

**Terms and Conditions of Shouqi China Inbound Short Term Car Rental  
(Self-Drive and Pay-On-Arrival)**

**One: Reservation**

A. Licence Requirements: China Mainland Driving License-Mandatory

B. Foreign customers need to send scanned copy of China Mainland Driving License, the personal information page and China visa page of passport to Shouqi customer service mailbox (callcenter@izuche.com) TWO working days before scheduled pickup time. Security Department of Shouqi and Public Security Organs will verify the identity information of customer. The customer's Chinese mainland driving license and passport must be valid for more than 2 months of the actual rental period. After the public security department confirms and verifies the foreign customers' information, the foreign customers can pick up the car at local station. Once there is problem or any change ( i.g. rental policy, vehicle availability, governmental or political issue, etc,.) on scheduled picking-up time, Shouqi will inform Europcar.

C. Shouqi will inform customers about verification result by email 48 hours before picking-up day. Shouqi will inspect documents which are from customers. Under some circumstances, customer may NOT be approved to rent car from China local stations.

**Two: Pick-Up**

A. The renter must be over 18 years old. Customers need to bring original China Mainland Driving License, passport with China visa when they pick up car at the counter. The customer's Chinese mainland driving license and passport must be valid for more than 2 months of the actual rental period.

B. Each customer can only rent one car, and there can be no more than 3 outstanding orders with different rental times.

C. Pick up in Advance: The earliest time customers can pick up the car is 2 hours before the scheduled time. The rental period starts from the actual pick up time.

D. Pick up Delay:

- If the actual pickup time is later than, but within 30 minutes of scheduled pickup time, the rental period will start from the actual pickup time.
- If the actual pickup time is more than 30 minutes of scheduled pick up time, the rental period will start from the scheduled pickup time.

E. Cancellation: Reservation will be canceled automatically if customer didn't pickup 2 hours after scheduled pickup time.

F. Condition of Vehicle: We suggest that when customer arrives at local station, to check and take photo of fuel meter, milometer (i.g. scratch, copy of insurance documents, Automobile Mandatory Insurance mark, spare tire,.etc ) before drive the car. If customer has any question, please ask the local staff.

### **Three: Payment and Deposit**

A. **Vehicle Deposit: Economy-5,000 CNY; Comfort-7,000 CNY; MPV-10,000 CNY.**

B. **All customers have to pay deposit, pre-authorization and all other costs in CASH only (Currency: CNY). Bank card, credit card are not available for payment at the moment.**

C. Local staff is not allowed to use their own credit cards, bank cards or cash to pay rental fee, pre-authorization and deposit in name of customers.

D. When customer pick up car at station, they need to allow pre-authorization of credit card and pay deposit, the amount is according to car types and rental period.

➤ If car rental fee is ABOVE 5000 CNY (not include): Credit card pre-authorization is required; when the rental period is 15 days (include) or more, customer need to pay the equivalent deposit for the rental fee by credit card.

➤ If car rental fee is BELOW 5000 CNY (include): Credit card pre-authorization is required; when the rental period is 15 days (include) or more, customer need to pay the equivalent deposit for the rental fee by credit card.

### **Four: Refueling**

A. Customers are required to fill the leased vehicle with correct fuel according to the fuel label of the vehicle. All losses (including but not limited to damage to the vehicle) caused by the non-conformity of the fuel filled by customer, shall be borne by the customer.

B. Refuel Rule:

➤ If the fuel tank is full when customer pick up: The customer must return the car with a full tank of fuel. If the fuel tank is not full when the customer returns the car, the customer shall pay the price difference of refueling according to local fuel price and pay extra refuel service fee at 100 CNY/order .

➤ If the fuel tank is NOT full when customer pick up: If fuel quantity of return is MORE than the fuel quantity of pick up, Shouqi will refund fuel price difference to customer according to local fuel price, the price difference will be deducted from total rental fee. When the fuel quantity of return is LESS than the fuel quantity of pick up, Shouqi will charge the customer fuel price difference according to local fuel price. The system will automatically calculate the corresponding amount and add it into the

rent settlement.

- No refuel service fee if tank is not full when pick up.

#### **Five: Return**

A. Return in Advance: If customer needs to return the car before scheduled time, customer should inform the picking-up station or send an email to [callcenter@izuche.com](mailto:callcenter@izuche.com), 4 hours before the actual return time. The payment can be settled according to the actual rental period. If not inform picking-up station in advance, the rental fee will be calculated according to the return period of the original order.

B. If the actual return time exceeds the scheduled time, the system will calculate the fee according to the overtime fee rule.

C. Shouqi will confirm whether customer had traffic violation or not within 30 (Thirty) working days from the date of car returned. If customer has no traffic violation during rental period, Shouqi will apply for refund pre-authorization/deposit within 3 (Three) working days and send bank receipt to customer email. Due to the banking process, customer will receive payment within 30 (Thirty) working days from the date that refund was done.

D. Once customer had traffic violation, the related fees will be deducted from the pre-authorization/deposit.

E. All customers need to prepare a bank card or credit card which could receive CNY for deposit refund. If the bank card or credit card which are provided by customer, can not receive CNY, customer shall bear the tax and handling fee that occurred of the refunding.

F. For doubtful charges, the customer shall pay the repair deposit, the confirmed fees shall be settled normally.

#### **Six: One-Way Fee**

Customer must return the car to original picking-up station. One-Way is not allowed.

#### **Seven: Other Expenses**

A. Rental Fee: The fee includes car rental during the rental period and insurance. The minimum duration is one day (24 hours). Rental Fee does Not include handling fee, basic service fee, extra, additional, optional, surcharge, refuel, traffic fine, car damage, and all other fees and charges which are not mentioned in this document.

B. Basic Service Fee: Every customer needs to buy this item. The price includes customer service, local staff

service. Charge Unit: One Day (24 hours). If rental period is less than 24 hours, the basic service fee will be calculated as:

- Less than 4 hours (including), there is NO Basic Service Fee;
- More than 4 hours, basic service will be charged by one day (24 hours)
- Basic Service Fee: Economy-40 CNY/day; Comfort-50 CNY/day; MPV-80 CNY/day.

C. Overtime Fee: If the part of rental period is more than 30 minutes and less than 4 hours (not a full day or 24 hours) in the whole rental period , overtime fee will be charged according to the car types. Overtime fee does not include basic service fee or optional service fee:

- Less than one hour, the overtime fee will be charged as One hour;
- Less than 4 hours (including), overtime fee will be charged hour by hour;
- More than 4 hours, overtime fee is charged by One day (24 hours);
- Overtime Fee: Economy-40 CNY/hour; Comfort-50 CNY/hour; MPV-80 CNY/hour.

D. Night Service Fee: For customers who pick up or return the car between 21:00 at night and 8:00 in the morning of next day, a night service fee will be charged each time. The price is 50 CNY per time (If customers pick up and return the car between 21:00 at night and 8:00 of next day, customer shall pay 100 CNY.)

#### **Eight: Vehicle Upgrade**

If there was car available when customer placing order, but there is no car available temporarily at the scheduled pick up time, and it is too late to deploy, the upgrade can be carried out, and the upgrade will be conducted according to the closest car type.

- Vehicle upgrade should give priority to the same vehicle type replacement.
- Vehicle upgrade should give priority to the shorter rental period replacement.

#### **Nine: Vehicle Replacement in Rental Period**

During the rental period, due to traffic accident, vehicle breakdown, vehicle annual inspection, maintenance or GPS problems, these issues caused the vehicle failure of driving or vehicle needs to be replaced, the station manager can replace vehicle on the same type or same group in the original order for customers.

- Before vehicle replacement is done, station needs to inspect the new and original vehicles both, and customer shall confirm the vehicle inspection documents.
- No need for rental pre-authorization / deposit for replaced vehicle.
- The cost already occurred of original vehicle (i.g. fuel fee), will be calculated together with the order settlement.

- Without the above reasons, stations are not allowed to replace vehicles.

### **Ten: Rental Agreement Renewal**

#### **A. Normal Renewal**

If the customer returns car more than 4 hours after scheduled return time, it shall be regarded as rental renewal. Customers should call the picking-up station or send an email to [callcenter@izuche.com](mailto:callcenter@izuche.com), 4 hours prior to the expiration of the original rental period to apply for renewal. If vehicle is available for the renewal period, customer needs to pay the total amount of the renewed order. Payment shall be made within 1 hour after customer signs the renewal agreement, otherwise renewal fails. The total rental period (already rent + renewal) shall not exceed 89 days.

- If the customer uses the pre-authorization when picking up the car, and the total rental period after renewal exceeds 15 days (includes), the pre-authorization will be converted to the equivalent amount of rental deposit.
- Calculation standard of renewal rental fee: The rental fee of the renewed vehicle will be charged according to the listing price of the day when the renewed rental is initiated, and other fees are charged normally.
- Renewal vehicles should be returned to the original picking-up stations, one-way is not allowed.

#### **B. Mandatory Renewal by Customer**

- If customer did not inform Shouqi the renewal 4 hours before the scheduled return time, and the actual return time exceeded the scheduled return time by 4 hours, and renewal is without the approval of Shouqi, it shall be regarded as "Mandatory Renewal by Customer".
- In addition to the normal overdue rental fee, a penalty of 150% of the overdue rent shall be charged (including vehicle rent, basic service fee, etc.).
- The rental period of "mandatory renewal by customer" starts from the scheduled return time to the actual return time.
- Within 4 hours (including) of delayed return, the overtime fee will be charged in the unit of "hour".

### **Eleven: Suspension Cost**

A. Description: If the customer lost the relevant licenses of leasing vehicles or due to traffic violation or illegal use of the vehicle, caused vehicle detained and suspension, the customer shall bear the loss caused by the suspension of the vehicle.

B. Billing Rule: Average rental fee during the rental period X Suspension Days

C. Standard of Confirmation of Suspension Days:

- If the loss of the license caused suspension, the suspension days shall be counted as 2 days.
- If the vehicle is detained due to illegal driving, the suspension days shall be calculated according to the actual number of days of vehicle detained .

**Twelve: Repair Cost**

- A. The customer shall bear the vehicle repair cost within the liability of the lessee below 1500 CNY and the deductible amount which beyond the scope of insurance company compensation.
- B. The repair cost shall refer to Standard for Repair Cost of Vehicle Appearance Damage. Customers pay in advance when returning the car, after the completion of repair, local station will refund the overpayment to customer or ask customer to pay the remaining repair fee according to actual repair cost.
- C. The customer will bear the repair cost if the customer repairs the car without authorization of Shouqi or repair car at the shop which is Not designated by Shouqi.

**Thirteen: Repair Deposit**

- A. During rental period, once loss caused by vehicle accident or improper operation of the customer, and the loss cannot be estimated, the customer shall pay the repair deposit (cannot use credit card pre-authorization ), after the insurance company ascertains the loss, Shouqi will refund the deposit or deduct the repair cost from this deposit.
- B. Credit cards or debit cards with China Union Pay; Visa, Master, Wechat or Alipay. Do NOT accept cash. Repair Deposit amount is 1500 CNY/order. Do not distinguish rental period and car types.
- C. The repair deposit refund will be initiated within 3 working days after the insurance company confirms the loss amount and the customer submits the complete materials in accordance with the claim standard. Due to the banking process, the refund will be received within 15-20 working days.

**Fourteen: Vehicle Damage Cost**

For the vehicle repair expenses (caused by traffic accident) beyond the scope of insurance company compensation, as well as the insurance company deductibles that the customer has to bear for vehicle scrapping, the customers shall bear by themselves. After the maintenance, the actual expense shall be charged.

**Fifteen: Loss and Damage of Accessories of the Vehicle**

Any loss or damage of accessories of the vehicle caused by the customer during the rental period, customer shall compensate according to the price. The cost of loss and damage shall refer to List of Accessories and

Price List, or refer to price of local 4S automobile shops.

**Sixteen: Traffic Violation Liquidated Damages**

The customer shall be responsible for the traffic violation during the rental period. The customers (lessee) shall handle the violation by themselves within 25 calendar days from the date of returning the vehicle and send email with scan or photo of traffic violation paper and traffic penalty payment receipt to [callcenter@izuche.com](mailto:callcenter@izuche.com). The customer who fails to eliminate the violation within the time limit shall bear the violation liquidated damages of 200 CNY/Day in addition to the violation penalty.

**Seventeen: Road Assistance**

A. If the car breaks down during the rental period, the customer shall call the 24-hour customer service hotline of Shouqi at 10105678, and the customer service will contact the insurance company for rescue.

B. For the rescue cost caused by the fault of the vehicle itself, the expenses shall be borne by Shouqi. If there is no car available from the station, or the customer requests to terminate the rent, the station will settle the rent according to the actual rental period, and according to the actual situation, give the customer some refund or compensation.

C. If the vehicle cannot run normally due to non-fault of the vehicle itself, the customer can choose the rescue service provided by the road assistance company or Shouqi, and the expense shall be borne by the customer.

D. If vehicle accident occurs during the rental period, the station is not allowed to replace any vehicle until the settlement of the vehicle accident is completed.

**Eighteen: Insurance Rule**

A. If there is an accident during the rental period, the customer needs to protect the scene of the accident, and contact the picking-up station, and send email to [callcenter@izuche.com](mailto:callcenter@izuche.com).

B. Because of customer reason or insurance company regulation, if insurance company is not responsible to compensation or deduction, the customer shall bear the costs arising from the accident.

**Nineteen: Surcharge**

If there is surcharge the customer shall pay it. If the surcharge is not paid, the customer cannot rent the car again.