

TERMS AND CONDITIONS

1. The request to rent the vehicles must be formalized by e-mail, duly identified and with the requested elements for correct completion of the lease. The rental is confirmed in the same way.
2. The minimum rental period is 1 day (24 hours) with a tolerance of 60 minutes. After which Refriturauto unipessoal Lda reserves the right to apply an extra charge of 1 day.
3. The deliveries and collection of the vehicles are made only at the Refriturauto Unipessoal Lda office from Monday to Friday from 09am to 06pm. Outside these time period, each collection or delivery will have an additional cost of 25 Eur until the Limit of 00.00pm hours. It's possible reserve a shuttle to and from the office with a cost of € 50,00 per trip which must be booked in advance.
4. According to the law, only the drivers mentioned in the lease contract can drive the rented vehicle. All the Documents must be valid at the time the lease is completed (citizen card or Passport and driving license).
5. The driver's minimum age is 23 years or driving license for at least 5 years.
6. It is forbidden to drive under the influence of alcohol, narcotics and participate in sporting events.
7. Collision Damage Waiver (CDW) - Included in the amounts charged, covers liability in case of accident, shock or rollover, and the lessee is responsible for the payment of a 2.000.00€ excess, if considered responsible.
8. Protection against theft (TP - Theft insurance) - Included in the amounts charged, covers liability in case of theft, and the lessee is responsible for paying a 2.000.00€ excess.
9. Protection against personal accidents (PAI - Occupant Insurance) - For other passengers, 5.00 Eur per day or 50.00 Eur per month, PAI cover can be contracted for death or disability in the amount of 10.000,00 Eur or treatment costs up to 1000,00 Eur
10. Glass breakage insurance (GB) included, the lessee is responsible for the payment of 50.00€ excess.
11. Excess - In the event of an accident, the lessee is obliged to pay a deductible amount of 2.000.00, per occurrence, if the insurance is activated.
12. Damages not caused by accidents or negligence caused by the driver or other person not covered by the insurance, the lessee being liable for the payment in accordance with the repair budget made by the Representative of the car brand or workshop recognized by Refriturauto Unipessoal Lda. Wheels and tires damaged or Lack, are not insured, being the responsibility of the lessee the cost of repair or replacement of the same.
13. The lessee should contact Refriturauto unipessoal Lda immediately in case of an accident, giving notice of the place, circumstances of the accident, at the same time calling on the authorities to enable them to occurrence, and remain at the accident site. Then you must complete the friendly participation, for later delivery to the insurance company representing Refriturauto Unipessoal Lda.
14. The lessee must stop immediately the vehicle and contact Refriturauto unipessoal Lda whenever any red light or anomaly warning appears on the instrument panel, so that the necessary measures are taken to solve the problem.
15. The lessee agrees to periodically check the engine oil level and the motor liquid cooling system (every 2000 km) and level it, if necessary, and then submit the costs to Refriturauto with a valid invoice in the name of: Refriturauto Unipessoal Lda, Rua Professor Rui Luis Gomes, No. 34, Tapada das Mercês, 2725-556 Mem Martins, NIF: 506029786. In the event of a breakdown resulting from the absence of water or oil in the engine, the lessee is automatically responsible for the full payment of the repair, according to the budget made by a representative of the car brand or an workshop recognized by Refriturauto Unipessoal Lda. The lessee must also periodically check the air pressure of the tires and align them. When an abnormal wear resulting from negligent driving, Refriturauto Unipessoal Lda will repair or replace the same being the costs support by the lessee. When any mechanical intervention is required, the lessee must first notify Refriturauto unipessoal Lda and wait for authorization and consent from the place of intervention.
16. The lessee must request authorization, assuming full responsibility for the placement and removal of any kind of publicity in the vehicles, as well as the damages resulting from this or an infraction to the legal rules that regulate the publicity
17. The lessee is fully liable for any and all fines or for ordinances that occurred during the validation period of the lease.
18. Refriturauto Unipessoal Lda is expressly authorized to make available to the police authorities the identification data of the lessee, for the purpose of identifying the driver, after notifying any infringement proceedings.
19. Vehicles must be returned to Refriturauto unipessoal Lda with the same fuel as Renter, the renter being charged the replacement value if necessary. In the case of fuel exchange in the rented vehicle, the lessee is responsible for all costs resulting from the cleaning and repair of damaged items.
20. In case of loss of documents and keys, the lessee is responsible for the full payment of the costs resulting from its replacement, and in the case of lost of keys the whole immobilizer system (set of keys, locks and control panel) of the vehicle will be replaced the official brand representative.
21. For 5.00 Eur/day or 60.00 Eur/month, GPS equipment may be available.
22. For 3.50 Eur/day /unit or 35.00 Eur/month, baby seats can be made available.
23. The amounts presented do not consider travel outside Portugal, but may be considered with the authorization of Refriturauto unipessoal Lda and the payment of an additional fee of 150.00 Eur.
24. Included mileage 500 km/day.
25. Payment of the rental value and the security deposit (of 1.000.00€) must be made at the beginning of the rental by credit card of the lessee recognized by Refriturauto unipessoal Lda, bank transfer (1 week before) or cash.
26. For all eventual issues arising from this contract, the granting parties stipulate as competent the forum of the Lisbon Courts, with express waiver of any other. The consumer shall hold the right to submit the dispute to consumer's alternative dispute resolution: Centro de Arbitragem de Conflitos de Consumo de Lisboa (<http://www.centroarbitragemlisboa.pt/>) Rua dos Douradores, nº 116 - 2º 1100-207 Lisboa, Phone: 218807030, Fax: 218807038, Correio Eletrónico / e-mail: director@centroarbitragemlisboa.pt; juridico@centroarbitragemlisboa.pt.