

## Claims and Damage Policy of the Stroller Rental Service

This Claims and Damage Policy sets out the conditions for returning, inspecting, and determining possible compensation for damage to a rented stroller. The Lessor reserves the right to deduct from the refundable deposit an amount corresponding to the severity of any damage incurred during the rental period.

### 1. Pick-up and Return of the Stroller

Upon both pick-up and return, the stroller is inspected for its technical and visual condition.

### 2. Customer Responsibility

The customer is obliged to handle the stroller with maximum care and protect it from dirt, damage, and loss. In the event of damage, the customer must immediately inform the rental operator.

### 3. Damage Categories and Compensation

Damage to the stroller is divided into four levels according to severity. The amount of compensation is determined based on the extent of the damage.

#### Category A: Normal Dirt and Minor Wear

**Description of damage:**

Light, easily removable stains on fabric (e.g., food, sand, mud) that can be cleaned using normal procedures without special chemicals. Minor, insignificant scratches on the frame.

**Price range:** 0 – 500 CZK

**Note:** These types of damage are usually not charged if they can be easily removed.

#### Category B: Medium Damage

**Description of damage:**

Deeper stains on fabric requiring chemical cleaning or washing. Damage to an insect net. Cracks on plastic parts that do not affect the functionality of the stroller.

**Price range:** 200 – 1,000 CZK

**Note:** The exact amount will be determined based on the extent of the damage and the cost of its removal (e.g., external cleaning, service intervention).

#### Category C: Serious Damage

**Description of damage:**

Torn fabric or straps, broken handle, serious wheel damage requiring replacement, or other damage affecting the stroller's functionality. Damage caused by improper use.

**Price range:** 800 – 2,500 CZK

**Note:** The fee will be determined individually based on the cost of spare parts and the labour required for repair by our service partner.

#### **Category D: Complete Loss or Destruction**

**Description of damage:**

Complete destruction of the stroller, loss of the stroller, or loss of its essential parts (e.g., wheels, canopy).

**Price range:** Full deposit amount up to the market price of a new stroller.

**Note:** In such cases, the entire deposit will be withheld and the customer will be required to pay any remaining amount up to the full market value of the stroller.

#### **4. Claims Procedure**

If the customer disagrees with the determined compensation amount, they may file a written claim within 5 working days of being notified. The claim will be processed within 30 days.

#### **5. Deposit Refund Period**

If the stroller is returned in flawless/normal condition without damage (Category A), the deposit will be refunded to the customer within 2 working days from the time of return, to the same bank account from which it was originally paid.

If damage is detected (Category B, C, or D), the deposit will be refunded within 10 working days from the return date. This extended period is reserved for assessing the extent of damage, determining repair or replacement costs, and returning the remaining part of the deposit after deducting applicable fees.

The customer will be informed about the stroller's condition and any deduction from the deposit without undue delay, no later than 3 working days after return. In case of any uncertainties, we will contact the customer.

#### **6. Final Provisions**

By agreeing to the Terms and Conditions and the Rental Agreement, the customer acknowledges and accepts this Claims and Damage Policy.

**Jirny, 26 August 2025**