

Schlager's Towing Service

24 HOUR TOWING

299 Centre Street, Quincy, MA 02169

P.O. Box 470, Milton, MA 02186

(617) 328-3033 (617) 282-1120



- Heavy Trucks
- Heavy Duty Recovery
- Ramp Truck Service
- Trailer Service
- Road Service

We are **NOT** responsible for loss or damage to this car, it's parts or contents.

RO# _____

DATE 11/03/25

NAME: _____ TEL _____

ROAD SERVICE

VIN # _____ / UNIT # _____

YEAR _____ MAKE GMC REG _____ COLOR Black

REAR LIFT ☐ MODEL Silverado 2500 FRONT LIFT ☐ RAMP ☐ KEYS ☐

MILEAGE ENDED 60324 START TIME 12:00pm

MILEAGE START 60320 STOP TIME 2:00pm

TOTAL 4 TOTAL 2 1/2

REASON FOR TOWING

1. Accident ☐
2. Break Down ☒
3. Stolen Auto ☐
4. Unregistered ☐
5. Arrest Made ☐
6. Tow Zone ☐
7. Snow Removal ☐
8. _____ ☐

Tow per order of

- State Police H6 ☒
State OC ☐
State D.O.T. ☐
Q.P.D. ☐
Owner ☐

TOWING CHARGE 132.00

ROAD SERVICE

MILEAGE CHARGE 17.60

STORAGE @ _____ per day

UNLOCK CAR

WINCHING & RECOVERY

WAITING TIME

SPEEDY DRY

FUEL 0.40

EXTRA MAN/TRUCK

OUTSIDE CHARGES

TOLLS

TOTAL CHARGE \$ 150.00

P.O. # _____ TRUCK 1157 DRIVER CIA

PAID: CHECK # _____ CASH _____ CHG ✓ REC'D BY CIA

RECEIVED BY _____ DATE 11/03/25



(781) 664-9326 | 442 QUINCY AVE, BRAINTREE, MA 02184

SO # QU122602

SERVICE ORDER
CUSTOMER COPY

Printed [REDACTED] User [REDACTED] Page 1

Customer No [REDACTED]	Advisor	Jeffrey Greene	Promised	11/03/2025 6:00 PM	Tag#
	Shop	S1	Opened	11/03/2025 1:15 PM	Location
	Priority		Cashiered		PO #
License		Odom In	Odom Out	In Service Date	Stock No
[REDACTED]				11/25/2022	
Year	Make	Model		Model Number	Color
2023	GMC	SIERRA 1500		[REDACTED]	BLACK
Vehicle ID No		Selling Dealer		Extended Warranty	Delivery Date
[REDACTED]					
Engine		ENGINE: 6.2L ECOTEC3 V8 WITH			Fleet #

Request	Description	Job	CSR	Status
63	CUSTOMER STATES WHILE DRIVING NOTICED LACK OF ACCLERATION FELT AS IF THE CAR WAS MISFIRING. THEN THE VEHICLE JUST SHUT OF COMPLETELY AND WOULDNT START BACK UP.	1	[REDACTED]	Original

PLEASE CHECK AND ADVISE

Labor	Description	Type	Amount
63	CUSTOMER STATES WHILE DRIVING NOTICED LACK OF ACCLERATION FELT AS IF THE CAR WAS MISFIRING. THEN THE VEHICLE JUST SHUT OF COMPLETELY AND WOULDNT START BACK UP.	WPC	

PLEASE CHECK AND ADVISE

ENGINE REPLACEMENT

Part	Description	Shp	OH	AOH	SL	Bin	Type	Retail	WPC Price	Amount
	BELT KIT	1	2	2	Y	[REDACTED]	WPC			
	GASKET	2	12	12	Y	[REDACTED]	WPC			
	GASKET	1	10	10	Y	[REDACTED]	WPC			
	PIPE	1	6	6	Y	[REDACTED]	WPC			
	SEAL	1	12	12	Y	[REDACTED]	WPC			
	BELT	1	10	10	Y	[REDACTED]	WPC			
	CLAMP	1	1	1	N	[REDACTED]	WPC			
	BOLT	10	19	19	N	[REDACTED]	WPC			
	HOSE	1	1	1	Y	[REDACTED]	WPC			
	NUT	6	10	10	N	[REDACTED]	WPC			
	ENGINE	1	0	0	N	[REDACTED]	WPC			
CORE CHARGE	CORE CHARGE 127	1	0	0		[REDACTED]	WPC			
	CORE RETURN	-1	3	3		[REDACTED]	WPC			
	TUBE	1	2	2	Y	[REDACTED]	WPC			
	GASKET	8	46	46	Y	[REDACTED]	WPC			
	SEAL KIT	2	2	2	Y	[REDACTED]	WPC			
	SEAL	1	12	12	Y	[REDACTED]	WPC			

TEXTING DISCLAIMER:

By providing this information you consent to receive text messages from the dealer group Quirk Auto Dealers. Standard text messaging and data rates may apply.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____

Date: _____

QUIRK



GMC

SO #

Printed

SERVICE ORDER CUSTOMER COPY

User

Page 2

Customer No

Advisor

Jeffrey Greene

Promised

Tag#

Priority

Opened
CashieredLocation
PO #

License

Odom In

Odom Out

In Service Date

Stock No

Year Make

Model

Model Number

Color

Vehicle ID No

Selling Dealer

Extended Warranty

Delivery Date

Term Cash

Engine

ENGINE: 6.2L ECOTEC3 V8 WITH

Fleet #

RADIATOR

1 1 1 Y

WPC

COOLANT

2 26 26 N

WPC

CAP

1 25 25 Y

WPC

FILTER

1 51 51 Y

WPC

OIL

8 120 120 N

WPC

GASKET

2 0 0 Y

WPC

PIPE

1 5 5 Y

WPC

SEAL

1 10 10 Y

WPC

SEAL

1 11 11 Y

WPC

STUD

1 24 24 N

WPC

BLOCK

1 2 2 Y

WPC

NEEDED PER ESTIBEN 1

Technician 5 -

Cause

Customer states that while driving, the vehicle experienced a lack of acceleration and felt as if it was misfiring. Shortly after, the vehicle shut off completely and would not restart. Verified concern. Attempted to start vehicle engine would not crank. Inspected and performed diagnostic checks; found engine seized and unable to rotate by hand. Verified engine internal failure. Recommend engine replacement.

TEXTING DISCLAIMER:

By providing this information you consent to receive text messages from the dealer group Quirk Auto Dealers. Standard text messaging and data rates may apply.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____

Date _____

**GMC**

(781) 664-9326 | 442 QUINCY AVE, BRAINTREE, MA 02184

SO # [REDACTED]**SERVICE ORDER
CUSTOMER COPY**

Printed 11/11/2025 7:49:13 AM

User [REDACTED]

Page 3

Customer No [REDACTED]

Advisor	Jeffrey Greene	Promised	[REDACTED]	Tag#	[REDACTED]
Shop	S1	Opened	11/03/2025 1:15 PM	Location	[REDACTED]
Priority		Cashiered		PO #	[REDACTED]

License	[REDACTED]	Odom In	[REDACTED]	Odom Out	[REDACTED]	In Service Date	11/25/2022	Stock No	[REDACTED]
Year	2023	Make	GMC	Model	SIERRA 1500	Model Number	[REDACTED]	Color	BLACK
Vehicle ID No	[REDACTED]	Selling Dealer	[REDACTED]	Extended Warranty	[REDACTED]	Delivery Date	[REDACTED]		
Engine	ENGINE: 6.2L ECOTEC3 V8 WITH						Fleet #	[REDACTED]	

Term Cash

Correction Following customer request and per GM service information, replaced engine assembly in accordance with Document ID: [REDACTED]. Transferred all necessary components from the original engine to the replacement unit. Installed new gaskets, seals, fluids, and filters as required by procedure.

Performed oil system and cooling system service, filled with specified [REDACTED] Dexos engine oil and Dex-Cool coolant. Cleared any DTCs and conducted a 40-mile road test to verify repair.

Vehicle operates as designed with proper oil pressure, temperature, and performance. No abnormal noises or DTCs present.

Engine Information:

Old Engine Serial Number: [REDACTED]

New Engine Serial Number: [REDACTED]

Request	Description	Job	CSR	Status
GM [REDACTED]	GM MPVI Standard	2	[REDACTED]	Original
Labor	Description	Type	Amount	
GM [REDACTED]	GM MPVI Standard	CP	0.00	
Rate	189.95			
Technician	[REDACTED]			

Request	Description	Job	CSR	Status
RENTAL	CHARGES ARE CUSTOMER RESPONSIBILITY IF NO CLAIMS ARE MADE OR THE REPAIRS	3	[REDACTED]	Original
Labor	Description	Type	Amount	
RENTAL	CHARGES ARE CUSTOMER RESPONSIBILITY IF NO CLAIMS ARE MADE OR THE REPAIRS	WPC		
Sublet	Description	Type	CSR	Amount
	SNAP DRRAGON RENTALS FD3546DD	[REDACTED]	[REDACTED]	
Technician	99 -			
Cause	CHARGES ARE CUSTOMER RESPONSIBILITY IF NO CLAIMS ARE MADE OR THE REPAIRS			
Correction	CHARGES ARE CUSTOMER RESPONSIBILITY IF NO CLAIMS ARE MADE OR THE REPAIRS			

TEXTING DISCLAIMER:

By providing this information you consent to receive text messages from the dealer group Quirk Auto Dealers. Standard text messaging and data rates may apply.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____

Date _____

**GMC**

(781) 664-9326 | 442 QUINCY AVE, BRAINTREE, MA 02184

SO [REDACTED]

**SERVICE ORDER
CUSTOMER COPY**

Printed 11/11/2025 7:49:13 AM

User [REDACTED]

Page 4

Customer No [REDACTED]

Advisor [REDACTED]

Promised [REDACTED]

Tag# [REDACTED]

Shop S1

Opened [REDACTED]

Location [REDACTED]

Priority [REDACTED]

Cashiered [REDACTED]

PO # [REDACTED]

License [REDACTED]

Odom In [REDACTED]

Odom Out [REDACTED]

In Service Date

Stock No

11/25/2022

Year Make

Model

Model Number

Color

2023 GMC

SIERRA 1500

[REDACTED]

BLACK

Vehicle ID No [REDACTED]

Selling Dealer

Extended Warranty

Delivery Date

Engine

ENGINE: 6.2L ECOTEC3 V8 WITH

Fleet # [REDACTED]

Term Cash

Labor	0.00
Parts	0.00
Supplies	0.00
Sub-Total	0.00
Tax	0.00
Total Invoice	0.00

Additional Work Authorization

Date / Time	Contact	Phone Number	Comments	Amount
[REDACTED]	[REDACTED]	[REDACTED]		\$3,424.82

Recommended/Deferred Services

Code	Description	Amount
[REDACTED]	HIGH FREQUENCY ANTENNA REPLACEMENT	
[REDACTED]	Front wiper blades	
[REDACTED]	MOUNT AND BALANCE FOUR (4) TIRES	

** Deferred Services prices are subject to change

TEXTING DISCLAIMER:

By providing this information you consent to receive text messages from the dealer group Quirk Auto Dealers. Standard text messaging and data rates may apply.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The purchaser further agrees that the warranties excluded by dealer include, but are not limited to, any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

"LIMITED LABOR WARRANTY"

The repair facility guarantees the labor used in performing the repairs listed on this repair order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. If our repair or replacement falls in normal service within that period, we'll fix it free of charge parts and labor.

DISPOSAL OF HAZARDOUS WASTE

The State Law requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal or hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

Customer Signature: _____

Date _____

CUSTOMER INFORMATION				RO#	Unit#	RA#
Customer		Birth Date		Service Name PO		
Home Address				VEHICLE INFORMATION		
City	State	Zip		Date and time OUT Nov 3rd 2025, 01:34:57 PM	Date and time IN	
Driver's License No.	State	Expires		Date and time DUE IN 11/06/2025	Vehicle VIN	
Telephone	E-Mail Address			Plate/Tag No.	State	
ONLY THE BELOW NAMED PERSONS ARE AUTHORIZED AS ADDITIONAL DRIVERS. IF NONE, PRINT "NONE" ACROSS THIS SECTION AND HAVE SIGNED BY CUSTOMER.				Year	Make	
Additional Driver's Name		Birth Date		2025	Chevrolet	
Driver's License No.		State	Expires	Model	Color	
Additional Driver's Name		Birth Date		Please select one: ☐ Service Replacement Vehicle ☐ Other Vehicle		
Driver's License No.		State	Expires	Miles Allowed		
CUSTOMER INSURANCE INFORMATION				Mileage OUT	Mileage IN	
Insurer	Policy No.	Expiration Date		Miles Driven	Chargeable Miles	
Agent	Telephone			FUEL		
Insured Vehicle Year/Make/Model/Color				IN		
License No.				OUT	98.8% (23.7 gal)	
☐ PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.				RATES DO NOT INCLUDE FUEL CHARGES		
You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel, you will pay us a refueling fee of \$ _____ plus fuel @ \$ 8 _____ per gallon. Unless otherwise noted, any daily rate is based on a 24-hour period. If the Vehicle is not returned within 48 hours of the date due, We will report it to the police department as stolen or beyond Our control under ALM ch. 266 § 87A. NO SMOKING PET HAIR REMOVAL SUBJECT TO A CLEANING CHARGE The following are "Prohibited Uses": Use by an unauthorized driver; smoking, vaping or use of tobacco products in the Vehicle; use of the Vehicle by anyone under the influence of alcohol or prescription or non-prescription drugs; and carrying persons or property for hire or providing transportation network company or other transportation services. See Paragraph 6 of the Terms and Conditions for other Prohibited Uses and additional information. By signing below, you: agree to the terms and conditions of this Agreement as set forth on this Face Page, the Vehicle Condition Report, and all pages of the Vehicle Use Agreement Terms and Conditions; acknowledge that you had an opportunity to read the entire Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations, and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Vehicle Use Agreement Terms and Conditions; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT Customer _____ Date _____				HOURS: _____ @ \$ _____ PER HOUR		
				DAYS: _____ @ \$ 43.3		
				WEEKS: _____ @ \$ _____		
				MILES: _____ @ _____c PER MILE		
				TOTAL TIME & MILEAGE CHARGES →		
				TAXABLE FUEL _____ GAL. @ \$8		
				VEHICLE LICENSE COST RECOVERY FEE		
				TAXABLE SUB-TOTAL →		
				TAX @ _____		
				NON-TAXABLE FUEL _____ GAL. @ \$ _____		
VEHICLE LICENSE COST RECOVERY FEE						
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER						
SUB-TOTAL						
TOTAL CHARGE →						
METHOD OF PAYMENT						
☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER						
06 / 2025 EXPIRES						
REFUNDED						
CUSTOMER INITIALS X _____						
☐ CARD VERIFIED						

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

1. Definitions. "Agreement" means all terms and conditions found on the "Face Page" and on all pages of these Terms and Conditions. "You" or "your" means the individual identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization who is jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement to substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("Service Replacement Vehicle"). "Rental Period" means the period from the time you take possession of the Vehicle until the time that the Vehicle is either returned to or recovered by and checked in by us. "Loss of Use" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during the Rental Period, including uses other than for rental, such as display for rent or sale, opportunity to upgrade or sell, or transportation of employees. "Daily Vehicle Rate" means your daily time and mileage fee. For Service Replacement Vehicles, the Daily Vehicle Rate is the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "Diminished Value" means the actual or perceived loss in market value or resale value which results from a direct or accident loss. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Fee" means our estimate of the average per day per vehicle portion of our total annual vehicle licensing, titling, and registration costs. "Including" or "Includes" means "including (or includes), but not limited to," "including (or includes) without limitation," and similar constructions.

2. Nature of Contract: Consideration. This Agreement is a contract for rental of the Vehicle offered to you, and is a transfer of possession and use of the Vehicle only. You agree that you are not our agent for any purposes, and that you may not assign or transfer your obligations or sublease the Vehicle. By signing the Face Page, you agree to all terms and conditions of this Agreement and acknowledge that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement.

3. Authorized Drivers. You represent that you are a capable and validly licensed driver. You and other "Authorized Drivers" are the only persons who are permitted to drive the Vehicle. You understand that for purposes of this Agreement, "Authorized Driver" means: (a) the Customer and the Customer's spouse or domestic partner; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, "Authorized Driver" includes Customer employees who are permissible drivers on the business entity's auto insurance policy; and (d) any person specifically authorized to drive the Vehicle under applicable vehicle rental law. Each Authorized Driver must possess a valid driver's license and be at least age 21, except that if the Vehicle is a Service Replacement Vehicle, and the Customer is the registered owner of a vehicle left with us for service or repair, then the Customer and the Customer's spouse or domestic partner must be at least age 18.

4. Inspection: Condition and Return of Vehicle: No Warranties. You agree that you are renting the Vehicle "As Is," and that you had an opportunity to inspect it before leaving the premises. You must return the Vehicle to our office on the date and time specified on the Face Page (or sooner upon our demand) with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You may extend the Rental Period for up to one week if you obtain our consent before the date due, and we may require you to return the Vehicle to our office for inspection. The total Rental Period may not exceed 30 days under any circumstances. **We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement.** The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You will check and maintain Vehicle fluid levels. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during the Rental Period. **To the extent permitted by law, we make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.**

5. Responsibility for Damage or Loss: Reporting to Police. Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if determined that the Vehicle is a total loss, the actual cash value of the Vehicle; (ii) if determined that the Vehicle is repairable: (A) the difference between the value of the Vehicle immediately before the damage and the value immediately after the damage; or (B) the reasonable estimated retail value or actual cost of repair plus Diminished Value (which, subject to state law and policy terms and conditions, is measured by calculating the actual cash value of the Vehicle just prior to damage less the value of the Vehicle after repair); (b) Loss of Use, which is measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. **Loss of Use is payable regardless of fleet utilization;** (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents and incidents of theft or vandalism to us and the police upon discovery.

6. Prohibited Uses. The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle must not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone impaired by or under the influence of alcohol, narcotics, intoxicants, or prescription or non-prescription medications that affect vehicle operation; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a felony or other crime; (e) to carry persons or property for hire, which includes any period of time the Vehicle is being used by anyone who is logged into either: (i) a transportation network platform (whether or not a passenger is occupying the Vehicle); or (ii) a delivery network platform (whether or not goods, items, or products to be delivered are in the Vehicle); (f) to tow an object in excess of 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; (p) to transport children without safety restraint systems required by law, which are installed in accordance with law and manufacturer's specifications; (q) by anyone driving or operating the Vehicle while using a handheld wireless communication device (or other device that is capable of receiving or transmitting telephonic communications, electronic data, mail or text messages) while not in a hands-free mode; (r) in a willful or reckless manner or to intentionally damage the Vehicle or cause injury or property damage to others; or (s) by anyone who is smoking, vaping, or using tobacco products in the Vehicle. **PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (TO THE EXTENT PERMITTED BY LAW).**

Multi-State Vehicle Use Agreement Terms and Conditions ("Terms and Conditions")

7. **Responsibility to Others.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this Agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; and (c) Uninsured/underinsured ("UM"/"UIM") coverage where required. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent up to the minimum limits required by law. To the extent permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 6 or any other material breach of this Agreement will void any insurance coverage.

8. **Indemnification.** To the extent permitted by law, you agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement, from the rental transaction, or the use of the Vehicle by you or any other person.

9. **Reserve Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes, surcharges, and other fees; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee to clean the Vehicle if it is returned with evidence of smoking, vaping, or animals or otherwise substantially less clean than when received by you; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when received by you; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee if you lose the keys, key fob, or toll transponder to the Vehicle; and (l) a surcharge if you do not return the Vehicle on the date and time and to the location specified on the Face Page. All Charges are subject to our final audit.

10. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls") and parking citations, photo enforcement fees, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified by charging authorities that we may be responsible for payment of a Toll or Violation, you agree that we or a processing firm ("Processor") may, in our sole discretion and without prior notice to you, pay the Toll or Violation plus applicable taxes on your behalf directly to the appropriate authority. If we or a Processor elect to pay a Toll or Violation, you may not be able to challenge the validity of the Toll or Violation before the charging authority. We or the Processor will charge you the face value of the Toll or Violation and any taxes, plus an administrative fee per Toll or Violation. If we or a Processor, in our sole discretion, elect to transfer liability for a Toll or Violation assessed against the Vehicle during the Rental Period to you personally, we or the Processor will charge you an administrative fee per Toll or Violation. You authorize us to release your rental and payment card information to the charging authorities and the Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us and the Processor to charge all payments and administrative fees to the payment card you used in connection with this Agreement. **Certain toll roads do not accept cash.** To avoid toll violations and associated fines, fees, and taxes (and our administrative fees), you must pay all Tolls with a personal transponder that is accepted on the road; use only cash lanes and pay cash; plan a route to avoid Tolls; or consult local authorities for other payment methods.

11. **Personal Property and Information.** To the extent permitted by law, you release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. You understand that, to the extent permitted by law, we may collect and maintain copies of your valid driver's license and insurance information presented at the time of and in relation to this Agreement. You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with enforcement of our rights under this Agreement and for other legitimate purposes. **The Vehicle may be equipped with an infotainment system that permits you to connect your personal device and pre-set radio stations and GPS locations. If you use an infotainment system, the Vehicle may automatically load your address book, store your incoming, outgoing and missed telephone calls, and other information from your device. Follow the steps displayed on the Vehicle system screen to delete this information and the device from the Vehicle's memory. We are not responsible for assuring the privacy of that information and cannot guarantee that other persons will not have access to this information after you return the Vehicle.**

12. **Telematics and GPS Tracking.** (a) You acknowledge that the Vehicle may be equipped with global positioning satellite ("GPS") technology, OnStar or another telematics system, and/or an event data recorder (collectively, "Telematics System"). Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems to the extent permitted by law. This remote monitoring may include the collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, as well as other elements we may deem necessary. You acknowledge that these systems may use cellular telephone, wireless technology, or radio signals to transmit data, and therefore you should have no expectation of privacy related to the use of this Vehicle. You shall inform any and all drivers and passengers of the Vehicle of the terms of this paragraph. We are not responsible for the operability of any Telematics System included with the Vehicle. To the extent permitted by law, you agree to release and indemnify, defend and hold us, the operator of the Telematics System, wireless carriers, and other suppliers of components or services harmless from any damage to persons or property caused by failure of a Telematics System to operate properly, or otherwise arising from the use of the Telematics System. (b) If your Vehicle has active Telematics System equipment, you understand that your use of the Vehicle is subject to the third-party Telematics System operator's terms and conditions, which may include system and service limitations, warranty exclusions, limitations of liability, and privacy practices relating to the collection, use, and sharing of information about you and the Vehicle. If the Vehicle does not have an active Telematics System, you agree not to activate it. **If you do activate a service in violation of this Agreement, you will be responsible for all subscription fees.** (c) We also reserve the right to use the Vehicle Telematics System in connection with your smart phone or other device to process the rental, including the start and end time, fuel levels, and mileage (to the extent permitted by law).

13. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. **TO THE EXTENT PERMITTED BY LAW, YOU: (A) RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE; AND (B) WAIVE ALL RECOURSE AGAINST US FOR CRIMINAL PROSECUTIONS WE TAKE AGAINST YOU FOR BREACH OF THIS AGREEMENT.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.