

RENTAL INFORMATION

What is needed for vehicle pick-up?

When picking up the vehicle you need a valid credit card, passport, a valid driver's license and driver's licence translation, if your licence is not in English.

The credit card must have sufficient available funds. A EUR 900,00 - 1,200 deposit will be pre-authorized at pick-up if you have not purchased our coverage package.

The credit card can be charged for any extra costs that can appear during the rental period.

Terms of payment

For the authorization process, We accept cards for deposit debit and credit: VISA - MASTERCARD. We do not accept any prepaid, recharge or virtual cards for deposit (eg. Google pay, Apple pay, etc..) The renter must be the owner of the indicated card. The card must be a physical card presented at the time of vehicle pick-up. Other card types (including American Express and Diners) are not accepted.

The lessee must be the owner of the credit card. Please note that payment by credit card may require your PIN code or a signature.

Driver's License

The client, as well as any additional drivers, need to be in possession of a valid driver's license for at least one year.

The driver's licence requirements must be clarified to avoid misunderstanding. Correct policy should read as follows: If the driver's licence is not printed in English, an International Driving Permit (IDP) is mandatory. The driver must present a physical (original) driver's licence. Digital or electronic licences are not accepted. The licence must be a full and unrestricted licence. Learner licences Restricted / probationary licences are not accepted.

At vehicle pick-up please present a valid identification card or passport alongside a valid driver's license.

Rental period, and grace period

Vehicles are rented daily. There is a 59-minute grace period, that is not charged. After 1 hour late, full-day late charges + taxes apply.

Changes in the reservation

Reservations can be changed up to 48 hours before the rental period.

Reservation cancellation

Reservations may be cancelled before the rental period. Cancellations can be made: Online In writing via email or by phone call to our office This allows customers a clear and reasonable way to cancel their reservation.

The cancellation should be made online or in written form via e-mail to reservations@carwiz.mk

No-show

In the event that the client does not collect the reserved vehicle for any reason, or fails to collect it at the agreed time without informing CARWIZ, extra charges may apply, and we may no longer hold the vehicle for you.

Age limitations

In the North Macedonia car rental industry, the following minimum lessee age and driver's licence holding requirements apply:

- All Car Groups are available to renters aged 19
- A fee of 15 eur per day applies for all car groups for renters aged 19 and 22 without IDAR and SUV
- A fee of 10 eur per day applies for all car groups for renters aged 65 and 75 years

General terms of coverage

At vehicle pick up it is important to choose some type of extra coverage, there are different coverage packages which are adjusted to your needs and abilities, from decreased damage excess to no excess at all.

BASIC COVERAGE PACKAGE

Basic Coverage Package includes CDW/TP (Collision Damage Waiver/Theft) is basic insurance coverage included in the rental rate that reduces client responsibility from the full value of the leased vehicle to the excess in case of damage. Basic Protect does not cover any damage resulting from off-road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads. The customer is only responsible for the following amounts:

For all car groups, the excess amount is up to 1,200 EUR.

The damage done to the vehicle will be charged according to the repair price list available in our offices.

Theft protection (TP)

Theft protection (TP) limits the driver's responsibility in cases of vehicle theft or damages done due to theft or attempted theft to the excess amount, which is subject to the terms of the rental agreement. TP does not cover personal belongings:

For all car groups, the excess amount is up to 1,200 EUR.

TOTAL PROTECT PACKAGE

Total Protect includes SCDW (Super Collision Damage Waiver), a coverage that reduces your excess to zero only in the event of damage to the vehicle caused by collision, theft, or attempted theft, but it does not cover damage to the interior of the vehicle, loss of car keys or vehicle documents, misfuelling (wrong fuel), parking or speeding tickets, driver negligence or a burned clutch, water damage, damage caused by animals, damage to the door structure (frame, hinges, etc.) caused by wind gusts. Total Protect package does not cover any damage resulting from off- road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads.

CARE FREE PROTECT – DEBIT

Includes CDW (Collision Damage Waiver), TP (Theft Protection), CDW+, SCDW (Super Collision Damage Waiver) and WUG (Wheels, Underbody and Glass Protection). A coverage that reduces your excess to zero only in the event of damage to the vehicle caused by collision, theft, or attempted theft, but it does not cover damage to the interior of the vehicle, loss of car keys or vehicle documents, misfuelling (wrong fuel), parking or speeding tickets, driver negligence or a burned clutch, water damage, damage caused by animals, damage to the door structure (frame, hinges, etc.) caused by wind gusts.

Care free protect – Debit, does not cover any damage resulting from off- road driving, driving on unnamed, unsealed, or non-public roads, or on roads not officially recognized as public roads.

In case of a traffic accident, theft, engine breakdown or similar

The client is obliged to:

- (1.) keep the vehicle safe until the time it is picked up by the lessor
- (2.) take the names and addresses of every witness and participant
- (3.) call the police and procure their record except in the case of motor breakdown
- (4.) give a statement as soon as possible in the nearest office of the lessor
- (5.) In the case that the user does not procure a police report, all accepted coverages such are considered invalid due to the client's failure to comply with the provisions of the rental agreement and general terms and conditions.

Costs that are not covered by CARWIZ and cannot be covered by any additional coverage

- (1.) Loss or theft of luggage and or personal items from the vehicle
- (2.) Parking tickets or fines, traffic violations and such
- (3.) Costs due to the wrong fuel type usage
- (4.) Expenses for lost, stolen or damaged car keys
- (5.) Expenses for lost, stolen or damaged car documents
- (6.) Expenses due to negligence – empty battery
- (7.) Expenses due to damage to the car's interior
- (8.) Costs of lost equipment (spare tire, tire repair kit, bunker shelves, document etui, driver's manual)
- (9.) Expenses due to damage to additional equipment
- (10.) Expenses due to car misuse
- (11.) Expenses due to ignoring instruction for car maintenance stated in the cars service book
- (12.) Expenses to the vehicle under the influence of alcohol or drugs
- (13.) Costs of car extraction from inaccessible areas (e.g. extraction from mud due to traveling outside regular road infrastructure)
- (14.) Expenses incurred by using dirt roads
- (15.) Expenses incurred by car racing or cars participation in sport events
- (16.) Expenses due to overburdening the car with people or cargo
- (17.) Damage costs caused by a person not stated in the contract as the main or additional driver
- (18.) Costs created in cases when the main driver or additional driver stated in the rental contract does not have a valid driver's license or has a ban on driving motor vehicles
- (19.) Other: damaged windscreen wipers or locks, loss or theft of outside parts of the vehicle without a police record, damage costs incurred by usage of roof carriers or luggage on carriers, damage caused by improper handling of luggage and or putting cargo or luggage on the roof, hood etc., as well as expenses caused by ignoring sound and visual warnings of the vehicle.



Additional equipment and services

Fuel options

All vehicles are coming with a "full to full" fuel policy and need to be returned with same line how client received it .
If the vehicle is returned with less fuel, the client will be charged according to the valid price list, including a per-liter charge and a refueling service fee.

Additional Driver

The fee for an additional driver is 20 EUR per rental.

Child Seat

A child seat is a legal obligation and needs to be used for children up to 12 years of age and 135 cm of height, Choose the seat that best fits child age:

- a. Infant safety seat – 35 EUR per rental
- b. Child safety seat – 35 EUR per rental
- c. Child booster seat – 35 EUR per rental
- d. Toddler safety seat - 35 EUR per rental
- e. ISOFIX baby seat - 35 EUR per rental

GPS

If you decide to rent a navigation system with your vehicle, a fee of 20 EUR per rental will apply, subject to availability.

Damage handling fee - administration fee

If the lessee does not have any additional coverage package, and vehicle damage occurs, alongside the damage itself, an additional fee of 25,00 EUR will be applied.

Lost key

In the event of loss of the car key by the lessee, the cost of a replacement key, depending on the vehicle model, will be applied.

Lost documentation or registration plates

In the case of lost or stolen vehicle documentation/ registration plates, a fee of up to 500 EUR will be applied.

The police report is mandatory.

Vehicle Cleaning

In case the vehicle requires a special cleaning procedure after drop-off (i.e. smell removal, animal hair, spillage of liquids), a fee of 250,00 EUR will be charged.

Don't smoke in vehicles

The penalty for smoking in the vehicle is 200,00 EUR

Traffic violation administration fee

The fee that applies for processing traffic violation and parking fine is 20 EUR per fine ticket

Replacement vehicle delivery costs in case of accident

In the event of an accident without appropriate coverage, the cost of delivering a replacement vehicle within the territory of North Macedonia will be charged 200 EUR per rental.

All prices include 18 % Tax.

The prices mentioned in this document are not valid for customers with special contracts and corporate clients.

Collection

Collection must be arranged during the reservation process.

During Opening Hours

Collection is an on-request service. Please contact the nearest CARWIZ office.