



RENT®
MORINI

GENERAL CONDITIONS
FOR RENTAL

Last updated on January 2025

INDEX

GENERAL RENTAL CONDITIONS..... 4

1. Delivering the vehicle and start of rental 4

2. Vehicle assistance and vehicle substitution..... 4

3. Insurance 5

4. Customer responsibilities..... 5

5. Use of the vehicle..... 6

6. Fire, theft, damages to the vehicle 6

7. In the event of an accident 7

8. Returning the vehicle and end of rental..... 7

9. Rental fees..... 8

10. Payment by credit card..... 9

11. Responsibilities of the Customer and of the Lessor 10

12. Applicable Law and Jurisdiction..... 11

13. Modifications to the General Conditions..... 11

14. Customer domicile and notifications 11

GENERAL RENTAL CONDITIONS

Vehicle rentals by Morini Rent to the Customer are regulated by these General Rental Conditions, the Rental Agreement, the [Damages and Penalties Chart](#) and the [Privacy Policy](#) in force at the time of signing the Rental Agreement. Upon signing the Rental Agreement, the Customer declares to have read, understood and accepted the General Rental Conditions and to specifically approve the following points: 1. Delivering the vehicle and start of rental, 2. Vehicle assistance and vehicle substitution, 3. Insurance, 4. Customer responsibilities, 5. Use of the vehicle, 6. Fire, Theft, Damage to the vehicle, 7. In the event of an accident, 8. Returning the vehicle and end of rental, 9. Rental fees, 10. Payment by credit card, 11. Liability of the Customer and of the Lessor, 12. Applicable Law and Jurisdiction, 13. Modifications to the General Conditions, 14. Customer domicile and notifications.

1. Delivering the vehicle and start of rental

The rental shall start when Morini Rent or one of its affiliates (hereinafter referred to as "Lessor") delivers the vehicle to the Customer. good condition and equipped with an emergency triangle, spare wheel, green insurance card and all the necessary vehicle registration documents, including the insurance certificate and receipt. Upon delivery of the vehicle, the Customer undertakes to check its condition and equipment together with the staff assigned by the Lessor and, in particular, to check that the vehicle is in perfect working order, with the equipment indicated in the Rental Agreement and free of any goods or additional assets and undertakes to return it in the same condition, subject to wear and tear proportionate to the duration of the rental and the number of kilometers travelled. It is the Customer's responsibility to notify the personnel assigned by the Lessor of any differences with respect to what is indicated in the Rental Agreement and to ascertain them in an adversarial manner with the personnel assigned before collecting the vehicle. Failing this, the Client authorizes the Lessor to charge for any differences in the condition of the vehicle found by personnel at the time of return compared to the condition in which it was delivered.

It is within the full discretion of the Lessor to refuse to enter into the rental agreement with the Customer, particularly in the event of theft, damage, or chargeable accidents occurring in previous rentals

2. Vehicle assistance and vehicle substitution

In the event of an accident, breakdown and/or the need to have the vehicle towed, the Customer must contact the Lessor's affiliated toll-free number listed on the Rental Agreement kept in the vehicle's dashboard and received by e-mail, being the only party authorized by the Lessor to perform any service and/or repairs on the vehicle. Any service and/or repairs made on the vehicle by the Customer without the Lessor's authorization

and/or at centers not affiliated with the Lessor will not be reimbursed by the Lessor for any reason whatsoever. In the event the Customer requests a substitute vehicle, the Lessor reserves the right to make a discretionary decision as to whether or not to provide the substitute vehicle, based in part on the availability of vehicles in the location and at the time of the Customer's request.

3. Insurance

The Lessor warrants that against the civil liability of the Client and any other person authorized to drive the motor vehicle, an appropriate RCA insurance policy has been taken out with the limits and minimum liability coverage required by law and regulations in force. A copy of the policy which conforms to the legal requirements is available at the following [link](#).

The policy does not, in any case, cover damage suffered by the driver or his liability for damage to property and transported animals, just as it does not cover damage consequent to non-observance of road obstruction and/or danger signs or otherwise consequent to non-compliance with laws or regulations. The policy covers the driver's civil liability for damage sustained by transported third parties, provided they are not members of the Customer's family or the driver, as specified in the [Morini Rent Insurance Policy Extract](#) applicable to all vehicles rented by the Lessor.

In the event of an accident caused by the Customer through his/her own fault and involving third parties, irrespective of the damage reported to the rented vehicle (which will be charged if any as per the [Damages and Penalties Chart](#), Morini Rent will charge the Customer with the additional amount charged by the car manufacturer as a non-eliminable deductible, on top of the administrative costs for managing the accident claim.

4. Customer responsibilities

The Customer is the custodian of the vehicle and acknowledges that he/she does not have any real right to it and therefore cannot dispose of it and is bound:

- to drive and look after the vehicle with its accessories diligently, with the utmost caution and in compliance with all laws, regulations and any warnings and precautions suggested by the Lessor;
- to take care of routine maintenance, greasing, checking lubricant and brake oil levels;
- to proceed with paying any fines and/or penalties disbursed to him/her during the rental period and to reimburse the Lessor for any expenses, including legal expenses, incurred due to and/or as a result of the rental;
- to pay any amounts due for parking or highway tolls related to the rental period;
- to indemnify the Lessor against any claims made by third parties for damage suffered by them to/from the property transported by or otherwise in the vehicle;
- to comply with the law on transporting goods by assuming all responsibility regarding the required bills of lading.

During the winter period, as a result of specific provisions of the Authorities, there is a requirement in certain areas of Italy to use winter tires or carry snow chains on the vehicle; Morini Rent makes snow chains available in the areas affected by the phenomenon and prepares, where available, the necessary information. In any case, the Customer is required to check the existence of such a situation regarding his/her route of travel and to comply with the relevant requirements, requesting Morini Rent to rent chains (if the rented vehicle does not already have thermal tires) or deciding, at his/her full discretion, to equip them himself/herself.

5. Use of the vehicle

The Customer undertakes not to drive or use the vehicle and not to tolerate it being driven or used:

- (a) in a country for which the green insurance card is not valid;
- (b) for rental;
- (c) for pushing or towing objects;
- (d) under the influence of drugs, narcotics, alcohol or intoxicants;
- (e) in racing, competitions or speed trials;
- (f) for any purpose contrary to the law, regulations and orders of the Authorities;
- (g) unauthorized persons or otherwise not specified on the individual rental agreement or any person other than the Customer, including the Customer's parents, children, spouse, sibling, employer, colleague employed in the same company, partner or manager (if the Customer is a company);
- (h) person who has provided the Lessor with false information about his or her personal details;
- (i) persons under the age of 21, unless expressly authorized by the Lessor.

6. Fire, theft, damages to the vehicle

The Customer shall indemnify the Lessor for any damage incurred for any reason to the vehicle during the rental period, as well as in the event of theft or fire. The Customer is liable for the cost of repairs, lost rental income quantified on the basis of the applicable price list, towing and storage costs, and administrative costs incurred in managing any event or claim arising from the rental, within the limits of the [Damages and Penalties Chart](#) — for the value of the vehicle, please refer to the [Quattroruote Auto](#) or [Quattroruote Veicoli Commerciali](#) websites — of which values include the cost of materials, labor and technical down-time. The Customer shall also be obliged to compensate the Lessor for any damage suffered by the vehicle as a result of non-observance of obstruction and/or danger signs, damage not covered by the compulsory RCA third-party liability policy, as specified in point 3, as well as the costs of restoring and/or cleaning the interior of the vehicle if it is returned at the end of the rental period with indelible stains and/or burns.

Without any inversion of the burden of proof, it is always without prejudice to the possibility for the Customer to prove that the non-fulfillment of his/her responsibilities and/or the damage occurred to the vehicle was due to a cause not attributable to him/her.

7. In the event of an accident

The Customer must promptly and in any case as soon as possible:

- (a) notify the Lessor by telephone, forwarding a detailed report completed on the form enclosed with the vehicle documents to the Lessor within the next 24 hours;
- b) inform the nearest police authority;
- (c) take note of the names and addresses of the parties and witnesses;
- (d) provide the Lessor with any useful information;
- (e) follow the instructions that the Lessor will provide concerning the storage and/or repair of the vehicle, also complying with the provisions of point 2;

f) in the event of an accident with a third party, the Customer agrees to sign the CID form, which must be delivered by the Customer to the Lessor without fail within 24 hours or within the term of the rental if coinciding.

In the event the Customer has not caused or been involved in an accident, he/she must always notify the Lessor upon delivery of the vehicle in order to enable him/her to protect his/her rights against fraud or unfounded claims. If the Customer fails to report an accident, despite having incurred one, he/she shall accept the charge of the relevant penalty as per the [Damages and Penalties Chart](#), also on account of the significant organizational inconveniences and increased insurance costs that the Lessor incurs as a result of the Customer's failure to notify.

8. Returning the vehicle and end of rental

The Customer agrees to return the vehicle to the Lessor's premises by the agreed date, or earlier if expressly requested by the Lessor to do so. The Customer may extend the redelivery deadline by making a request at least 24 hours before the scheduled due date and only with the consent of the Lessor. In the event that the vehicle is not redelivered on the due date, the Customer must pay the Lessor the extra fee budgeted in the rental agreement for each additional day of delay, as well as all other fees provided for in these General Conditions, by the [Damages and Penalties Chart](#), up until the time the Lessor regains possession of the vehicle. The Customer shall reimburse the Lessor for all expenses incurred in retrieving the vehicle up to the time it is actually collected.

The rental ends at the time that the vehicle is delivered to the Lessor at the facilities and the Lessor and Customer jointly verify the condition in which the vehicle has been returned.

The vehicle must be returned at the time listed on the rental agreement and in any case during the agency's opening hours. The Customer may return the vehicle only with the prior authorization of the Lessor during the closing hours of the drop-off agency at the collection points previously notified by the Lessor and returning the keys in a designated box.

If the vehicle is authorized to be delivered during closing hours, for the purposes of attributing liability arising from the possession of the vehicle, the rental is considered to have ended at the time the agency reopens and only if the vehicle has actually been collected by the assigned personnel. Therefore, the Customer remains liable for all damages (e.g., damage to the car, fines, theft, fire, etc.) suffered/caused to the vehicle up to the time of actual collection by the agency, which will occur at the time of opening to the public. Upon the reopening of the agency, the Lessor's personnel will check the condition in which the car has been returned and, if any differences are found compared to the condition verified at the beginning of the rental (damages, stains, etc.), the Lessor will notify the customer of the damage found, supported by photographic documentation and the estimated charge according to the [Damages and Penalties Chart](#), within 24 hours after the reopening of the agency, to the e-mail address provided at the time of rental.

In any event of damage, the Customer is also informed that the charge in the case of dispute will be made after 5 days from the notice and that within the same period, if he/she does not consider the charge due, he/she may dispute it or notify his/her intention to repair the car at his/her own expense, in which case the above point 6 shall apply.

9. Rental fees

The Customer undertakes to pay the Lessor, in accordance with the provisions of the [Damages and Penalties Chart](#):

- a) the kilometer and time rate;
- (b) the rate due if the vehicle is returned to a place other than the one that was agreed;
- (c) VAT;
- (d) the amount of fines and/or penalties charged during the rental period if paid by the Lessor;
- e) highway tolls and parking fees relative to the Customer's use of the vehicle if paid by the Lessor;
- f) the costs of handling the claim practices in the amount of € 20,00;
- g) reimbursement of fines levied;
- h) all expenses and fees paid by the Lessor in order to receive payment from the Customer for all the amounts due;
- i) the amount due to refuel the vehicle to the same level it was at when it was consigned to the Customer according to what is outlined below;
- l) the costs of restoring and/or cleaning the interior of the vehicle if it is returned at the end of the rental period with indelible stains and/or burns.
- m) costs of restoring the damaged vehicle;
- n) costs of disposal of items abandoned by the Customer in the vehicle;

(o) reimbursement of costs incurred in retrieving the vehicle not returned to the agreed place for any reason whatsoever and the amount paid to the damaged party in the event of an accident caused by the Customer;

p) the amount corresponding to any other services the Customer has used or purchased at the time of the rental;

(q) any item expressly stated in the rental agreement;

(r) the cost of administrative services.

The kilometer rate is determined by reading the odometer. The Customer is required to periodically check that the odometer is working and shall immediately notify the Lessor of any malfunctions, in which case he/she shall follow the instructions given to him/her by the Lessor. If the odometer appears to be tampered with or defective upon return, the unlimited kilometer rate will be charged. Whenever the rate is to be commensurate with the number of days, the term "day" shall define a 24-hour period commencing from the time the vehicle was delivered to the Customer, unless the rate provides otherwise. With specific reference to the item Fuel, the Rental Agreement contains the specific indication of the quantity of fuel present at the time of the rental and the quantity the tank will consequently have to contain at redelivery (equal to the amount present at the time of rental- normally full). The Customer is therefore free to decide whether to personally provide refueling before the redelivery (so that the tank reaches the indicated amount of fuel) or whether to pay the return agency directly the cost of refueling according to the prices per liter established and defined by Morini SPA already including the refueling service. No administrative fees for managing the paperwork nor any penalties will be charged to the Customer in addition to the budgeted fuel cost. However, any excess fuel in the vehicle compared to the time of delivery will not be refunded to the Customer.

10. Payment by credit card

At the time of rental, the Customer must provide a valid credit card which will be used to debit all the fees deriving from the rental, unless the Lessor expressly authorizes the rental without a credit card. The Lessor may in any case at his/her own discretion refuse to rent the vehicle to the Customer. The Customer provides the credit card information and authorizes the Lessor to charge the respective sums due following the rental and shall accept the charges on the credit card even if charges are made after the agreement has ended, including those for damage penalties, highway tolls, parking fees, costs of restoring the vehicle following damage not covered by the insurance policy, costs of restoring and/or cleaning the interior of the vehicle if it is returned at the end of the rental period with indelible stains and/or burns, costs of disposing items left in the vehicle by the Customer. For rentals longer than 30 days, payment of the rental fee will be in advance and will be charged every 30 days until the end of the rental period.

In the case of renewal of monthly and multi-monthly rentals guaranteed by credit card, payment of the rental fee must be completed within 5 days of renewal, failing which the Customer will be required to return the vehicle immediately and the Lessor may regain actual possession of the vehicle; the Customer will be required to reimburse the Lessor for expenses incurred for this purpose, without prejudice to the fees due for the rental under the Rates and to what is due according to the [Damages and Penalties Chart](#).

11. Responsibilities of the Customer and of the Lessor

The Customer who signs the Rental Agreement shall be liable for the obligations set forth therein, as well as for the actions and/or omissions of anyone driving the motor vehicle. The Customer is also liable for all damages caused to the vehicle during the rental, for all disbursements to be incurred by the Lessor as a result of the rental (e.g. fines, penalties incurred during the rental, damages caused to third parties during the rental, etc.), for the event of delayed delivery or non-delivery of the vehicle, according to the specific provisions set forth in the [Damages and Penalties Chart](#). The Customer may choose to partially limit his/her liability concerning the rental of vans, or to totally limit it concerning the rental of cars for any of the aforementioned events, by purchasing an additional option of conventional limitation of his/her liability, which is not insurance in any case, according to the terms and conditions set forth in the [DDamages and Penalties Chart](#). In any case, even if the limitation of liability option is purchased, it is not effective in the case of gross negligence on the part of the Customer and in the case of the Customer's failure to comply with these General Rental Conditions and the obligations of the law and regulations. Any limitation or exclusion of liability shall not be effective and shall in any event be void for damages caused willfully or through carelessness, in violation of traffic laws, or in violation of the provisions of these General Conditions. The limitation or exclusion of liability is not effective for so-called "excluded" damages in accordance with the [Damages and Penalties Chart](#) provisions, for example, but not limited to, damage to or theft of tires and/or rims, damage to the roof and ribbing of vans, damage caused to the clutch assembly.

The Lessor shall not be liable to the Customer or any other person for damages of any nature whatsoever, including economic loss, suffered by persons or property as a result of breakdowns or malfunctions of the vehicle, supervening failures of the vehicle, non-delivery or delayed delivery, delivery of a vehicle of a different category than the one reserved, theft, road accidents, riots, fires, earthquakes, wars, or force majeure, being understood as such, in accordance with the law, an unforeseeable and unstoppable event which is extraordinary and independent of the will of the parties and which prevents the parties from fulfilling their obligations.

The Lessor assumes no responsibility for the safekeeping of any items that may be found in the car after the rental, and all disposal costs are the Customer's responsibility in all cases.

12. Applicable Law and Jurisdiction

Italian law shall be applicable to the rental agreement governed by these General Conditions.

For any dispute, deriving and/or connected with the rental of the vehicle, for any action necessary for the compulsory recovery of the credit accrued by the Lessor, the Court of the registered office of the Lessor shall have exclusive jurisdiction, with the exception of the hypothesis contemplated in Article 33, paragraph 2, letter u, of the Consumer Code (Legislative Decree 206/2005) in which the Court of the registered office or residence of the Consumer shall have exclusive jurisdiction

13. Modifications to the General Conditions

No modifications may be made to these General Conditions without the written consent by the representative of the Lessor with special power of attorney.

14. Customer domicile and notifications

The Customer declares to elect domicile at the address notified to the Lessor on the Rental Agreement. Except as expressly provided otherwise by the Customer, all agreement notifications shall be sent to the e-mail address indicated by the Customer.

ACCESSORIES AND ADDITIONAL SERVICES

ROADSIDE ASSISTANCE

Surcharge for assistance provided by tow truck, valid in case of:

- fuel freezing;
- fuel type error during refueling;
- customer runs out of fuel;
- flat battery;
- tire puncture;
- loss of keys;
- keys inside the locked vehicle.

OUT-OF-HOURS URBAN DELIVERY

For the urban delivery service of the vehicle to an address other than that of the relevant agency during hours other than the opening/closing hours of the relevant agency.

URBAN DELIVERY

Surcharge for the urban delivery service of the vehicle at an address other than that of the relevant agency.

GLASS INSURANCE COVER

Glass insurance covers all glass on the OUTSIDE perimeter of the car (windshield, rear window, side windows and deflectors), while the following are excluded: the interior rearview mirror, side mirrors, sunroofs or panoramic sunroofs. This is not insurance cover.

CROSS BORDER

Cross-Border has been designed for those traveling outside Italy. This product ensures that any additional costs, such as vehicle repatriation expenses in the event of a breakdown or accident, will not be charged.

ADMINISTRATIVE COSTS

Administrative billing costs.

BABY SEAT RETURN PENALTY

Amount due if baby seat is not returned or damaged.

CLOTHES BAR RETURN PENALTY

Amount due if clothes bars are not returned or damaged.

VAN TROLLEY RETURN PENALTY

Amount due if van trolley is not returned or damaged.

SNOW CHAINS RETURN PENALTY

Amount due if snow chains are not returned or damaged.

LASHING STRAPS RETURN PENALTY

Amount due if lashing straps are not returned or damaged.

VAN LOCK RETURN PENALTY

Amount due if van lock is not returned or damaged.

GPS SAT NAV RETURN PENALTY

Amount due if GPS sat nav is not returned or damaged.

MOTORCYCLE RAMP RETURN PENALTY

Amount due if GPS sat nav is not returned or damaged.

OUT-OF-HOURS URBAN PICKUP

Surcharge for the urban pick-up service of the vehicle at an address other than that of the relevant agency during hours other than the opening/closing hours of the agency.

URBAN PICKUP

Surcharge for the urban pickup service of the vehicle at an address other than that of the relevant agency.

OTHER AUTHORIZED DRIVERS

Surcharge for the service authorizing any additional drivers other than the contract holder client.

YOUNG DRIVERS

Surcharge for service authorizing rental for clients under the age of twenty-five.

BABY SEAT

Additional accessory for transporting minors.

CLOTHES BARS (VANS)

Additional accessory to hang clothes.

TROLLEY (VANS)

Additional accessory to easily move and transport loads.

LOCK (VANS)

Additional accessory for locking vehicle doors.

SNOW CHAINS

LASHING STRAPS (VANS)

Additional accessory for securing loads.

LOCK (VANS)

Additional accessory for locking vehicle doors.

GPS SAT NAV

MOTORCYCLE RAMPS (VANS)

Additional accessory for transporting motorcycles

RAISED RAMP (VANS)

ADDITIONAL COVER

To reduce economic liability in case of fire, theft and damage Morini Rent offers additional cover.

It is divided into 3 categories with different costs and limits depending on the type of vehicle and cover provided:

- Damage
- Theft & Fire
- Total (which includes 100% Glass)

The value rating can be viewed on page 7 of this document.

VEHICLE TYPE	COST NET OF VAT	COST TYPE	MAX AMOUNT
CAR SERVICE			
ROADSIDE ASSISTANCE	5,82 €	Unit	87,3 €
OUT-OF-HOURS URBAN DELIVERY	21,62 €	Flat rate	
URBAN DELIVERY	12,80 €	Flat rate	
GLASS COVER	4,94 €	Unit	49,40 €
CROSS BORDER	20,40 €	Flat rate	
YOUNG DRIVERS	15,80 €	Unit	237 €
OUT-OF-HOURS URBAN PICKUP	21,62 €	Flat rate	
URBAN PICKUP	12,80 €	Flat rate	
OTHER AUTHORIZED DRIVERS	8,77 €	Unit	175.44 €
CAR ANCILLIARIES			
BABYSEAT	20,51 €	Unit	61,55 €
SHOW CHAINS	6,79 €	Unit	33,95 €
GPS SAT NAV	12,68 €	Unit	126,80 €
RAISED RAMP	7,45 €	Unit	37,25 €
THERMAL TIRES	21 €	Unit	315 €
MANDATORY CAR ANCILLIARIES			
ADMINISTRATIVE COSTS	1,81 €	Flat rate	
CAR PENALTIES FOR ITEMS NOT RETURNED			
BABYSEAT	Please refer to Damages and Penalties Chart		
SHOW CHAINS			
GPS SAT NAV			

VEHICLE TYPE	COST NET OF VAT	COST TYPE	MAX AMOUNT
VANS / REFRIGERATED VANS SERVICES			
ROADSIDE ASSISTANCE	5,60 €	Unit	84 €
OUT-OF-HOURS URBAN DELIVERY	21,62 €	Flat rate	
URBAN DELIVERY	12,80 €	Flat rate	
GLASS INSURANCE COVER	5,90 €	Unit	59 €
YOUNG DRIVERS	19,97 €	Unit	299,55 €
OUT-OF-HOURS URBAN PICKUP	21,62 €	Flat rate	
URBAN PICKUP	12,80 €	Flat rate	
VANS / REFRIGERATED VANS ANCILLIARIES			
GPS SAT NAV	12,68 €	Unit	126,80 €
OTHER AUTHORIZED DRIVERS	9,13 €	Unit	182,60 €
SNOW CHAINS	6,79 €	Unit	33,95 €
CLOTHES BARS	8,95 €	Unit	89,50 €
VAN TROLLEY	5,21 €	Unit	15,63 €
LASHING STRAPS	18,5 €	Flat rate	
VAN LOCK	2,77 €	Unit	41,55 €
MOTORCYCLE RAMPS	20,05 €	Unit	401 €
ADMINISTRATIVE COSTS	1,81 €	Flat rate	
VANS / REFRIGERATED VANS PENALTIES FOR ITEMS NOT RETURNED			
GPS SAT NAV	Please refer to Damages and Penalties Chart		
OTHER AUTHORIZED DRIVERS			
SNOW CHAINS			
CLOTHES BARS			
VAN TROLLEY			
LASHING STRAPS			
VAN LOCK			
MOTORCYCLE RAMPS			
ADMINISTRATIVE COSTS			

