

MOBILITY SCOOTER / WHEELCHAIR RENTAL PROTECTION AGREEMENT

Optional Rental Protection — \$24.95

Protect Your Rental. Ride With Greater Peace of Mind.

When renting a mobility scooter / wheelchair, unexpected accidents can happen. Our optional Mobility Rental Protection Program is designed to provide qualifying protection against certain accidental damage and loss involving the rented scooter / wheelchair, subject to the terms, conditions, limitations, and exclusions of this Agreement.

The Rental Protection fee is \$24.95 per rental.

1. RENTER'S ELECTION

Rental Protection is optional. The Renter must affirmatively select the protection at the time of rental.

YES - I ACCEPT MOBILITY RENTAL PROTECTION

I elect Rental Protection and agree to pay the \$24.95 protection fee. I understand that protection applies only to qualifying incidents and is subject to the terms, limitations, and exclusions contained in this Agreement.

2. WHAT THE PROTECTION IS DESIGNED TO COVER

Subject to the terms and exclusions of this Agreement, Rental Protection may provide protection for qualifying accidental damage to the rented mobility scooter / wheelchair.

Examples may include accidental damage resulting from ordinary use of the scooter / wheelchair during the rental period, provided the Renter has complied with the Rental Agreement and has not engaged in prohibited, intentional, reckless, or unauthorized conduct.

Covered incidents may include qualifying:

- Accidental damage to the mobility scooter / wheelchair;
- Accidental damage to scooter / wheelchair components or equipment;
- Accidental incidents occurring while the scooter / wheelchair is being used by an authorized renter; and
- Other qualifying accidental damage determined to fall within the protection provided by this Agreement.

3. MAXIMUM TOTAL SCOOTER / WHEELCHAIR REPLACEMENT VALUE

The maximum total replacement value of the rented mobility scooter unit under this Rental Protection Program is:

\$1,800 – SCOOTER; \$375 WHEELCHAIR

The \$1,800 amount represents the maximum total replacement value of the mobility scooter unit. The \$375 amount represents the maximum total replacement value of the wheelchair and does not constitute an automatic payment or an additional protection amount payable to the Renter.

In the event of a covered theft or complete loss of the entire mobility scooter / wheelchair, the Renter is responsible for a \$500 deductible for a scooter and a \$100 deductible for a wheelchair. The Rental Protection Program may provide protection toward the remaining replacement value, subject to the maximum total scooter / wheelchair replacement value of \$1,800 (scooter) and \$375 (wheelchair) and all other terms, conditions, limitations, and exclusions of this Agreement.

For example, if the scooter has a total replacement value of \$1,800 and the theft or complete loss claim is approved, the Renter's responsibility is \$500, and the maximum amount that may be protected under this Agreement is \$1,300.

The actual amount of protection available will depend upon the nature of the incident, the applicable deductible, the extent of the damage or loss, the applicable exclusions and limitations, and the terms of this Agreement.

4. RENTAL PROTECTION FEE

The cost to participate in the Mobility Scooter / Wheelchair Rental Protection Program is:

\$24.95 per rental

The protection fee is separate from the rental charge and any applicable security deposit, delivery charge, taxes, or other rental fees.

The Renter will be informed of the protection fee before electing coverage.

5. WHAT IS NOT COVERED

Rental Protection does not cover every type of loss or damage.

Protection does not apply to damage or loss resulting from, including but not limited to:

- Intentional damage or destruction;
- Abuse or misuse of the mobility scooter / wheelchair;
- Reckless operation;
- Use by an unauthorized person;
- Use of the scooter / wheelchair for an unauthorized purpose;
- Failure to follow the manufacturer's operating instructions;
- Failure to follow the rental company's safety instructions;
- Illegal activity;
- Unauthorized modification or alteration of the scooter / wheelchair;
- Damage resulting from prohibited transportation or storage;
- Loss resulting from failure to take reasonable care of the scooter / wheelchair;
- Normal wear and tear;

- Cosmetic deterioration that does not constitute covered accidental damage;
- Loss or damage occurring after the rental period has ended;
- Damage or loss exceeding the maximum total scooter / wheelchair replacement value of \$1,800 (scooter) and \$375 (wheelchair); or
- Any other loss specifically excluded by the Rental Agreement or this Protection Agreement.

6. THEFT OR LOSS OF THE MOBILITY SCOOTER / WHEELCHAIR UNIT

Rental Protection may provide protection for the theft or complete loss of the rented mobility scooter / wheelchair unit, subject to the terms, conditions, limitations, and exclusions of this Agreement.

The Renter must take reasonable precautions to protect the mobility scooter / wheelchair from theft or unauthorized use.

\$500 / \$100 THEFT OR LOSS DEDUCTIBLE

A \$500 scooter deductible applies to the theft or complete loss of the entire rented mobility scooter and \$100 for a wheelchair unit.

If the theft or complete loss claim is approved, the Renter is responsible for the first \$500 of the scooter and the first \$100 of the wheelchair's replacement value.

The Rental Protection Program may provide protection for the remaining replacement value, up to the maximum total scooter / wheelchair replacement value of \$1,800 (scooter) and \$375 (wheelchair).

For example, if the scooter / wheelchair has a replacement value of \$1,800 and the theft or complete loss claim is approved, the Renter's responsibility is \$500 and the maximum amount that may be protected under this Agreement is \$1,300.

The deductible applies only when the entire mobility scooter / wheelchair unit is stolen or lost. It does not apply to individual accessories, components, or qualifying accidental physical damage to the scooter / wheelchair.

If the entire mobility scooter / wheelchair unit is stolen or cannot be located, the Renter must immediately notify Desert Medical Equipment and, when appropriate, file a report with the applicable law-enforcement agency or hotel security.

The Renter must provide Desert Medical Equipment with a copy of any applicable police report, hotel security report, or other incident report reasonably available to the Renter.

Eligibility for protection following theft or complete loss will depend upon the circumstances of the incident and the terms of this Agreement.

7. REPORTING A CLAIM

A damage or loss incident must be reported to the rental company as soon as reasonably possible.

The Renter may be required to provide:

- The date and approximate time of the incident;
- The location where the incident occurred;
- A description of what happened;
- Photographs of the scooter / wheelchair and damage;
- Information regarding any other person involved;
- A police or incident report when applicable; and
- Any additional information reasonably necessary to evaluate the incident.

Failure to promptly report an incident may affect eligibility for Rental Protection.

8. RENTER'S RESPONSIBILITIES

Even when Rental Protection has been purchased, the Renter remains responsible for:

- Operating the mobility scooter / wheelchair safely;
- Following all applicable safety instructions;
- Following the rental company's instructions;
- Protecting the scooter / wheelchair from theft or unauthorized use;
- Using the scooter / wheelchair only for its intended purpose;
- Returning the scooter / wheelchair at the agreed-upon time and location; and
- Immediately reporting accidents, damage, theft, loss, or other incidents.

Purchasing Rental Protection does not give the Renter permission to disregard the Rental Agreement or operate the scooter / wheelchair in an unsafe or unauthorized manner.

9. PROTECTION IS LIMITED

Rental Protection is intended to provide limited protection for qualifying accidental damage or loss. It does not mean that the Renter has no financial responsibility.

The Renter remains responsible for charges resulting from incidents that are not covered by this Agreement, including excluded conduct, unauthorized use, intentional damage, the applicable \$500 / \$100 theft or complete-loss deductible, or amounts exceeding the maximum total scooter / wheelchair replacement value of \$1,800 scooter / \$375 wheelchair.

10. ACKNOWLEDGMENT AND ACCEPTANCE

By selecting Rental Protection, I acknowledge that:

- I have been offered optional Mobility Scooter / Wheelchair Rental Protection;
- The cost of the protection is \$24.95 per rental;

- I understand that the protection is subject to limitations and exclusions;
- I understand that the maximum total replacement value of the mobility scooter unit is \$1,800 and the wheelchair unit is \$375;
- I understand that the \$1,800 amount represents the maximum total replacement value of the scooter and \$375 for a wheelchair, and is not an automatic payment;
- I understand that a \$500 deductible applies to the theft or complete loss of the entire mobility scooter or \$100 for a wheelchair unit;
- I understand that, for an approved theft or complete-loss claim involving a scooter with a replacement value of \$1,800, my responsibility is \$500 and the maximum amount that may be protected is \$1,300; I understand that, for an approved theft or complete-loss claim involving a wheelchair with a replacement value of \$375, my responsibility is \$100 and the maximum amount that may be protected is \$275;
- I understand that the deductible does not apply to individual accessories, components, or qualifying accidental physical damage to the scooter / wheelchair;
- I understand that intentional damage, misuse, unauthorized use, and other excluded circumstances are not protected;
- I agree to promptly report accidents, damage, theft, or loss; and
- I have had an opportunity to review the terms of this Agreement before accepting the protection