

Rental terms

1. Delivery and return of the vehicle

Unless otherwise agreed, the vehicle must be picked up and delivered at the Rental Service's main address. The vehicle must be dropped off in the same condition that it was picked up. The vehicle is handed over with full fuel tank and should be dropped off with a full fuel tank. If not, the Rental Service will calculate a fee for filling. Renter can use the gas that is left on the gas bottle but must pay for any swap or filling of the gas bottle. By signing the Rental order, the Renter confirms to have the necessary driver's license for the vehicle.

2. Terms of payment

Unless otherwise agreed, the rental fee is paid 100% at contract signing, the security deposit must be received no later than the time of the pick-up. If the parties have agreed on partial payment of the rent, the last portion of the rent must be paid at least 30 days before the agreed pick-up. Deposit is refunded within three workdays after drop-off a damage-free vehicle. In the event of any damage, the deposit is withheld pending assessment. Exceeding the included kilometer limit will be charged according to the rental order. Road toll, ferry tickets, lack of fuel refilling, missing equipment, etc., will be deducted from the deposit.

3. Cancellation

If the Renter has ordered Gold Protection, he can cancel the order with a 100% refund up to 60 days before pick-up. If the customer has ordered Silver Protection, he can cancel the order and get a 50% refund up to 60 days before pick-up. Basic Protection will not qualify for a refund of rent paid. If canceled later than 30 days before pick-up, 100% of the agreed rental amount will be charged. Any non-payment of rent is considered a breach of the rental agreement.

If the Renter is unable to use the vehicle due to illness or other circumstances, the Rental Service will certify the circumstances, so a compensation can be claimed via the Renter's travel insurance.

4. Delayed return

If the Renter during the rental period realizes that the return will be delayed, the Rental Service must be informed immediately. In the event of delayed return, the Renter must pay extra rent for the period that exceeds the agreed rental period, as well as a fee of additional 50%. If the Rental Service can document losses beyond this because of the delay, the Renter shall compensate the loss.

5. Rental Service defaults

If the vehicle is not ready for delivery at the agreed time, the rent will be reduced proportionately. In such cases, the Renter can choose whether he wants to proceed or withdraw from the agreement. If the rental objects are not in contractual condition, the Renter can demand a reduction in the rental price. If the defect is of a serious nature, the Renter can withdraw from the agreement.

6. Fire, theft, damage, delayed return

In case of fire, theft or burglary or other insurance damage during the rental period, the Renter shall immediately report to the Rental Service. Theft and burglary must also be reported to the nearest police authority. In the event of damage to the vehicle, the Renter is responsible for covering a deductible according to the rental order. The Renter is in any case responsible for the rental objects during the rental period and is obliged to return them in the same condition as when handed over. Any damage not covered by the insurance is covered by the Renter at a rate provided by the Rental Service, not limited to the deposit.

7. Interruption

In the event of damage during the rental period, the Renter cannot demand refund of any part of the rental amount. The Rental Service is not responsible for delays, holiday interruptions or similar conditions due to errors or defects that occur after pick-up of the rental object.

8. Condition at handover

The Renter is obliged to inspect the rental objects at pick-up. Any information about damage, discovery of damage, lack of maintenance or cleaning shall be communicated in writing to the Rental Service. Damages and defects cannot be invoked later. The Renter is also obliged to inform about any damage that has occurred during the rental period. The Renter is encouraged to take photos or videos at pick-up.

9. Transfer of agreements

The rental agreement is personal, and subletting is not permitted. Unless otherwise agreed, the Renter is also the only user with the right to drive the vehicle.

10. Disputes

Any disputes can be brought before the Consumer Council in the region where the Rental Service is located or raised as a case through the ordinary Norwegian court.