

# DAMAGE TABLE

Tabella Danni · Flat-rate charge schedule

<b>Document</b>	Rentando Damage Table — Annex C of the Rental T&Cs
<b>Version</b>	1.0 — April 2026
<b>Validity</b>	Applies to all rental contracts signed from 1 May 2026
<b>Taxes</b>	All amounts shown are in Euro, VAT excluded (22%)
<b>Contractual reference</b>	Art. 14 of the Rentando Rental Terms & Conditions
<b>Lessor</b>	Rentando Italy S.r.l. — VAT/Tax ID 10568350960 — REA BG-455672

## 1. Quantification methodology

The amounts indicated in this Damage Table are predetermined flat-rate values, derived from ANIA (Italian National Association of Insurance Companies) and manufacturer price lists, for vehicles belonging to the same segment or category. Such amounts include:

- cost of the damaged part and consumables;
- cost of labour for repair/replacement;
- waste disposal cost.

In case of actual repair of the vehicle, Rentando reserves the right to issue an invoice with the heading "vehicle downtime days": i.e. the days during which the vehicle is not available for rental due to repair and parts waiting time, calculated at the rented vehicle's standard daily rate. Damage detection is performed using the **Rentando Damage Gauge** — a 10 cm × 5 cm card — that allows the objective classification of abrasions and deformations.

## 2. Legend — Damage classification

Level	Definition	Measurements (indicative)
NORMAL WEAR	Minimum damage resulting from normal vehicle use, NOT charged to the Customer.	Single scratch $\leq 2 \text{ cm} \times 0.5 \text{ cm}$ · Dent $\leq 0.5 \times 0.5 \text{ cm}$ (no paint abrasion)
SLIGHT	Damage exceeding normal wear, contained within the Rentando Gauge area.	Extension $\leq 10 \text{ cm} \times 5 \text{ cm}$
SEVERE	Damage exceeding the Rentando Gauge but smaller than $30 \times 30 \text{ cm}$ . Includes multiple slight scratches/dents on the same part.	$> 10 \times 5 \text{ cm}$ and $\leq 30 \times 30 \text{ cm}$
REPLACEMENT	Damage that prevents re-rental of the vehicle: rupture, missing part, deformation $> 30 \times 30 \text{ cm}$ , or concurrence of multiple severe deformations on the same part.	$> 30 \times 30 \text{ cm}$ · rupture · missing part

*Note: all dents with paint abrasion cannot be considered normal wear and fall at least under the SLIGHT level.*

## 3. Damages NOT included in the table

The following damages are not covered by the flat-rate quantification of the Damage Table and will be assessed case by case with independent technical evaluation, according to the criteria under art. 14 of the T&Cs:

- mechanical damage (engine, gearbox, clutch, suspensions, electrical system, etc.);
- damage caused by incorrect refuelling;
- damage caused by frozen diesel or non-compliant liquids;
- damage to undercarriage, oil pan and lower mechanical parts;
- serious bodywork deformations affecting internal sheet metal and load-bearing structures;
- damage to upholstery, fabrics, dashboard, airbags, seatbelts, touchscreen and internal accessories;
- damage caused by neglect, negligence or wilful misconduct of the Customer;
- damage to van roofs and side rails caused by impact against suspended obstacles (not considered a circumstance covered by liability limitations);
- all damages not expressly mentioned in the Damage Table.

## 4. Vehicle groups applied to the Table

Group	Vehicle category	Examples (indicative)
A — Mini / Economy / Compact	Utility and small compact cars — tariff groups A, B, C	Fiat 500, Fiat Panda, Toyota Aygo, Renault Clio, Ford Fiesta, VW Polo
B — Intermediate / Full Size	Medium and medium-large cars — tariff groups D, E, F, G	Fiat Tipo, VW Golf, Toyota Corolla, Mercedes A-Class, BMW Series 1

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C — Premium / Luxury / Top	Premium, executive and luxury cars	Mercedes E/S-Class, BMW Series 5/7, Audi A6/A8, Tesla Model S
D — Vans and Commercial	Commercial vehicles up to 3.5 t — tariff groups V/M	Fiat Ducato, Mercedes Sprinter, Renault Trafic, VW Crafter

## 5. Price list — GROUP A — Mini / Economy / Compact

Small and utility cars. Amounts in Euro, VAT excluded (22%). Reference measurements: scratch/dent measured with the Rentando Gauge 10×5 cm.

CATEGORY	PART / COMPONENT	SCRATCH Slight	SCRATCH Severe	DENT Slight	DENT Severe	REPLACE	
BODYWORK	Front bonnet	€220	€380	€380	€540	€920	
	Front fender	€200	€340	€340	€480	€800	
	Front door	€240	€410	€380	€540	€1,180	
	Rear door	€240	€410	€380	€540	€1,180	
	Sill	€140	€270	€270	€470	€800	
	Rear fender	€240	€410	€410	€600	€1,700	
	Rear hood / tailgate	€220	€380	€380	€600	€1,450	
	Roof	€340	€480	€410	€660	€1,900	
	Front bumper	€130	€250	€250	€480	€660	
	Rear bumper	€130	€250	€250	€480	€660	
	Wing mirror (cap)	€60	€140	€110	€200	€200	
	WHEELS / TYRES	Alloy wheel	€120	€230	€230	€350	€350
		Steel wheel	€90	€150	€190	€190	€190
Hubcap		€50	€50	€50	€50	€50	
Tyre replacement		—	—	—	—	€220	
Inflation kit (part./tot.)		—	—	—	—	€140	
GLASS	Front door window	€220	€220	€220	€220	€220	
	Rear door window	€260	€260	€260	€260	€260	
	Rear windscreen	€560	€560	€560	€560	€560	
	Front windscreen	€620	€620	€620	€620	€620	
	Glass roof	€870	€870	€870	€870	€870	
HEADLIGHTS / LIGHTS	Halogen headlight	€290	€290	€290	€290	€290	
	LED headlight	€1,150	€1,150	€1,150	€1,150	€1,150	
	Rear light cluster	€220	€220	€220	€220	€220	
INTERIOR	Interior sanitisation	—	—	—	—	€140	
	Upholstery / trims	€270	€270	€270	€270	€270	

## 5. Price list — GROUP B — Intermediate / Full Size

Medium and medium-large cars. Amounts VAT excluded.

CATEGORY	PART / COMPONENT	SCRATCH Slight	SCRATCH Severe	DENT Slight	DENT Severe	REPLACE	
BODYWORK	Front bonnet	€240	€410	€380	€540	€1,060	
	Front fender	€240	€380	€340	€540	€920	
	Front door	€270	€410	€410	€660	€1,310	
	Rear door	€270	€410	€410	€660	€1,450	
	Sill	€140	€270	€300	€470	€800	
	Rear fender	€240	€410	€480	€920	€1,840	
	Rear hood / tailgate	€240	€380	€410	€600	€1,700	
	Roof	€340	€480	€480	€870	€2,080	
	Front bumper	€130	€250	€250	€540	€800	
	Rear bumper	€130	€250	€250	€540	€800	
	Wing mirror (cap)	€80	€170	€170	€540	€600	
	WHEELS / TYRES	Alloy wheel	€130	€230	€230	€510	€510
		Tyre replacement	—	—	—	—	€280
GLASS	Door window	€240	€240	€240	€240	€240	
	Rear windscreen	€620	€620	€620	€620	€620	
	Front windscreen	€720	€720	€720	€720	€720	
HEADLIGHTS / LIGHTS	Halogen headlight	€320	€320	€320	€320	€320	
	LED headlight	€1,350	€1,350	€1,350	€1,350	€1,350	
INTERIOR	Interior sanitisation	—	—	—	—	€160	

## 5. Price list — GROUP C — Premium / Luxury / Top

Premium, executive and luxury cars. Amounts VAT excluded. For "Top Luxury" vehicles the quantification may be performed case by case by expert assessment.

CATEGORY	PART / COMPONENT	SCRATCH Slight	SCRATCH Severe	DENT Slight	DENT Severe	REPLACE	
BODYWORK	Front bonnet	€380	€660	€600	€870	€1,700	
	Front fender	€340	€600	€540	€870	€1,450	
	Front door	€410	€660	€660	€1,060	€2,080	
	Rear door	€410	€660	€660	€1,060	€2,300	
	Sill	€220	€430	€480	€750	€1,280	
	Rear fender	€380	€660	€770	€1,470	€2,940	
	Rear hood / tailgate	€380	€600	€660	€960	€2,720	
	Roof	€540	€770	€770	€1,390	€3,330	
	Front bumper	€200	€400	€400	€870	€1,280	
	Rear bumper	€200	€400	€400	€870	€1,280	
	WHEELS / TYRES	Alloy wheel	€200	€370	€370	€820	€820
		Tyre replacement	—	—	—	—	€460
GLASS	Front windscreen	€1,150	€1,150	€1,150	€1,150	€1,150	
	Rear windscreen	€990	€990	€990	€990	€990	
HEADLIGHTS / LIGHTS	LED matrix headlight	€2,100	€2,100	€2,100	€2,100	€2,100	
INTERIOR	Interior sanitisation	—	—	—	—	€200	

## 5. Price list — GROUP D — Vans up to 3.5 t

Commercial vehicles. Amounts VAT excluded. Tarpaulins, load floor and load compartment sides are subject to separate evaluation.

CATEGORY	PART / COMPONENT	SCRATCH Slight	SCRATCH Severe	DENT Slight	DENT Severe	REPLACE	
BODYWORK	Front bonnet	€290	€480	€470	€660	€1,260	
	Front fender	€270	€460	€410	€660	€1,130	
	Front door	€320	€510	€480	€770	€1,620	
	Sliding side door	€380	€600	€580	€920	€2,080	
	Rear door (hinged)	€320	€510	€480	€770	€1,700	
	Rear fender	€290	€480	€540	€1,060	€2,080	
	Roof / tarpaulin frame	€540	€770	€770	€1,310	€3,330	
	Cargo side / wall	€380	€660	€660	€1,060	€2,500	
	Cargo floor	€290	€540	€480	€870	€1,840	
	Front bumper	€160	€320	€320	€660	€990	
	Rear bumper	€160	€320	€320	€660	€990	
	Wing mirror	€90	€200	€200	€600	€700	
	WHEELS / TYRES	Alloy wheel	€150	€290	€290	€600	€600
		Steel wheel	€110	€200	€220	€220	€220
Tyre replacement (reinforced)		—	—	—	—	€350	
GLASS	Door window	€290	€290	€290	€290	€290	
	Front windscreen	€770	€770	€770	€770	€770	
	Rear / cargo window	€660	€660	€660	€660	€660	
HEADLIGHTS / LIGHTS	Halogen headlight	€380	€380	€380	€380	€380	
	Rear light cluster	€290	€290	€290	€290	€290	
INTERIOR	Cargo sanitisation	—	—	—	—	€200	

## 6. Normal wear — damages NOT charged

The following types of damage constitute normal wear proportionate to vehicle use and are not charged to the Customer at return:

- single scratch with maximum extension 2 cm × 0.5 cm on painted surfaces;
- small scuffs caused by stones/gravel on the bodywork;
- single dent with maximum extension 0.5 cm × 0.5 cm without paint abrasion;
- proportionate wear of tyres and tread;
- normal external dirt (dust, mud, salt) removable with standard washing.

*Always charged: scratches/dents on the roof, glass, mirrors, headlights, undercarriage, windows, wheels and tyres, even if smaller than the thresholds above.*

## 7. Damage charging procedure

### In presence of the Customer at check-in.

Damage is detected by the Rentando operator together with the Customer, who signs the report. The amount is quantified by the Damage Table and charged to the credit card provided as security deposit (within the deductible of the subscribed pack).

### Customer absent / out-of-hours return.

Damage is detected by the Rentando operator at the office reopening. Rentando notifies the Customer within 3 working days, by email, the list of detected damages with photos and Table quantification. The Customer has 14 days to challenge the assessment.

### Damages not quantifiable by the Table.

For damages not included (see art. 3 exclusions), an expert registered in the National Roll is appointed to draft an estimate. The Customer receives a copy of the expert report together with the workshop quotation.

### Concurrent damage and downtime.

In case of multiple damages on the same part, the higher severity level applies. Vehicle downtime is calculated as (vehicle unavailability days × standard daily rate of the vehicle); it is included in actual repairs but not in the flat-rate Table quantification.

## 8. Challenge and dispute resolution

The Customer may challenge the damage quantification **within 14 days** from the notification of the charge, writing to [info@rentando.it](mailto:info@rentando.it) or by certified email at [rentandoitalysrl@legalmail.it](mailto:rentandoitalysrl@legalmail.it). For disputes not resolved amicably, see arts. 24-25 of the T&Cs (CCIAA Bergamo, ECRCS for EU tourists, European Commission ODR platform for consumers). Competent court: Court of Bergamo.

*This Damage Table forms an integral part of the Rentando Rental Terms & Conditions and of the Rental Agreement signed by the Customer. The version in force is always updated at [rentando.it/tabella-danni](http://rentando.it/tabella-danni).*