

GENERAL TERMS AND CONDITIONS OF THE CAR LEASE AGREEMENT

1. Introduction

1.1. The meaning of specific words mentioned in the General Terms and Conditions of Car Rental:

a) „Lessor“ – company AC Quattro Rent d.o.o., based in Sarajevo, at Put života 1, JIB: 4202595580001

b) „Lessee " - a natural or legal person, who rents or on whose behalf the vehicle is rented. In the Vehicle Lease Agreement, the "Lessee" is the person listed as the "User" of the vehicle. "Lessee" is the person responsible for compliance with all points of the General Terms and Conditions of the Lease Agreement.

c) “User” - the person who takes over the vehicle from AC Quattro Rent.

d) "Additional driver" - a person specified in the Contract who, in addition to the "User", is authorized to drive the vehicle.

e) "Consumer" - a natural person who is a lessee who enters into a lease agreement or operates on the market outside his/her trade, business, craft, or professional activity.

f) "Lessee", "User" and "Additional driver" are jointly liable to AC Quattro Rent for fulfillment and compliance with all points of the General Terms and Conditions of the Lease Agreement and are hereinafter referred to as one word "User", if not specified otherwise in the Agreement.

g) "Unauthorized user/driver" - any person who is not listed in the Vehicle Rental Agreement as an authorized user of the vehicle (except for a person for whom the legal entity submits data as a user or driver of the vehicle in accordance with item 9.2 of these General Terms and Conditions), as well as a person who does not meet the prescribed conditions for driving the relevant class and category of vehicle, or whose authorization/driving license has been revoked, or has a current ban on driving, or a legal sanction was issued.

h) "Third party" - means any natural or legal person who is not an employee of AC Quattro Rent and who is different from the User of the rented vehicle (e.g. passengers in the vehicle, persons outside the vehicle, other participants in traffic, pedestrians, etc.).

i) "Start of rental" - means the date and time of rental vehicle pickup or the time when the User is obliged to take over the rental vehicle.

j) "End of rental" - means the date and time of return of the vehicle or the time when the User is obliged to return the vehicle to AC Quattro Rent.

k) "Place of pickup and return" - means the place/branch office of AC Quattro Rent where the User picks up the vehicle at the start of rental and returns the vehicle

at the end of rental, or the place where the User is obliged to pick up and return the vehicle.

l) "Vehicle" - means a vehicle specified in the Lease Agreement, which is being leased.

m) "Lease agreement" - means an individual agreement that is signed when the rental vehicle is picked up.

1.2.AC Quattro Rent undertakes to inform the User about these General Terms and Conditions of Car Lease at the time of vehicle pickup.

1.3. By reserving the car rental from AC Quattro Rent, and by concluding the car lease agreement, the User confirms that he is aware of these General Terms and Conditions of car lease and agrees to adhere to them.

1.4. These General Terms and Conditions of Lease, which supplement the provisions of the Vehicle Lease Agreement, apply to individual Lease Agreements that the User signs when picking up the vehicle at the AC Quattro Rent branch office. In the event of inconsistency between the provisions of the individual Vehicle Lease Agreement and these General Terms and Conditions, the provisions of these General Terms and Conditions of Car Rental shall prevail.

2. Subject of the agreement

2.1. The subject of this Agreement is a vehicle handed over to Lessee for use by AC Quattro Rent. The vehicle is delivered in good condition, clean, and with a full tank of fuel. Lessee undertakes to pay the rent and other fees agreed upon in the Vehicle Rental Agreement, according to the valid pricelist. The type and make of the vehicle to be rented will be specified in the Vehicle Rental Agreement.

3. Preconditions for rental

3.1. Preconditions for rental and use of the vehicle are that the User is:

a) at least 21 years old,

b) in possession of a valid driver's license to operate the specific vehicle category for at least two years,

c) in possession of a valid credit card to be used to guarantee settlement of any liability that may arise under the lease, in accordance with these General Terms and Conditions and the Vehicle Rental Agreement.

3.2. When picking up the vehicle at the AC Quattro Rent, the User is obliged to present valid documents: ID card, driver's license, passport. AC Quattro Rent shall retain copies of these documents for its own purposes.

3.3. The driver who takes over the vehicle on behalf of Lessee and signs the Lease Agreement guarantees that he is authorized to do so by the legal entity for which he is

picking up the vehicle, and guarantees and is liable to AC Quattro Rent, jointly with that legal entity, for respecting and fulfilling all obligations under the Vehicle Rental Agreement.

4. Reservations and remote signing of agreements

4.1. When the User wants to make a vehicle reservation, he/she can contact AC Quattro Rent through various channels: via email rent@acquattro.ba, phone, website www.rent.acquattro.ba, etc. The procedure of booking and/or paying the rental through the website www.rent.acquattro.ba includes the following actions:

- a) entry of the location, date, and time of pickup/return of the vehicle,
- b) selection of the desired vehicle (this is when the user is informed about availability of different vehicle models, basic technical specifications of the vehicle, the price of the vehicle, etc.),
- c) selection of additional equipment and safety clauses,
- d) entering personal data of the user and choosing the method of payment
- e) review of the reservation and confirmation of the reservation as well as the General Terms and Conditions of Car Lease.

If the user has selected the online payment option, the Monri system is used for payment. Monri is a secure online payment system that gives you a unified payment experience across all channels and devices. They are created for a unique payment experience between the merchant, the consumer, and the bank. We ask users to read the terms of use of Monri and the terms of use of the company through which they make the payment before the payment procedure. The completed payment implies that the visitors have read the terms of business of the company Monri and the terms of use of the company through which they make the payment. "Reservation" for car rental is an entry in the records of AC Quattro Rent in which the User under its name, surname, and other data that will be requested on that occasion, expresses a desire and intention to rent a particular model of vehicle from a certain date and time in a particular place (time, date, and place of pickup) and to return to AC Quattro Rent the said vehicle on a specific date and time as well as a specific location (time, date, and place of vehicle return). The time of vehicle pickup and return in the reservation is always expressed in local time.

4.2. AC Quattro Rent accepts reservations for specific makes and models of vehicles listed on the website. If AC Quattro Rent is not able to deliver the desired vehicle to the User at that time, it undertakes to deliver a vehicle of the same or higher class as the vehicle reserved by the User.

4.3. Every reservation received will be processed by AC Quattro Rent and may be accepted or rejected based on the conditions for such a rental, vehicle availability, etc., and inform the User about it through the available or established communication channel.

4.4. At the time of confirming the reservation, when the reservation number is confirmed, it is considered that the rental agreement is concluded for a period of time and for the class/type of vehicle from the confirmed reservation. For the reservation made and confirmed through the website, the User will receive a confirmation e-mail to the email address the User submitted. At the pickup, the User will sign the Vehicle Rental Agreement as well as the User who made the reservation of the vehicle via other means of communication such as email, telephone, etc.

4.5. The contract is considered concluded for a certain period of time which will be stated in the confirmed reservation or in the Vehicle rental agreement.

4.6. Each party shall bear its own costs for the use of means of communication in terms of this article.

5. Reservation cancellations and contract termination

5.1. If the Consumer or the User wishes to cancel or change the reservation (change of vehicle class, start of rental, end of rental, place of rental, etc.), he/she must inform AC Quattro in a timely manner, and as soon as possible, and at least 48 hours before the start of rental.

5.2. In order to exercise the right to cancel or change the reservation from the previous paragraph, the User must send a statement of cancellation or change of reservation to AC Quattro Rent to the email address: rent@acquattro.ba. If the user has made a reservation through the website, the change and cancellation of the reservation will be possible through the website using the reservation code that the User received by email.

5.3. If the Consumer or User changes the reservation before the start of the rental in terms of class of vehicle, start or end, or place of the rental, all of which must be confirmed by AC Quattro Rent, AC Quattro Rent reserves the right to change the rental price according to current prices.

5.4. In the event that the Consumer or the User does not take over the rental vehicle on the date and time of the start of the rental, without previously informing AC Quattro Rent in accordance with articles 5.1. and 5.2. of the General Terms and Conditions of the rental, or if AC Quattro Rent is not notified in writing or by phone about the reasons for the delay, the reservation is considered cancelled after 2 hours from the scheduled start of the rental. In this case, AC Quattro Rent reserves the right to charge the basic price for the model or class of vehicle, in accordance with the agreed duration of the lease.

5.5. In no case shall the User/Consumer have the right to terminate the contract if the lease has started and if the lease agreement is completely fulfilled, i.e. after the vehicle rental service has been performed and the vehicle returned.

5.6. If the Consumer or the User returns the vehicle before the agreed end of the lease and contrary to the previous article, AC Quattro Rent has the right to charge the rent until the agreed end of the lease, and if the vehicle is used after the end of the lease,

AC Quattro Rent has the right to charge rent until the vehicle is returned, as well as additional fees for delays in returning the vehicle.

6. Basic rent price, additional services, fees, and costs

6.1. The basic price of car rental per day, as a rule, refers only to the price of renting the vehicle itself, unless otherwise stated in the pricelist or the Lease Agreement.

6.2. Additional services, fees, and costs paid in accordance with these General Terms and Conditions of Car Lease, the Vehicle Lease Agreement, and the AC Quattro Rent pricelist are not included in the rental price.

6.3. Prices of rents, additional services, fees, and costs are subject to change in accordance with the business decisions of AC Quattro Rent, changes in tax rates, or government regulations. The user can contact AC Quattro Rent for car rental prices in several ways, including telephone lines, websites, sales agents, and such information is informative in nature and does not create rights and obligations.

6.4. The user is obliged to pay AC Quattro Rent the basic rental price and additional services and the equipment he/she used (e.g. GPS, Green Card, Child Seats, etc.) as well as all additional fees, services, and costs specified in the Vehicle Lease Agreement, these General Terms and Conditions on car lease, legal regulations, and pricelists of AC Quattro Rent.

6.5. Fees and charges that are payable separately before or after the end of the rental according to the valid AC Quattro Rent pricelists include, but are not limited to:

- a) additional driver fee;
- b) compensation for drivers under the age of 21;
- c) one-way rental fee, i.e. leases when the User rents the vehicle at one AC Quattro Rent branch and returns it at another branch (does not apply if the listed branches are in the same city) or in a place where AC Quattro Rent does not have a branch office;
- d) fee for changing the location of vehicle pickup/return;
- e) additional fees for more kilometers traveled than agreed or approved;
- f) fuel and refueling fee, if the vehicle is not returned with the amount of fuel with which it was picked up;
- g) fee for delays in returning the vehicle;
- h) fee for delay in picking up the vehicle;
- i) fee for taking over, delivering or returning the vehicle outside of working hours of the branch office or during non-working days, or holidays prescribed by legal regulations in Bosnia and Herzegovina;

j) fee for damages or repair of the vehicle (depending on other articles of the General Terms and Conditions of Car Lease and the Vehicle Lease Agreement), as well as all costs related to resolving, collecting, and repairing such damage or repair (including legal costs);

k) contractual penalty under article 15.2.;

l) fees for processing and reporting damages;

m) fee for damage or loss of parts, keys, and vehicle equipment;

n) fee for loss of or damage to vehicle documentation;

o) fee for cleaning the interior of the vehicle if the vehicle is returned extremely dirty, which requires additional cleaning or refreshing of the vehicle. This includes, but is not limited to, fluid spills, food, vomiting, other stains, and unpleasant odors, including cigarette smoke, etc.;

p) traffic violations, as well as all other similar fees arising in connection with the use or operation of vehicles (e.g. road tolls, bridge tolls, etc.);

q) ferry fee;

r) airport charges;

s) administrative fees specified in these General Terms and Conditions of Car Lease, the Vehicle Lease Agreement, or AC Quattro Rent pricelists.

7. Payment terms

7.1. AC Quattro Rent accepts credit cards from internationally recognized credit card companies such as Diners Club, Mastercard, Visa.

7.2. Before taking over the rental vehicle, the User is obliged to pre-authorize his/her credit card in the amount determined by AC Quattro Rent according to the pricelist, depending on the vehicle class, vehicle model, rental duration, etc. as a guarantee of payment for the car rental service, all fees and expenses under these General Terms and Conditions of Car Lease and the Vehicle Lease Agreement. Any person, other than the User, who performs pre-authorization according to the Vehicle Lease Agreement, gives his/her credit/debit card as a guarantee for the obligations under the Vehicle Lease Agreement, and assumes responsibility for all financial obligations from the Vehicle Lease Agreement up to the amount of pre-authorization.

7.3. The User undertakes to pay AC Quattro Rent, based on the current pricelist, immediately or within the deadline set by AC Quattro Rent, the rent, expenses, fees, contractual penalties, and all other amounts incurred or that may be incurred during the rental and use of the vehicle. It is the responsibility of Lessee, the Driver, and the Additional Driver to pay AC Quattro Rent all obligations under these General Terms and Conditions of Car Lease and the Vehicle Lease Agreement.

7.4. By booking the lease or signing the Vehicle Lease Agreement, the User, like any other provider of a guarantee or a credit card, authorizes AC Quattro Rent to collect all

amounts, fees, costs, contractual penalties, damages, etc. which are payable under these General Terms and Conditions of Car Lease, the Vehicle Lease Agreement, and AC Quattro Rent pricelists, by debiting the account of the User or any other credit card that was provided. Account of the User or owned of another card that was provided, means the account of the credit or debit card that was pre-authorized or any other account that was agreed upon.

7.5. AC Quattro Rent may collect amounts payable by debiting the User's account during or after the end of the lease, when it determines the existence of the User's obligation, or the User may pay such costs in agreement with AC Quattro Rent.

7.6. If the User does not pay any amount payable under these General Terms and Conditions of Car Lease or the Vehicle Lease Agreement within the payment deadline to be indicated on the invoice, or the Vehicle Lease Agreement, notice, or other document, AC Quattro Rent may, without prejudice to any other rights, charge the User for all additional costs as set out below:

a) statutory penalty interest at the rate determined by the regulations of Bosnia and Herzegovina;

b) all costs incurred by AC Quattro Rent in connection with actions taken to collect receivables, whether incurred by AC Quattro Rent itself or through a law firm.

8. Vehicle pickup and return

8.1. To the User who meets the conditions for renting a vehicle, AC Quattro Rent will deliver the vehicle in good condition, with all the necessary documentation, parts, accessories, and mandatory equipment. The User must make any remarks regarding the condition of the vehicle immediately, before removing the vehicle from the pickup location. When picking up and/or returning the vehicle, the User may be required to sign a document (Checklist) stating the condition of the vehicle before and/or after pickup by the User.

8.2. By signing the Vehicle Lease Agreement, the User confirms that the vehicle is pickup up in good condition, with all the relevant equipment, and all accompanying documents.

8.3. The user undertakes to return the vehicle with all documents, spare parts, and equipment, in the same condition in which he took it, to the location, on the day, and at the time determined by the Vehicle Lease Agreement and with the amount of fuel with which he rented it.

8.4. Pickup and return of the vehicle outside of working hours of the branch is possible at the request of the User, for which AC Quattro Rent has the right to charge a fee according to its current pricelist.

8.5. Delivery of the vehicle to the User and collection of the vehicle from the User outside the AC Quattro Rent branch, if delivery or return is made within the city where the branch office that delivers or picks up the vehicle is charged according to the valid AC Quattro Rent pricelist. Delivery and collection outside the city of the branch, is

possible if the User accepts the special offer that AC Quattro Rent will give for such a case.

9. Use of vehicle

9.1. The User undertakes:

a) to return the vehicle after the end of the lease to the location and within the time period specified in the Vehicle Lease Agreement, in the condition, with equipment, and the amount of fuel with which he/she took it, or sooner at the request of AC Quattro Rent, and request any extension of the agreed lease from AC Quattro Rent at least 24 hours before the expiration of the rental period, otherwise the User shall be considered to have stolen the vehicle,

b) that the vehicle will not be overloaded, used for driver training, transportation or towing of other vehicles or trailers, for paid passenger transport, for racing, endurance tests, speed tests, or any illegal acts,

c) that the vehicle will be used only by the driver or Additional driver, for their own needs, and in accordance with the intended purpose of the vehicle,

d) that the vehicle will not be given for use to unauthorized users and third parties,

e) that the vehicle will be used properly and treated with the care of a good host,

f) not to smoke or allow smoking in the vehicle,

g) to ensure that the vehicle, when leaving it, cannot be moved, is locked with closed windows, and carry along the keys and the documentation of the vehicle, and always have them under control, activating all security systems if the vehicle has any,

h) to drive only on public roads, without the influence of alcohol or narcotics, respecting all traffic regulations,

i) take care of the regular technical functionality of the vehicle, i.e. regularly check the coolant, oil, tire pressure, etc.,

j) not to make any modifications to the vehicle,

k) to bear all costs related to the operation of vehicles, fuel, road tolls, bridge tolls, parking, tickets, and other similar fees,

l) that he/she will not transport or allow the transport of more passengers or goods in the vehicle than the maximum allowed stated in the registration of the rented vehicle,

m) that the vehicle will not be driven outside the borders of Bosnia and Herzegovina, unless previously announced to AC Quattro Rent when booking or picking up the vehicle, for which AC Quattro Rent may charge an additional fee in accordance with the applicable pricelist (Fee for border crossing/Green Card). In case of violation of cross-border and territorial restrictions on the use of vehicles, all

protection clauses for the User under articles 14 and 15 of these General Terms and Conditions of Car Lease shall cease to be valid;

n) that it will not and that he/she is not authorized to assume any obligations on behalf of AC Quattro Rent regarding the vehicle and its use and operation.

9.2. The Lessee, who is a legal entity, may exceptionally, with prior written notice and consent of AC Quattro Rent, provide the leased vehicle to its employee as a driver who meets the prescribed conditions and in that case is obliged to inform him/her of these General Terms and Conditions and the responsibilities of the driver, which in no way limits the liability of that legal entity for compliance with these General Terms and Conditions of Car Lease and the Vehicle Lease Agreement.

10. Obligations of the User

10.1. During the course of the rental, the User is obligated to:

a) exercise all reasonable care, i.e. the attention of a good host when driving and parking the vehicle;

b) maintain the coolant at the prescribed level;

c) maintain the oil in the vehicle at the prescribed level;

d) only use the prescribed type of fuel for the rented vehicle;

e) maintain the tire pressure at the prescribed level;

f) will not change the data on the speedometer or odometer;

g) if the lamp signals or the User considers that the vehicle requires a mechanical inspection or repair, stop driving and immediately notify AC Quattro Rent;

h) ensure that all drivers authorized to use the vehicle during the rental period are fully informed and aware of the provisions of the Vehicle Lease Agreement and these General Terms and Conditions of Car Lease.

11. Traffic violations

11.1. For all tickets and fines related to traffic and/or parking violations, the Lessee, the driver, and Additional drivers are liable to AC Quattro Rent. AC Quattro Rent may, in the event of notification of a traffic offense/ticket for violations during the rental period, send the Lessee and/or the driver or the additional driver a copy of such notice as soon as possible and provide the necessary information to the competent authority issuing such a notice, ticket, or fine, about the driver, the additional driver or the Lessee.

11.2. AC Quattro has the right to charge the driver, the additional driver or the Lessee an administrative fee of 30 KM + VAT to cover the costs of processing and sending

notifications to the competent authority, the driver, the additional driver or the Lessee related to traffic violations and fines.

11.3. In the event that AC Quattro Rent is obligated to pay fees for traffic violations, AC Quattro Rent will charge the User or his/her account after the payment of such fines, for the amount of the paid fine, increased by interest and other costs.

12. Damage, malfunction, traffic accident, theft/disappearance of the vehicle, and loss of documentation

12.1. If the vehicle was involved in an accident, damaged, broken, or requires repair or rescue, regardless of the cause, the User must stop the vehicle without delay, immediately notify AC Quattro Rent and the police of the incident, and request a report of the event (police report), fill in the European event/damage report and protect the vehicle against deterioration and occurrence of greater damage.

12.2. The user may not organize or undertake any repairs without the approval of AC Quattro Rent, except to the extent necessary to prevent further damage to the vehicle or other property. If the vehicle requires repair or replacement, the decision to provide the User with another vehicle belongs exclusively to AC Quattro Rent.

12.3. In case of a traffic accident or vehicle theft/disappearance, collision with an animal, fire, vehicle fire or vehicle explosion, the User is obliged to call the police and request a report of the event.

12.4. The cost of reporting and re-creation of lost supporting documentation for the vehicle (registration papers, license plates, insurance policy, etc.) will be charged to the User according to the valid pricelist.

12.5. AC Quattro Rent will reimburse the User for the necessary costs for oil, lubricants, regular servicing, and minor repairs incurred during the lease, if the costs were incurred with prior notice to and approval of AC Quattro Rent, except for the carwash, all based on the invoice upon payment. The invoice must be issued in the name of AC Quattro Rent and will be reimbursed by AC Quattro Rent if paid in cash to a legal entity.

12.6. If it is determined that the User has unjustifiably or unnecessarily replaced any component, part, or device on the vehicle, AC Quattro Rent will not pay the User the value of that part, component, or device.

12.7. To reimburse these costs, the User must obtain the consent of an authorized person at AC Quattro Rent, otherwise reimbursement will not be possible.

12.8. AC Quattro Rent is not liable for damages that may occur to the user or passengers in the vehicle, or to third parties and their property.

13. User's liability for damages

13.1. The user shall compensate AC Quattro Rent for all damages incurred on the vehicle and damages incurred during the use of the vehicle, which includes but is not limited to:

a) any loss, theft, disappearance, or damage to the vehicle and its parts, accessories or additional equipment,

b) any consequential damages, losses, or costs incurred by AC Quattro Rent, including repair, rescue, loss due to inability to rent the vehicle, storage, damage claims, legal expenses, etc.,

c) any loss or damage to passengers in the vehicle, third parties, their vehicles or property incurred during the rental or use of the vehicle.

13.2. In terms of the previous article, the User is especially responsible for damages and losses caused by:

a) non-compliance with these General Terms and Conditions (especially articles 9 and 10), the Vehicle Lease Agreement, and applicable regulations,

b) if, due to improper use of the vehicle or the fault of the User, there is damage to the engine or drivetrain of the vehicle,

c) lack of engine oil, use of wrong oil or fuel, lack of transmission or differential oil, coolants, as well as damage to the oil pan, clutch, or any damage to the vehicle's suspension,

d) if these damages were caused by an unauthorized user or driver.

13.3. The User is also liable for any other damage caused by non-compliance with the provisions of these General Terms and Conditions of Car Lease, the Vehicle Lease Agreement, and the regulations.

14. Third party liability insurance

14.1. AC Quattro Rent vehicles are insured in accordance with legal regulations and insurance conditions against damages that due to the use of vehicles may be caused to third parties, such as death, physical injury, damage to health, destruction, or damage to property during the rental.

14.2. This insurance may be void if the User violates any provision of these General Terms and Conditions, the Vehicle Lease Agreement, legal regulations, and insurance conditions, in which case the User agrees to reimburse AC Quattro Rent for all costs in this regard, if AC Quattro Rent becomes liable to indemnify a third party or their insurer.

15. Liability for vehicle return and safeguards/clauses

15.1. The User undertakes to return the Vehicle undamaged, in the same condition in which it was picked up, in accordance with the other provisions of these General Terms and Conditions and the Vehicle Lease Agreement.

15.2. If the User does not return the Vehicle in accordance with the previous article, undamaged and in the condition in which it was picked up, the User is obliged to pay AC Quattro Rent a contractual penalty (fine) depending on vehicle model or vehicle category/class, and the type of damage, according to the current AC Quattro Rent pricelist.

15.3. In addition to the contractual penalty, the User is obliged to cover all damages to the vehicle, in accordance with paragraph 13 of these General Terms and Conditions of Car Rental and the Vehicle Lease Agreement.

15.4. Liability of the User under article 15.2. and article 13.1.a) of these General Terms and Conditions of Car Lease (except liability for disappearance of additional equipment and vehicle parts) may be limited by contracting safeguards/clauses, which must be stated in the Vehicle Lease Agreement, and payment (within the period specified in article 7.3 of these General Terms and Conditions of Car Lease) of a daily allowance/fee for contracted safeguard clauses under article 15.5. of the General Terms and Conditions of Car Lease, according to the valid pricelist of AC Quattro Rent.

15.5. AC Quattro Rent offers the User the possibility of contracting the following safeguard provisions/clauses and fees:

a) "STARTER" clause package - With this insurance package you are insured in case of damage and theft of the vehicle. This is a mandatory insurance and is included in the rental price, but you have a mandatory cost share in the maximum damage, defined for each category of vehicle, in case of the unfortunate event.

b) "MEDIUM" clause package - This insurance package covers new damage to the vehicle, as well as vehicle theft, but with a reduced share in the damage. It also includes the insurance of tires and glass without the damage cost share.

c) "ROYAL" clause package - This is the maximum insurance package, which means that you have absolutely no share in the damages to or theft of the vehicle, and includes insurance of tires and glass.

15.6. In order to exercise the right to limit the liability under the previous article 15.5. of these General Terms and Conditions of Car Lease, the User must prove that the vehicle was used correctly, that it complied with these General Terms and Conditions, the Vehicle Lease Agreement, and the regulations, as well as any potential liability of any third party for the damages, by providing authentic documents (police record), no later than at the time the vehicle is returned or the rental is completed, and at the time when AC Quattro Rent begins the calculation of costs, contractual penalty, fees and damages, otherwise the safeguard clauses will not be applicable.

16. Loss of right to safeguard provisions/clauses

16.1. The User accepts that the payment of fees for Starter, Medium, and Royal packages does not limit, reduce, or exclude the material liability of the User according under article 15 of these General Terms and Conditions of Car Lease if:

a) The user operated the vehicle under the influence of alcohol, drugs, or narcotics;

b) The User operated the vehicle when it was unsafe or unsuitable for driving, and such a condition occurred during the rental period, which caused or contributed to damages to the vehicle, and the User was aware or should have been aware of the insecure or unsuitable condition of the vehicle;

c) A mechanical failure, damage to the engine, or drivetrain of the vehicle and/or electrical or electronic malfunctions have occurred as a result of improper use of the vehicle. This exemption also applies to damages to the engine or transmission system caused directly by any mechanical failure or breakage;

d) Damages occurred due to lack of engine oil, continued driving without oil, pouring in the wrong oil or fuel, lack of transmission or differential oil, coolants, as well as damage to the oil pan, clutch, gearbox, or any damage to the vehicle's undercarriage;

e) The vehicle was used for racing, driver training, endurance testing, speed testing, reliability testing, rally or competition racing, or for testing and preparing for any of the above;

f) The User, when leaving the vehicle, omitted to apply brakes, lock it with closed windows, and take the keys and vehicle documentation with him/her and always have them under personal control, i.e. the User is not able to present the keys and documents of the vehicle;

g) The vehicle was used contrary to its purpose;

h) The vehicle was used on unclassified roads;

i) The vehicle was driven by an unauthorized user/driver or any damage was caused by an unauthorized user/driver;

j) The vehicle was driven by a driver without a driver's license or a driver whose driving license was revoked or who was banned from driving;

k) The User violated cross-border or territorial restrictions, i.e. if the user drove the vehicle outside the EU without first announcing it to AC Quattro Rent when booking or picking up the vehicle, and without paying a special fee for that,

l) The vehicle was damaged due to violation of traffic regulations, restrictions, or prohibitions, intentionally or due to gross negligence of the User or persons under his/her control, and persons for whom he is responsible;

m) The vehicle was loaded more than specified by the manufacturer in the registration papers or there were more persons in the vehicle than allowed;

n) The vehicle was loaded or unloaded while on the road;

o) The user failed to stop the vehicle or stay at the scene after the accident, and failed to provide a police report of the accident;

p) The tire is cracked or damaged or the tires are damaged due to the use of brakes;

q) There is damage caused by cargo transported inside or on the vehicle;

r) There is damage caused to the vehicle after the end of the agreed lease term or after the expiration of the approved lease extension;

s) There are damages caused intentionally or due to gross fault/negligence of the User;

t) If before the start of the lease or before the occurrence of the damage, the safeguard clauses have not already been contracted and listed on the Vehicle Lease Agreement.

16.2. Payment of fees for the safeguard clauses "Starter", "Medium", and "Royal" does not limit or exclude the liability of the User in other circumstances provided by the law and the insurance regulations governing the loss of insurance rights. In addition, these clauses do not exclude or limit liability for damages to the vehicle caused by war operations or riots, or damages due to loss/damage of additional and mandatory vehicle equipment, keys, and documents.

16.3. The User's liability for the disappearance and damages to parts, accessories, keys, and documents of the vehicle is not limited or excluded by the "Starter", "Medium", and "Royal" safeguard clauses.

16.4. The contracting of the "Starter", "Medium", and "Royal" clause packages does not in any way limit or exclude the User's liability for damages to third parties and their property.

17. User complaints

17.1. The User can submit his/her complaints and objections regarding vehicle rental and execution of contractual rights and obligations to AC Quattro Rent by mail to: AC Quattro Rent d.o.o., Put života 1, 71000 Sarajevo, Bosnia and Herzegovina, or by email to rent@acquattro.ba.

AC Quattro Rent will respond to the received complaint within 20 days of receipt and submit the response to the User by mail or email. AC Quattro Rent's decision on the complaint is final.

18. Personal data

18.1. In the process of concluding a rental agreement and executing a rental agreement, AC Quattro Rent processes certain personal data of the User, because AC Quattro Rent requires this data for the rental agreement to be concluded and executed. Through the process of booking a vehicle and concluding the Vehicle Lease

Agreement, the User voluntarily provides AC Quattro Rent with his/her personal data (name, surname, address, driver's license, passport, etc.). It will not be possible to contract the rental without this personal data.

19. Loss of personal property

19.1. AC Quattro Rent will not be liable to the User or the passengers in the vehicle for any loss of or damage to items left in the vehicle either during or after the completion of the rental. By signing the Vehicle Lease Agreement, the User expressly waives all claims against AC Quattro Rent for such losses or damages.

20. Termination of the Vehicle Lease Agreement

20.1. AC Quattro Rent has the right to terminate the Vehicle Lease Agreement and immediately take possession of the vehicle if the User does not act or is not acting in accordance with any provision of these General Terms and Conditions of Car Lease or the Vehicle Lease Agreement, or if the vehicle is damaged. Termination of the lease under this provision is without prejudice to other AC Quattro Rent rights under these General Terms and Conditions of Car Lease and the Vehicle Lease Agreement.

21. Court jurisdiction and applicable law

21.1. AC Quattro Rent aims to resolve all disputes amicably. These General Terms and Conditions are in accordance with the laws of the state of Bosnia and Herzegovina and all unresolved disputes that may arise from or in connection with these General Terms and Conditions, and the Lease Agreement, are subject to the exclusive jurisdiction of the relevant courts based on the official registered address of AC Quattro Rent.

22. Final provisions

22.1. The terms of these General Terms and Conditions are subject to change by AC Quattro Rent, and the amended terms will be posted on the AC Quattro Rent website, taking effect on the date of such posting, unless stated otherwise.

22.2. AC Quattro Rent must provide the User with a copy of the Vehicle Lease Agreement at the time of vehicle pickup, which must be kept in the vehicle for the duration of the lease and presented to the police or other authorized persons upon request.