



## CarMe Terms and Conditions

**This Terms and Conditions acts as an accordance and agreement between:**

1. CarMe Organization; and
2. You, a person who rents a selected vehicle from CarMe's website and agrees to abide by the terms. This is to confirm that you have read, understand, and accept the 'Terms and Conditions' listed in this document.

**Disclaimer:**

3. All renters are expected to follow 'Akta Pengangkutan Jalan 1987' (Road Transport Act 1987) in Malaysia as set by Jabatan Pengangkutan Jalan (JPJ). Detailed rules and regulations can be viewed via the following link: <https://www.jpj.gov.my/documents/35811/55212/Akta+333+-+Pindaan+1+Februari+2013.pdf/ee42df4b-d971-16f6-85cc-1cefd1b2ffec>
4. If renters are found to have broken any rules in this 'Terms and Conditions' document, CarMe has every right to impose a fine of not less than RM150. However, the fee is subject to the conditions.

**Renters are only granted the permission of renting if they can provide all the following:**

5. Renters must be in a good condition to drive a car and have the appropriate documents:
  - 5.1 Must not have any medical condition that hinders the ability to drive a car. In the case of having any medical condition, renters must submit a doctor's referral letter to support his/her condition.
  - 5.2 Must be an age of minimum 18 years old or a maximum of 60 years old.
  - 5.3 For Malaysian citizen, renters must be bearing a driving license as permitted from Jabatan Pengangkutan Jalan Raya (JPJ). Only Probationary Driving License (PDL) and Competent Driving License (CDL) are allowed to rent a car from CarMe.
  - 5.4 For foreigners, renters must be possessing a valid international driving license.

## Terms of Payment

6. Renters will proceed to payment when:
  - 6.1 Payment can be made through several options which are credit card, debit card. Strictly no payment through cash or online banking.
  - 6.2 They agree to pay the booking deposit once the booking is confirmed. *(Deposit fee is subjected to the type of vehicle and days of renting.)*
  - 6.3 The deposit fee will be kept at most for 7 days after returning the vehicle and will be reimbursed back through the payment method that was used during the payment process.
  - 6.4 The breakdown of the car fees will be displayed on the CarMe's website. No extra charges will be given except for SST and tax charges.
  - 6.5 Students are eligible for a 10% discount if they can verify their student status. This can be done by uploading their student card of offer letter.

## Fuel and Toll Charges

7. CarMe will provide with a full tank when the vehicle is first handed to the renters. Any fuel refill afterwards will be on the renters themselves. Furthermore, they are advised to refill using only RON95 and RON97. Likewise with toll charges, all toll fees are to be paid by the renters. No reimbursement will be made for both fuel refill and toll fees.

## Collecting and Returning

8. Policies for Vehicle's Pickup and Return
  - 8.1 Only airports in the respective cities can be chosen as the pickup and return location. No further extension shall be given if no prior arrangements have been made between the two parties involved in this agreement. *(Should the renters need to extend the rental period, the policies can be viewed **below**.)*
  - 8.2 The vehicle must be returned on time and be in the same condition as when it was rented. Failing to meet one of the criteria, CarMe has every right to impose a penalty to the renters and they shall be held liable. It is highly recommended that the renters take pictures/videos of the original condition for the rented vehicles if anything were to happen.
  - 8.3 Penalties for the aforementioned situation in 8.2 shall be handled between renters and CarMe's representatives at any nearby physical stores.

## Rental Extension

9. Upon the decision of making an extension, renters are advised to contact CarMe immediately for proceeding procedures from the company. This is important as this will ensure that the vehicle that you are using is still protected under the company's insurance. Failure to do so, may indicate that the vehicle is being illegally used and CarMe has every right to lodge a police report against the renters. **Each additional hour will be charged twice the normal hour rate and the vehicle will be charged for a full day rate once it hits the 7<sup>th</sup> hour.**

## **Accidents/Unwanted Events**

10. Shall the renters face any unwanted events:
  - 10.1 They must not leave the vehicle without proper supervisions.
  - 10.2 Obtain every detail of the involved parties.
  - 10.3 Submit/lodge a detailed report of the event to CarMe either by contacting through the helpline or going to the nearest physical store.
  - 10.4 At the same time, the detailed report is also submitted to the police for further action.

## **Refund and Cancellation**

11. Refund and Cancellation Policies
  - 11.1 No charge will be imposed for any cancellation made, 72 hours prior to the date of pick-up. (***Free of Charge***)
  - 11.2 Any updates of refund will be done through email and amount will be reimbursed through the payment method used before.
  - 11.3 A non-refundable policy will be applied to all cancellations made that are less than 72 hours.