

# Vehicle Loss or Damage

Red Dog Trailer Rentals, LLC ♦ 340 NE Lucas Rd ♦ Troutdale, OR 97060

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In the unfortunate situation that there is damage to the rental unit upon your return, we wanted you to know how those situations will be handled. Our goal is to be as up front and clear as possible so there are no surprises. If you have ANY questions regarding this information, please don't hesitate to contact us.

## **MBA COLLISION/COMP DEDUCTIBLE**

In addition to your Liability protection that extends from your tow vehicle, Red Dog Trailers has purchased MBA Comprehensive Coverage. During the rental period the customer is responsible for a \$7 daily fee, payable to MBA. You are responsible to Red Dog Trailer Rentals, LLC for the \$500 Deductible regardless if the accident and/or collision is your fault. **You** may choose to recoup your expenses from the additional party involved in the accident.

## **ESTIMATE/APPRaisal**

An estimate/appraisal will be done to determine repair and replacement costs to the unit. Estimates/appraisals will be performed by a local RV repair facility and you may be liable for time and mileage charges associated with obtaining the estimate.

## **PARTS**

We charge manufacturer retail prices for all replacement parts required to put the vehicle back into new condition. This includes body parts, interior finish parts, nuts, screws, fasteners, sealants, etc. We will give you a detailed listing of the parts we use. If the parts are not an item the repair facility normally stocks, you will also be charged for freight and expedited delivery. It is necessary that the vehicle be placed back into a serviceable condition as quickly as possible.

## **LABOR**

We will bill you for the repair facility's standard shop labor rate. We also bill for time spent arranging repairs (Administrative Costs)

## **BODY SHOP**

Some repairs require the assistance of a body shop for paint, sidewall repair, buffing, polishing, etc. We will use a nearby body shop that can complete the repair quickly and cost effectively. You will also be responsible for the transportation costs to and from the shop.

## **LOSS OF USE (OUT OF SERVICE TIME)**

You will be charged a nightly rate for the time the vehicle will be out of service due to repairs or replacements required by the damage caused. The nightly rate is calculated by taking the "Base Rental Rate" from the contract and dividing by the number of nights on the contract (rounded up). For example, if your base rental rate is \$750 and your contract is for 7 nights, then the nightly rate would calculate to \$107 per night. To calculate loss of use (out of service time), we take into account parts not on hand (interior parts often have to be manufactured at the factory and shipped to us) as well as the time for repair and replacement of those parts. **IMPORTANT!** If the vehicle cannot be prepared for rental or sale by the afternoon of your return, you will be charged at least one night of loss of use (out of service time). Major damage can put a vehicle out of service for 30 days or more.

## **MISCELLANEOUS**

You are also responsible for the cost of towing, recovery, storage or any other fees related to the vehicle loss or damage.

## **ADMINISTRATIVE**

Handling damage claims is an unfortunate necessity and limits our ability to manage other areas of the business. There will be an administrative fee for handling damage claims. The minimum administrative fee is \$50 and the maximum is \$250.00. This fee is based on the total amount of the repairs/replacements required.

**BY SIGNING BELOW YOU ARE SIGNIFYING THAT YOU UNDERSTAND AND AGREE THAT YOU ARE**

**RESPONSIBLE FOR ANY AND ALL DAMAGE TO THIS UNIT DURING YOUR RENTAL PERIOD AND FOR ANY AND COSTS INVOLVED REQUIRED TO RETURN THIS UNIT TO THE CONDITION IN WHICH IT LEFT ON THE DATE OF YOUR RENTAL AGREEMENT.**

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**CUSTOMER:**

**DATE:**