



Belgische Federatie van Voertuigen Verhuurders  
Fédération Belge des Loueurs de Véhicules



# The Renta Norm<sup>®</sup>

Passenger cars

Version 10/16 UK 1.2

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# 1. Introduction

**The Rentanorm, developed by Rentanorm in consultation with specialists in damage assessment, has for years been the standard for acceptable and unacceptable damage to passenger cars returned at the end of a rental agreement. The norm is aimed at drivers, fleet managers, garages, experts, transport businesses and all other parties involved in the evaluation of damage at the end of a rental period.**

## *Scope*

The Rentanorm is a set of **guidelines**, but is not binding for anyone, including Rentanorm members, unless the parties involved explicitly wish to operate according to the criteria discussed below. This manual aims to prevent disputes, but does not offer a response to each and every possible situation.

Rentanorm is not an arbitrator and cannot be addressed in disputes or litigation. Additionally, we do not rule on the fees charged for unacceptable damages. These can vary considerably depending on the brand and type of car, the nature of the damage and the contractual agreements between the rental company and the renter.

## *Type of vehicle*

This norm applies to passenger cars. There is a separate Rentanorm for vans. In the context of this norm, passenger cars include: all vehicles except those which are registered as 'medium sized vehicles' or 'large vehicles' (see certificate of registration)

## *The Norm*

The section on the general condition of the vehicle includes a number of basic rules with which every vehicle must comply upon inspection.

The section external damage describes which types of damage to the body and to other parts on the exterior of the vehicle do and do not qualify as damage caused by use. The amount of damage per external panel on the car that is categorised as 'acceptable' in this norm is limited, however, depending on the age and mileage of the vehicle. The damage on top of the maximum acceptable amount will be charged, even if they are listed as acceptable in this norm. This norm is not suitable for vehicles in short-term rentals.

Under internal damage you will find the rules with which the vehicle's interior must comply.

## *FAQ (frequently asked questions)*

If you have any questions, please read the FAQ first, where you will find the answers to the most frequently asked questions relating to the return of your vehicle.

## 2. General Condition

An end-of-contract vehicle must generally be returned in good and working condition and with all of the elements agreed upon delivery of the vehicle or added on to the contract during the rental period. This section supplies a broad overview of specific expectations.

**Prepare the vehicle as well as possible for return in compliance with the criteria described below (cleanliness, all parts being present,...), this will facilitate smooth processing for all parties involved.**

The driver is responsible for removing all personal items and data from the vehicle before it is returned. While not an exhaustive list, special attention should be paid to items in the door pockets, the boot, media carriers (CD/DVD/USB...), but mainly to all of the information put into navigation, tracking or media devices (preferences, destinations, trajectories, music and videos,...)

The rental company can never be held accountable if any information left on the vehicle's systems is used after it has been returned.

### 2.1. Cleanliness

A vehicle must be returned in a neat condition, **cleaned on the inside as well as on the outside.**

Cleaning fees will be charged if applicable.



## 2.2. Documents

The following documents must be present upon return of the vehicle. Any missing documents will involve additional billing.

- Certificate of registration;
- Original number plate (on the vehicle);
- Original certificate of conformity;
- Service booklet or history;
- Radio code and/or radio passport (if applicable);

**Upon loss of the certificate of registration, the certificate of conformity, the service booklet or the number plate, a declaration of the loss must be made to the police.**

All costs incurred in replacing the elements or documents mentioned above will be charged.

## 2.3 Equipment

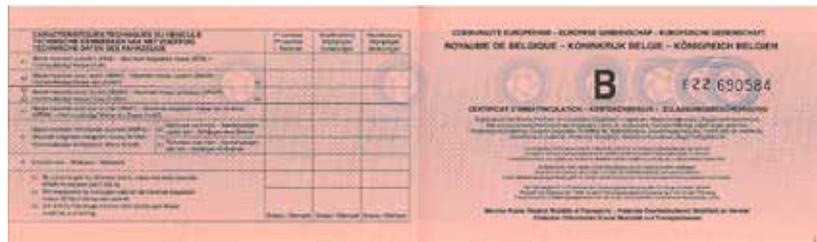
### Certificate of registration

The original certificate of registration must be supplied with the vehicle.

Attention: for certificates supplied from September 2013 (certificate of registration in two parts) the rule applies that if both parts were supplied to the renter, both parts must be returned. **All costs incurred in replacing the certificate of registration will be charged. In case of theft or loss, you must immediately request a duplicate. If the loss occurred right before the inspection and there was insufficient time to obtain a duplicate, an original police record of the loss must be presented.**

Examples:

Certificate of registration 2011 or earlier



Certificate of registration 2011- September 2013

Certificate of registration 2011- September 2013



→ Part which is kept inside the vehicle (to be returned every time as it is in the renter's possession)

→ Part which is kept at home (if in possession of the renter, also to be returned every time)



## Service booklet or service history

The (filled in) service booklet must be returned along with the vehicle.

Certain brands no longer have a print version of the service booklet. In this case, a print-out of the entire service history must be sought from an authorised reseller.

If maintenance has not been executed, not in time or not by one of the garages approved by the rental company, this can incur additional costs.



If maintenance was not included in the rental agreement and you do not possess a filled in service booklet or a print-out of an electronic service history, you must include a copy of any maintenance invoices.

*Filled in service booklet*

## 2.3. Equipment

All equipment, accessories and add-ons included in the rental agreement must be included upon return, in working condition, without damage and as originally supplied, in or on the vehicle. This relates to, among others:

- GPS systems;
- Keys (min. 2 incl. Master key) and remote controls;
- audio systems;
- additional seats;
- head rests;
- luggage-screens;
- spare wheels or repair kits, statutory kits;
- bike carriers;
- (removable) tow bar;
- roof box;
- rims;
- antennae;
- batteries & chargers for electronic vehicles;
- etc....

All missing or damaged items will incur the costs of replacement or repair.

Accessories or add-ons which were added to the vehicle by the renter or user can never lead to compensation by the rental company. If the rental company is of the opinion that such an accessory could reduce the value of the vehicle or cause safety issues, then the necessary fees will be charged to return the vehicle to its original state.

**Vehicles returned during the winter season can be provided with winter tires, but the original rims of the vehicle must always be included upon return (be it attached or loose).**

## 2.4. Poor repairs

Bodywork, mechanical and other repairs must be executed by garages or workshops authorised by the rental company, even if the cost or the repairs was charged to the renter.

This is the only way to ensure the safety and maintenance of the vehicle.

Poorly executed repairs will not be accepted. While not exhaustive, this includes for instance:

- Repairs executed by garages or workshops not authorised by the rental company;
- Disparities in colour, dust residue, running paint, bad preparatory work, etc. for bodywork repairs;
- Repairs with non-original parts & parts of inferior quality;
- Placement of tires that do not comply with regulation or wheels which do not comply with the specifications of the vehicle (see the certificate of conformity)...



*Poor paintwork repair  
'orange' pattern and running streaks*



## 2.5. Lettering

Lettering, folios, logos etc. on all parts of the vehicle must be removed without a trace.

Costs relating to the removal of stickers, glue residue or for the repair of discoloration (in extreme cases repolishing or repainting) as a result of stickers will be wholly charged.



*Stickers.*



*Glue residue and discoloration.*

### 3. External damage

In this section you will find which small damages caused by use on the exterior of the vehicle will be accepted and which ones will incur costs. The fees to be charged will not be listed. These depend on the brand, type of the vehicle, potential for repairs, contractual conditions between the renter and the rental company, etc. More information can also be found in the FAQ.

**As a general rule, scratches shorter than the size of a credit card (8.5cm) and dents (with no damage to the paint) smaller than a 2 euro coin (25mm) are acceptable. See the section below for specific cases, illustrations and exceptions.**



**Attention: the amount of acceptable small damage to the bodywork is limited depending on mileage and the age of the vehicle.**



### 3.1 Bodywork



Acceptable damage (attention, see also limits to the amount per bodywork panel!)

- Abrasions with a total surface area smaller than 8.5x5cm (credit card) and if there are no dents or tears, except for on the mirror caps: total surface area smaller than a euro coin;
- (Damage to the paintwork caused by) the impact of stones on the front one third of the bonnet;
- Scratches < 8.5cm, within the limits of the maximum amount of damage;
- Dents under 2mm deep and smaller than a 2 euro coin, with no damage to the paint.





### Unacceptable damage:

- Scratches with formation of rust, no matter the length;
- Scratches longer than 8.5cm;
- Abrasions with a total surface area larger than 8.5x5cm (size of a credit card) or larger than a euro coin for the mirror caps;
- Damage to the paintwork caused by the impact of stones, higher than the front third of the bonnet;
- Corrosion on the bodywork, windows or interior caused by chemical or natural materials or processes are not acceptable

### Examples

- Dull patches caused by long-term corrosion of bird droppings on the paintwork;
- Deposits of concrete on the underside of the bodywork;
- Paint traces or splatter;
- Corrosion caused by acid deposits;
- Distortion of the bodywork or damage to the paintwork caused by heat;
- ...
- All dents deeper than 2mm and all dents larger than a 2 euro coin (25mm);
- Holes in the bodywork, e.g. for additional antennae;
- Missing, loose, cracked, torn, distorted or broken bumpers, side guards, radiator grilles, mirror caps, spoilers, antennae, convertible roofs or other parts originally present on the vehicle;
- Damage caused by hail or other dents caused by natural elements (falling branches, nuts,...)



## 3.2 Windows, mirrors and lights



Acceptable damage:

- Chips in the windscreen, outside the field of vision of the driver, if no crack has started to form and if no larger than a 2 euro coin.

-> The field of vision of the driver entails:

LEFT: edge of the windscreen wiper's reach (vertical stance)

RIGHT: middle of the windscreen

LOWER: horizontal line from the top of the steering wheel

UPPER: underside of the sunshade when it is turned down against the windscreen



Unacceptable damage:

- loose, cracked, broken or missing mirror glass or mirror box;
- Scratches, cracks or broken roof, side or back windows, including chips or damage caused by stones;
- Dull patches on the windows or mirrors;
- Loose or torn rubber seals;
- Windscreen: Cracks, scratches or dull patches;
- Windscreen: chips with cracks starting to form, larger than a 2 euro coin;
- Windscreen: chips, whether or not repaired, in the driver's field of vision

-> The field of vision of the driver entails:

LEFT: edge of the windscreen wiper's reach (vertical stance)

RIGHT: middle of the windscreen

LOWER: horizontal line from the top of the steering wheel

UPPER: underside of the sunshade when it is turned down against the windscreen

- All damage, small or large, including scratches, cracks, dull patches etc. on the lights, fog lights, indicators, etc.



### 3.3 Tires, rims and wheel covers



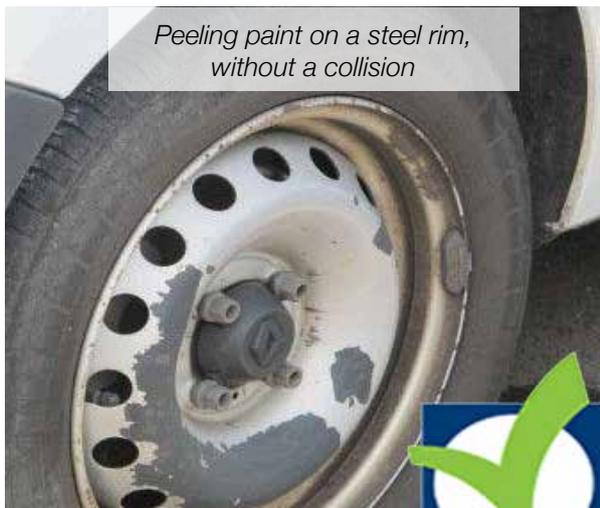
Acceptable damage:

- Maximum 1 scratch (with no cracks or distortion) on the rims or wheel covers shorter than 8.5cm or maximum 1 abrasion with a surface area of less than 8.5x5cm (credit card);
- Peeling paintwork (not as a consequence of a collision) on steel rims.



Unacceptable damage:

- Torn, distorted or deflated tires (see picture above);
  - Missing spare tire or repair kit (if present when the vehicle was supplied);
  - Missing, non-original or differing wheel covers or rims on the wheels;
  - Different rims from the ones originally supplied;
  - Non-compliant tires for the vehicle (see certificate of conformity);
  - Cracked or distorted rims or wheel covers (e.g. As a result of bumping into the curb);
  - Scratches on the rims or wheel covers, longer than 8.5cm or abrasions with a surface area larger than 8.5x5cm (credit card);
- Only one piece of damage per rim smaller than these dimensions will be accepted, regardless of the age and mileage of the vehicle;
- Repairs to the rims (welding, repainting) will not be accepted unless these were approved beforehand by the rental company.



## 4. Internal damage



### Acceptable damage:

- Wear or superficial discoloration caused by normal use on:
  - Pedals
  - Steering wheel
  - Gear lever
  - Lumbar support for the driver (where they board)
  - Superficial scratches on the fittings in the boot (the area behind the back seats, not in the passenger area) caused by normal loading and unloading of items.
  - Light scratching on the plastic fittings left and right of the pedals (driver's side)
  - Light scratching on the furling system to cover the baggage area.



### Unacceptable damage:

- The presence of cracks, tears or scratches on any part of the interior, or any missing or non-functioning parts. If the item concerned is part of a larger entity which can only be replaced in its entirety, then the total cost of the replacement will be charged. (e.g. a cracked screen of a GPS could imply a replacement of the entire system);
- Burns on the seat upholstery or on any other material;
- Persistent smell, stains or accumulation of dirt on any material (if possible to remove through special cleaning methods, the cost of this will be charged, if not then the cost of replacement of the part concerned will be charged);
- Holes, whether or not through wear, in the floor or boot upholstery;
- Specific strong dirt, such as dog hairs, stains on the seats, chemical or natural corrosion will not be accepted. As a general rule, the costs of special cleaning services will be charged, or if this is no longer possible, the costs of replacement of the polluted parts. In case of persistent bad odour, such as for instance of cigarettes, pets or other causes, special cleaning costs will be charged. If certain parts have been affected to such a degree that cleaning is no longer an option, then the replacement of the part concerned will be calculated.



## 5. Amount of acceptable damage

**The amount of damage that is described as 'acceptable' in this norm is limited in number per bodywork panel and there is a total maximum number per vehicle. The number of acceptable damage depends on the number of months during which the vehicle has been on duty and on the amount of kilometres travelled.**

A bodywork panel is understood as a delineated part of the vehicle, such as the left front wing, the right back door, the right threshold, the boot, the bonnet, the front bumper, the roof, etc.

Damage which clearly runs across two bodywork panels is to be seen as one piece of damage. For instance, a scratch of 14cm which runs from the front to the back door is to be seen as one unacceptable piece of damage as it is larger than 10cm, and not as two acceptable pieces of damage of 7cm each per panel.

For vehicles newer than 12 months old **no damage is allowed**, regardless of the mileage.

For vehicles of 12 to 24 months old and maximum 60,000km mileage, 1 piece of acceptable damage per panel is allowed, for over 60,000km 2 pieces of acceptable damage per panel are allowed. In total, on vehicles between 12 and 24 months old no more than 5 pieces of damage are allowed.

For vehicles older than 24 months with less than 60,000km 2 acceptable pieces of damage per panel are allowed, for more than 60,000km 3 acceptable pieces of damage per panel are allowed. In total for a vehicle of over 24 months old no more than 10 pieces of damage are allowed.

Any damage over the maximum allowed number will be charged, even if they are defined as acceptable in this norm.

Summary:

Age	Number of acceptable damages		
	Maximum per body panel		Maximum per vehicle
	<60.000 km	> 60.000 km	
<12 months	0	0	0
12-24 months	1	2	5
>24 months	2	3	10

## 6. FAQ

### **1. I have a different interpretation from the expert or rental company on a matter discussed in the Rentanorm, what should I do?**

Renta cannot mediate in disputes and will not give a judgement in the case of interpretations of this norm. Read all of the FAQ to check if you have an issue that has not been addressed here. If not, you must come to a reasonable compromise with your rental company.

### **2. The damage settlement is higher than the contractual excess**

If you are not insured with the rental company, you must have all of the damage you believe you will be able to claim on your own insurance repaired before returning the vehicle.

Keep into account that you must always call upon a garage or workshop which has been authorised by the rental company.

Excess as a result of a collision is calculated per incident. A piece of damage on the left side of the vehicle and a piece of damage on the right side are rarely a consequence of the same accident, and in this case excess applies per accident.

Usually, most insurers or insurance covers through rental companies have certain exceptions. For instance, internal damage is often not included under the excess or in some cases damage to the undercarriage or tires will not be charged entirely. Moreover, there is an obligation to declare damage in order to enjoy the excess. If you have neglected to submit a notice of an accident on time, this is generally the reason why the real cost of the damage has been charged.

### **3. If the rental company sells the vehicle on without having the damage repaired, why do I need to pay regardless?**

For operational reasons, a rental company can decide not to repair end-of-contract damage. Upon resale the damage will, however, lead to a corresponding devaluation of the vehicle.

### **4. The fees that the rental company are charging me seem excessive**

Repairing damage to the bodywork or replacing parts of a vehicle is costly. You are always free to have your own inspection done by an authorised expert.

### **5. I have a very different bill from rental company A and for a vehicle with similar damage than with rental company B, how is this possible?**

Every rental company has its own methods and its own way of calculating costs of damage. On top of this, there are very large differences between car brands regarding the cost of parts.

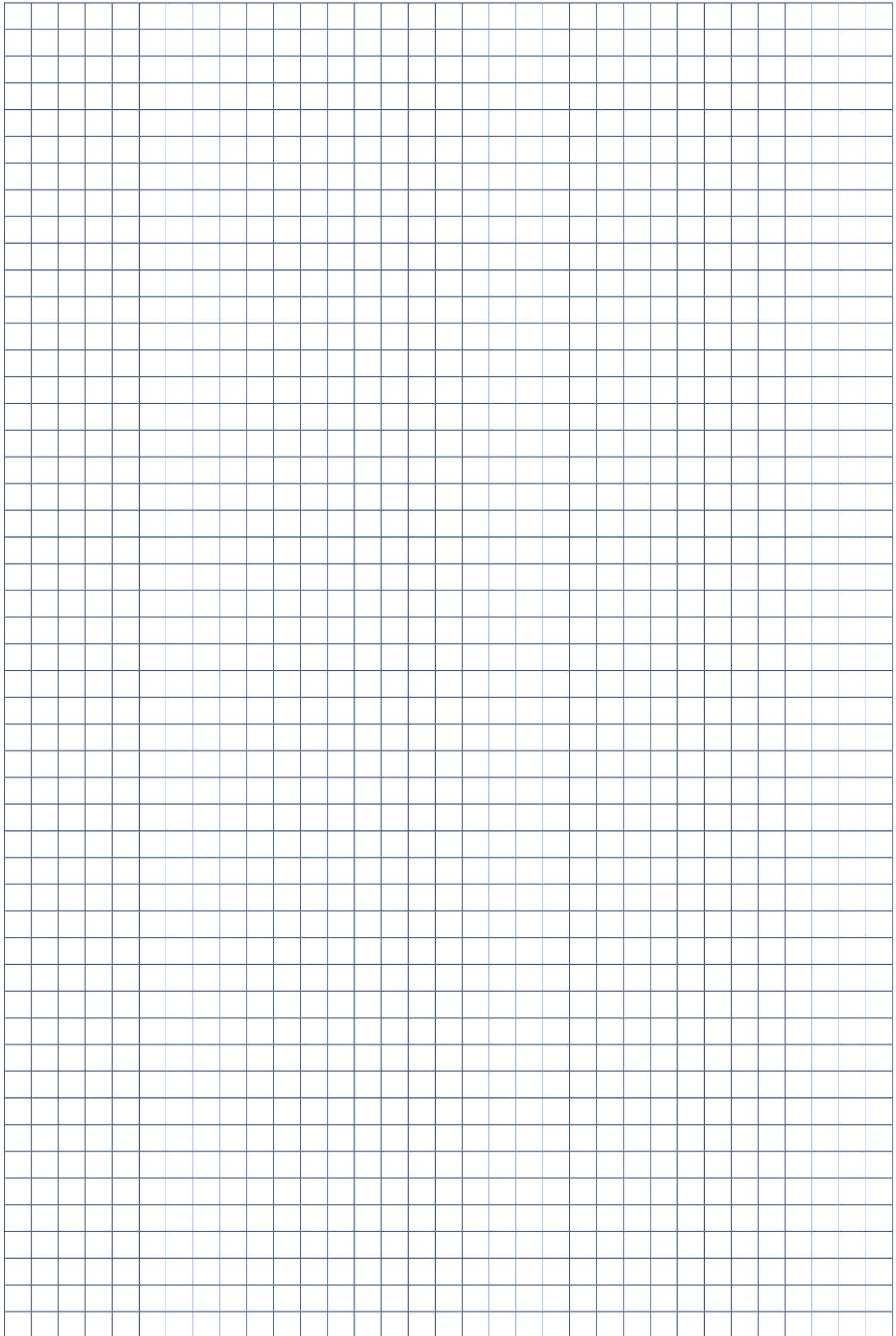
### **6. The damage charged to me was not caused by myself (parking damage,...).**

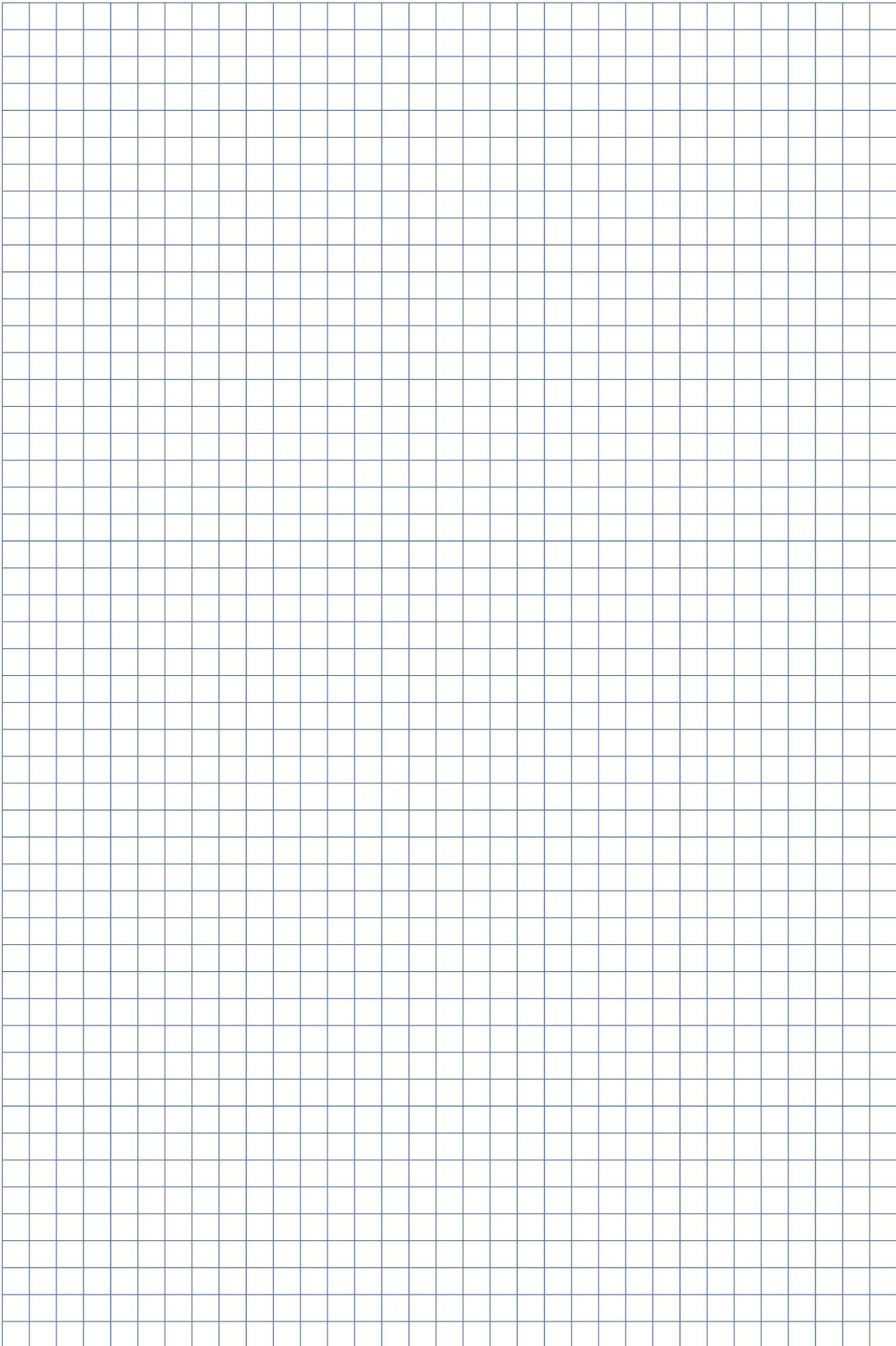
The rental company can only take this into account if the third party from whom damages can be claimed is known. In this case, it must also be reported. In all other cases the driver of the vehicle is liable for the damage.

### **7. I cannot come to an agreement with the rental company, what should I do?**

The relevant provisions in your rental agreement (usually the General Conditions) will form the basis of further procedures. It is usually a good idea to have an independent inspection done by an authorised expert. In any case, avoid the vehicle being immobilised because of the conflict, because then the downtime costs needlessly stack up. Upon a ruling on the conflict, these can add to the bill for both parties.









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