liability for first-party

damages is limited by the peer-to-peer cover arranged by the Rental Agency. The Rental Agency will not charge the Customer for those first-party damages that are covered by the peer-to-peer cover.

**b. Continuation of liability for losses other than material damages:** The Customer remains responsible for any other expenses and losses to the Rental Agency resulting from their actions or omissions until the next rental in accordance with section 8 of these Rental Terms.

**c. Standard fees:** The standard fee for certain common and frequently occurring material damages is determined in the currently valid Damage Price Guide, but it is never more than the Customer's chosen deductible. The standard fee for certain common and frequently occurring costs and losses related to vehicle use and customer actions or omissions is determined in the currently valid Service Fees Document.

Standard fees also apply to any missing vehicle parts and equipment for which the Customer is liable. The Customer must inspect the vehicle's equipment and accessories upon pickup and report any defects or shortages to the Rental Agency.

**d. Liability for costs occurring during the rental period:** The customer, as the holder of the vehicle during the rental period, is responsible for any fines, parking fees, private and public parking violations, tolls, congestion charges, and any other costs related to or resulting from the use of the vehicle during the rental period, along with all associated costs. As well as the charge itself, the Rental Agency will also charge the Customer a standard processing fee, as determined in the currently valid Service Fees Document.

**e. Liability for non-compliance with Rental Agency instructions:** The customer is responsible for the consequences and costs arising from their actions or omissions that contradict the rental instructions. These include failure to ensure that the vehicle is locked, leaving lights or other energy-consuming equipment on, leaving windows open, and other similar carelessness or negligence. For these omissions, the Rental Agency will charge the Customer the standard fee determined in the currently valid Service Fees Document.

**f. Liability for a soiled vehicle:** The Customer must clean or compensate for any excessive dirt, wipe off stains, collect loose trash, and shake out mats upon return. For any cleaning needed due to customer neglect, the Rental Agency will charge the Customer the standard cleaning fee determined in the currently valid Service Fees Document.

**g. Liability for lost keys:** If the customer loses the vehicle's keys or key, they are responsible for fully compensating all costs arising from the lost keys to the Rental Agency, including any vehicle transfer costs, idle day costs, costs arising from changing the locks and replacing the keys and any other damages to the vehicle,

**h. Liability for theft with unreturned keys:** If the Customer reports the vehicle stolen, they must return the vehicle's keys to the Rental Agency. If they fail to do so, they must pay for both the vehicle and its equipment in full.

**i. Liability for idle days:** The Customer must compensate the Rental Agency for the idle time (sometimes referred to as "downtime") caused by any of the events listed in sections a-h above. Idle time is charged for a maximum of 7 days, and the daily standard fee is determined in the currently valid Service Fees document.

j. **Liability for increase in the car insurance premium:** The customer must compensate the Rental Agency for any bonus loss or other increase on insurance premiums resulting from a traffic accident during their rental period. The compensation is a standard fee determined in the currently valid Service Fees document, and it applies regardless of whether there is a demonstrable connection between the traffic accident and the insurance premium increase. The Customer is not liable for the traffic accident itself nor its compensation, other than as per Motor Liability Insurance Act (Liikennevakuutuslaki).

## 2.2 Limiting Liability

a. **Traffic accidents:** Traffic accidents are those defined in the Motor Liability Insurance Act (liikennevakuutuslaki). The vehicle has standard third-party traffic insurance that covers damages caused to innocent parties and personal injuries as per the Motor Liability Insurance Act.

b. **Casco damages:**

Casco damages are damages caused to the vehicle. The Rental Agency bills the customer for the casco damages described in the damage price list using the list's standard compensation. If the damage isn't listed, the Rental Agency will bill the customer based on a damage assessment. Both the standard compensation and the compensation based on the damage assessment are capped at the customer's chosen deductible.

The portion exceeding the deductible for collision and run-off-road damages, as well as moose, fire, and theft damages, is covered by a mutual fee charged by customers before the rental. This service is called "peer-to-peer coverage," and it is subject to the peer insurance service provider's terms of use and 24Rent -P2P Casco Pool compensation rules, which are annexed to this rental contract

c. **Idle time caused by damages.** The customer is always obliged, irrespective of motor liability insurance, peer-to-peer cover, standardized compensation according to the damage price list, and deductibles, to compensate the Rental Agency for the downtime caused by the damage, in accordance with point 2.1 i.

d. **Deductible and its reduction.** The customer's liability for Casco damages is limited to their chosen deductible. At the time of booking or before the start of the reservation, the customer can choose to buy an additional service to reduce the deductible. The amount of the deductible will be announced in the booking confirmation or in the information of the additional service paid before the start of the reservation. However, the reduction of the deductible is valid only if it has been paid in the payment service before the start of the reservation and covers the event according to the type of damage. The deductible or its reduction, however, does not limit the customer's liability for:

- idle time,
- other costs and losses caused by the use of the vehicle (points 2.1 d - h above),
- certain damages related to the improper and careless use of the vehicle listed below in point 2.2 f.

e. **Additional protections.** The customer can purchase additional tire protection, windshield protection, or cancellation protection when making a reservation or before it begins.

- Tire protection covers direct costs caused by a tire puncture, such as tire repair or replacement and possible towing service. It doesn't cover additional damages caused by driving with a flat tire, indirect costs of puncture, and damages to the vehicle or third parties.
- Windshield protection removes the customer's deductible in the event of stone chip damage or when the windshield cracks.
- Cancellation protection allows a full refund of the car rental price if the customer cancels the reservation at least two hours before it starts. The refund does not cover the price paid for the cancellation protection.
- All the protections and additional services mentioned in this section (2.2.e.) are valid only if they have been paid for in the payment service before the start of the reservation. Cancellation protection can only be purchased if there are more than seven days left before the start of the reservation.

**f. Damages caused by improper, careless, and reprehensible use.** The customer is obligated to compensate in full for damages outside the mentioned insurances and protections, such as damages to the vehicle's upholstery, regardless of standard compensations, peer to peer coverage and the chosen deductible

The customer is also responsible for fully compensating, regardless of standard compensations, peer to peer coverage and the chosen deductible, the Rental Agency for damages resulting from:

- overloading,
- driving with over- or under-inflated tires,
- using the wrong fuel, neglecting to add motor oil, coolant, or AdBlue fluid (for diesel cars), or using the wrong type of windshield washer fluid,
- snow damage from snow or ice falling on the vehicle when parked in a hazard zone,
- driving on poor roads or areas,
- driving in clearly too tight or low spaces considering the size of the vehicle, or
- any other clearly improper use of the vehicle.

The customer is also responsible for fully compensating the Rental Agency for damages resulting from:

- smoking in the vehicle,
- driving under the influence of alcohol or drugs,
- driving while sick or tired,
- handing over the vehicle to a third party without the Rental Agency's permission.

### 3. PAYMENT OF THE RENTAL PRICE AND SECURITY DEPOSIT

a. The Renter shall pay the rental price through the [www.24rent.fi](http://www.24rent.fi) site before picking the vehicle up. Contractual customers are invoiced after the rental period.

b. The Rental Agency has the right to ask the Renter to provide a security deposit on paid and confirmed reservations. The amount of the security deposit may vary. The Rental Agency will release the deposit to the Renter without costs within fourteen (14) business days after the rental period. The

Rental Agency reserves the right to deduct any unpaid additional services and any compensatory damages from the deposit before returning it. If the Renter fails to set the deposit required by the Rental Agency and does not cancel his/her reservation before the scheduled pick-up time, the Rental Agency will terminate the rental agreement with immediate effect and reserves the right to withhold the amount paid by the Renter for the rental as compensation for keeping the vehicle reserved for the Renter.

c. The Rental Agency has the right to ask the Renter to provide a security deposit on a fully or partially paid and confirmed MiniLease contract. The amount of the security deposit may vary. The security deposit covers the entire contract period, and the Rental Agency will release the deposit to the Renter without costs within fourteen (14) business days after the rental period. The Rental Agency reserves the right to deduct any unpaid additional services and any compensatory damages from the deposit before returning it. If the Renter fails to set the deposit required by the Rental Agency and does not cancel his/her reservation before the scheduled start of the MiniLease period, the Rental Agency has the right to terminate the rental agreement and to withhold a month's rent as compensation for keeping the vehicle reserved for the Renter.

d. If the Renter uses services sold at the time he/she makes the reservation, such as a trailer hitch, without prior permission or exceeds the mileage without notifying the Rental Agency, the Rental Agency has the right to charge the Renter for the unauthorized use at three times the standard rate and for excess mileage according to the Service fees page.

e. The Rental Agency has the right to withhold the Renter's payments and deposits if the Renter has previously failed to settle invoices sent to him/her by the Rental Agency. The Rental Agency also has the right to assign a previous security deposit to a new reservation. This can only be done once and it only applies to the reservation that directly follows the original one. In such a case, the Renter does not have to provide a new security deposit and the deposit is released after the last reservation in accordance with section 3 b.

## **4. Rental Agency OBLIGATIONS**

a. The Rental Agency shall ensure that the vehicle is roadworthy and available to the Renter as agreed. The Rental Agency shall provide instructions on the use of the vehicle if so requested by the Renter.

b. If the pick-up of the vehicle is delayed because of the Rental Agency and the Rental Agency has not informed the Renter of this in advance, the Renter has the right to terminate the contract or request compensation or a price reduction. The maximum amount of the compensation is limited to the price of the rental.

c. The Rental Agency is not liable for indirect damages caused to the customer.

## **5. FUEL OF THE VEHICLE AND OTHER CONSUMABLE LIQUIDS AS WELL AS CHARGING OF BATTERIES**

a. The vehicle is rented out and returned with a full tank. The customer is responsible for ensuring the correct type of fuel is used in the vehicle. At the end of the rental period, the customer is obliged to fill the tank or connect it to the charger according to the instructions, regardless of the length of the journey.

b. All full-electric vehicles are rented out with at least 50% battery charge. The customer is obliged to recharge the vehicle at the end of his reservation so that the battery charge of the driving battery is at least 50% at the time of the return of the vehicle. The charging obligation applies only to full-electric vehicles. The Rental Agency does not guarantee the battery charge of plug-in hybrids at the time of pick-up and does not oblige the customer to charge plug-in hybrids before returning it. The requirement, mentioned in paragraph 5. a., to fill the tank to the full capacity applies to plug-in hybrids.

c. The Rental Agency reserves the right to charge the customer the full amount of any towing, bleeding of diesel systems or other costs incurred due to running out of fuel or battery.

d. The customer must regularly check the engine oil, coolant and AdBlue (diesel cars).

e. If the customer returns the vehicle without refueling it or, in the case of a chargeable vehicle which home location is by a charging point, without plugging the vehicle in the charging point, the Rental Agency will charge the customer the price of the missing fuel and a standard fee for the breach of contract. Failing to charge the driving battery of a fully electric vehicle will result in the same standard compensation for the breach of contract. In addition, the charging of the electric vehicles driving battery will be charged at the price of the actual charge done by the Rental Agency or next customer.

f. Windshield washer fluid is not included in the rental price. The customer is obliged to add windshield washer fluid when needed. When winter speed limits are in effect, the added windshield washer fluid must be suitable for winter conditions (frost resistance when driving in Southern Finland at least -20°C, in Central and Northern Finland at least -35°C).

## 6. CUSTOMER'S DUTIES IN CASE OF MALFUNCTIONS OR DAMAGES

a. The customer must provide the Rental Agency with a damage report for all incidents. If the customer does not provide a damage report, the Rental Agency has the right to charge the customer for all damages in full.

b. The customer is obliged to report all thefts and traffic accidents to both the Rental Agency and the police. The customer must provide the Rental Agency with a report made by the police. If the customer has not reported to the police, they are fully responsible for possible damages to the counterparty.

c. The customer must inform the Rental Agency immediately of any defects in the vehicle to agree on further actions. If the customer neglects their duty to notify, they are obliged to compensate for the additional costs caused by the delay in repairing the defect. The customer does not have the right to repair or have any defects in the vehicle repaired or claim compensation from the Rental Agency without a separate agreement.

d. The customer does not have the right to order towing, external roadside assistance, use chargeable means of transport, or incur other costs that may later be demanded from the Rental Agency without the prior consent of the Rental Agency.

## 7. Rental Agency'S LIABILITY IN CASE OF ERRORS

- a. If the rental vehicle or the systems of the Rental Agency are affected by a technical or any other serious issue that prevents the use of the vehicle during the rental period as agreed, the Renter has the right to ask for the fault or defect to be rectified or request a discount of the rental fee.
- b. The Renter has the right to terminate the rental agreement if the defect or fault is so significant that it prevents the use of the vehicle entirely during the rental period and the Rental Agency cannot offer a replacement vehicle. The agreement cannot be terminated if the fault or defect can be rectified within reasonable time or if the Rental Agency offers the Renter a similar vehicle for replacement. The Rental Agency is not responsible for compensating the Renter any costs caused by the fault or defect or any costs caused should the Renter decide to use alternative means of transport to continue his/her journey.
- c. The liability of the Rental Agency is limited to the amount paid by the Renter for the rental.

## 8. RETURN OF THE VEHICLE AT THE END OF THE RENTAL

- a. The Renter shall return the vehicle as agreed. Any changes to the return time must be agreed with the Rental Agency in advance. The Renter understands that extending the rental period is not always possible. If the Rental Agency agrees to extend the rental period, the model and make of the vehicle determine the cost of the extension.
- b. Should the Renter fail to return the vehicle in time, he/she will be charged a penalty fee, the amount of which is stated on the Service fees page. The Rental Agency reports all unreturned vehicles to the police.
- c. The Renter shall not be refunded if he/she returns the vehicle early, unless otherwise agreed. No refund shall be made for any services the Renter has paid for but not used, such as unused mileage or rental time.
- d. The Renter must notify the Rental Agency of any faults in the vehicle or damage to the vehicle by the time the vehicle is returned. If the Renter fails to notify the Rental Agency, he/she shall no longer be insured and shall be liable for any additional costs caused by his/her negligence.
- e. The Renter accepts that no Rental Agency representative shall be present to check the vehicle when it is returned. The Renter agrees to photograph the vehicle from all sides when he/she returns the vehicle and to keep the photographs safe for one (1) year from the return date. The Renter agrees to hand the photographs over to the Rental Agency if so requested. If the Renter refuses to hand the photographs over to the Rental Agency, it is assumed that the vehicle condition at the return time was as it was reported at the next inspection, regardless of when this was done. Failure to provide the requested photographs is subject to a penalty fee, the amount of which is stated on the Service fees page. The Renter is responsible for documenting all damages occurred to the vehicle and notifying the Rental Agency of such damage even if his or her phone or camera does not work.
- f. Returning the vehicle contrary to the instructions provided is considered to be a late return, and section 8.b. applies until the vehicle is parked according to instructions and its condition is as required by these Rental Terms. The Renter agrees to return the vehicle to the parking space indicated



by the Rental Agency and agrees to ask for specific instructions on returning the vehicle in any special circumstances.

g. The rental agreement is valid and the Renter the holder of the vehicle until the vehicle is rented by another person, regardless of the original return time of the vehicle. As the holder of the vehicle, the Renter is liable for any costs that occur after he/she has returned the vehicle, such as parking tickets. To avoid such costs, the Renter has the option of moving, refueling, and cleaning the vehicle according to the instructions and Rental Terms before the next rental period of the vehicle begins. The time used for this shall be charged separately. The Renter's liability on damages is limited to the condition of the vehicle when it was returned and shown in the photographs taken in accordance with section 8.e.

h. The Renter shall return the vehicle as instructed and in accordance with all parking and traffic rules and regulations. The Renter must not return the vehicle to an area where a sign indicates that all vehicles must be moved immediately or within three days. Any forthcoming relocation notice valid within less than 7 days must be notified to the Rental Agency. If the vehicle is illegally parked when the Renter picks it up, the Renter must not repeat the offense but park legally when he/she returns the vehicle.

## 9. CANCELLATION POLICY

The 14 day cancellation period of the Finnish Consumer Protection Act (Chapter 6, Paragraph 14) (Kuluttajansuojalaki 6:16 §) does not apply to this agreement, as vehicle rental is an exception mentioned in the Act (Chapter 6, Paragraph 16). Instead, the following cancellation policy applies:

a. If the reservation is cancelled at least 7 days before the scheduled pick-up time, the prepaid rental price will be refunded to the Renter's means of payment within four (4) business days.

b. If a MiniLease reservation is cancelled at least 14 days before the scheduled start of the MiniLease period, the prepaid rental price will be refunded to the Renter's means of payment within four (4) business days. The refund is subject to a service fee, the amount of which is stated on the Service fees page.

c. If the Renter has asked the Rental Agency to make changes to his/her reservation and later cancels it, the Rental Agency has the right to withhold the costs caused by the changes. The cancellation policy is always applied as per the original reservation.

d. If the Renter gives the Rental Agency false personal information or tries to acquire the vehicle without approval by the Rental Agency, the Rental Agency is not liable for refunding any payments made to it by the Renter.

## 10. EXCEPTIONAL TERMINATION OF THE RENTAL AGREEMENT

a. If the customer provides the Rental Agency with false or incomplete personal data, or violates the terms of the contract, or if the Rental Agency, based on this and/or other circumstances of the rental event, estimates that he/she will not fulfill his/her contractual obligations or use the rented vehicle in accordance with the contract, the Rental Agency has the right to terminate the contract with

immediate effect. The same right applies if the vehicle is damaged due to, for example, an accident or theft to such an extent that its rental cannot continue. In these cases, the customer must immediately return the vehicle to the Rental Agency.

b. MiniLease rental is a fixed-term contract that the customer can only terminate on the basis of a social performance obstacle. The customer must make a written request to terminate the contract and provide the Rental Agency with evidence of the occurrence of the performance obstacle. In such a case, a one (1) month notice period applies, and the contract ends on the last day of the next full contract month.

## 11. ADDITIONAL CONDITIONS FOR BUSINESS BOOKINGS

a. All reservations made in the name of a company and all reservations whose circumstances indicate that the reservation is made for the purposes or use of a business, irrespective of the type of Rental Agency, are considered to be business reservations. Re-hire of a vehicle in any form is prohibited unless expressly agreed in writing with the Rental Agency.

b. The non-standard and prohibited use referred to in paragraph 1 d. Includes the use of the vehicle for taxi purposes. Taxi use shall be deemed to include all passenger transportation provided in the course of a business .

Temporary taxi use, for example during the maintenance of your own vehicle, might be agreed separately with the Rental Agency. The Rental Agency does not guarantee the availability of vehicles for temporary taxi use, as only part of the fleet can be rented for temporary tax use.

The Rental Agency reserves the right to impose additional conditions for temporary taxi use on a case-by-case basis. The Rental Agency will not, inter alia, grant additional services or promotional rates for taxi use. Additional services and promotional rates include, for example, unlimited mileage and additional services that limit liability.

c. The natural person making the reservation declares that he/she is entitled to enter into a rental contract with all the legal transactions connected thereto, in the name of the client company and to bind the client company to the risk liability for the vehicle in accordance with these rental terms.

Almost all liabilities under the contract are those of the client company. Exceptions are certain liabilities of a natural person. These include traffic offenses and parking offenses and any other penalties that may be imposed only to a natural person. The natural person who makes the reservation, undertakes to inform the users of the vehicle of these personal liabilities.

Traffic offenses and parking fines will be transferred by the Rental Agency to the natural persons name that made the reservation. It is the responsibility of the natural person who made the reservation to report any details of any other driver, directly to the party imposing the penalty.

d. If it appears that the natural person was not entitled to represent the company which he declared, all the responsibilities relating to the rental shall be deemed to belong to the natural person who made the reservation. Furthermore, in such a situation, the termination of the contract in accordance with

paragraph 10 shall apply with immediate effect and all payments made to the Rental Agency shall be forfeited as compensation.

## 12. OTHER TERMS AND CONDITIONS

a. The Renter must have a valid driver's license and he/she must be entitled to drive the category of the rental vehicle. The Renter must be in a fit state to drive and at least 18 years old. The Renter is responsible for ensuring that the optional additional driver is in a fit state to drive, is at least 18 years old, has a valid driver's license, and is entitled to drive the category of the rental vehicle. If the Renter allows the vehicle to be operated by another person under the agreement, he/she is responsible for ensuring that the other person is aware of and understands these terms. The Renter is always the holder of the vehicle and, therefore, liable for all vehicle-related issues, regardless of who actually drives the vehicle.

b. MiniLease is only available for a person who has a minimum of one year of licensed driving experience and whose driver's license is valid for the entire MiniLease period. MiniLease is not available for persons with a temporary driver's license.

c. The Rental Agency has the right to check the personal information submitted by the Renter and, if necessary, use data from other sources to verify that the terms are met. The Rental Agency has the right to ask the Renter additional information about his/her identity before granting access to the vehicle.

d. Upon request, the Renter must provide proof that he/she is entitled to drive by submitting a photo of his/her driver's license to the Rental Agency. The Renter must also identify himself/herself through the Nordea electronic identification broker service when proving his/her right to drive. The Rental Agency checks that the social security number passed on by the identification broker service matches the data and the photo of the driver's license provided by the Renter to ensure that the Renter is entitled to drive. If the identification broker service is down or the Renter does not have a Finnish social security number, the Renter must provide the Rental Agency a photo of his/her face when proving his/her right to drive. The Rental Agency reserves the right to request for these photos again to check for validity even if the Renter has submitted them earlier. Failure to provide proof of identity or the requested photos will result in breach of contract and termination of the rental agreement. In such a case, the Rental Agency has the right to withhold the amount paid by the Renter for the rental for damages.

e. The Renter accepts that he/she may be photographed by CCTV cameras when he/she picks up or returns the rental vehicle. The Renter accepts that a GPS device can be used to track the location of the vehicle and its route any time during and after the rental period and that GPS data can be stored.

f. The Rental Agency runs a reservation system at [www.24rent.fi](http://www.24rent.fi) and fixes issues that may arise with the system to the best of its ability. However, if the system clearly contains incorrect information, such as wrong price, inaccurate description, or an error in some other detail, the Rental Agency reserves the right to cancel the reservation or to offer the Renter an alternative it deems appropriate.

g. The Rental Agency has the right to replace the vehicle rented by the Renter with a similar or larger model before the rental period starts. In MiniLease rentals, the Rental Agency reserves the right to replace the vehicle with a similar model due to maintenance or related reasons. The Rental Agency is

not responsible for ensuring that the replacement vehicle comes with the same equipment and features as the original one.

h. The Renter agrees that his/her credit report may be checked before final confirmation of the reservation and that the result of the credit check, together with other information, may be used to determine the amount of a possible security deposit.

The credit report service used by the Rental Agency is provided by Dun & Bradstreet.

i. Interest on overdue claims is determined in accordance with the Interest Act (korkolaki). Reminder fees are charged at the maximum rate allowed by the Debt Collection Act (laki saatavien perinnästä).

## 12. DISPUTE RESOLUTION

In case of disagreement about the contract, the customer can bring the matter to the Consumer Dispute Board ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)) for resolution. Before bringing the matter to the Consumer Dispute Board, the customer shall contact the local consumer advisory service ([www.kuluttajaneuvonta.fi](http://www.kuluttajaneuvonta.fi)).

Disputes between the Rental Agency and the customer are primarily aimed to be resolved through negotiations. Disputes that are brought to court are handled in the court of the Rental Agency's home municipality or the customer's home municipality court if the customer is a consumer.