African Elegance Car Rental
43, Richter Street, Pionierspark
P.O.BOX 40563
AUSSPANNPLATZ WINDHOEK, NAMIBIA
E-Mail: info@africanelegancesafaris.com
Contact Number: 081-739-5522

Clients:		**Pax:**	
Pick Up Date:		**Return Date:**	
Vehicle Sign (Rhino. Ellie, Giraffe)			
Registration Number:		**Extra Notes: Camping/ Non-Camping**	
Tent 1.60m		**Tents 1.40m**	

Consultant Responsible for car Insurance papers:		**Checked by Management:**	
Car Handover done by:		**Checked by Management:**	
Car Checked in by:		**Checked by Management:**	

START KM:	END KM AFTER REFUEL:	END KM AFTER WORKSHOP:

The following extras have been added to your car rental. Kindly take note that these extras are not covered by the insurance. In case any of the below items are returned damaged or have been lost/stolen the item will be charged in FULL. The renter is liable for any lost, damaged items as per the above-mentioned.

Item	Packed Fleet	Quality Check	Received by Clients	Returned by Clients
GPS				
GPS SOCKET				
GPS CHARGER				
Emergency cellphone				
Emergency cellphone charger				
Tire Pressure Gadget				
Vehicle Manual book and service book				
Kitchen box Extra on request only				
Satellite Telephone				
Sandtracks				
Other:				
Signature:				

Refueling of the vehicle	
Employee Responsible	
Car Refueled	
Copy of fuel slip made	
Copy of fuel slip stapled to contract	

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Return Notes	
Is there something on the car that we need to pay attention to? Noises or a wobble on the steering wheel?	
Any windscreen damages?	
Did you have a puncture? If yes, which tire?	
Did you use anything from the First Aid Kit	
Is there anything from the Tool Kit that is broken or need to be replaced?	
Is there anything in the camping equipment that we need to be aware of? Anything broken?	

Any other notes that we need to take care of during the rental period or with check in of vehicle:

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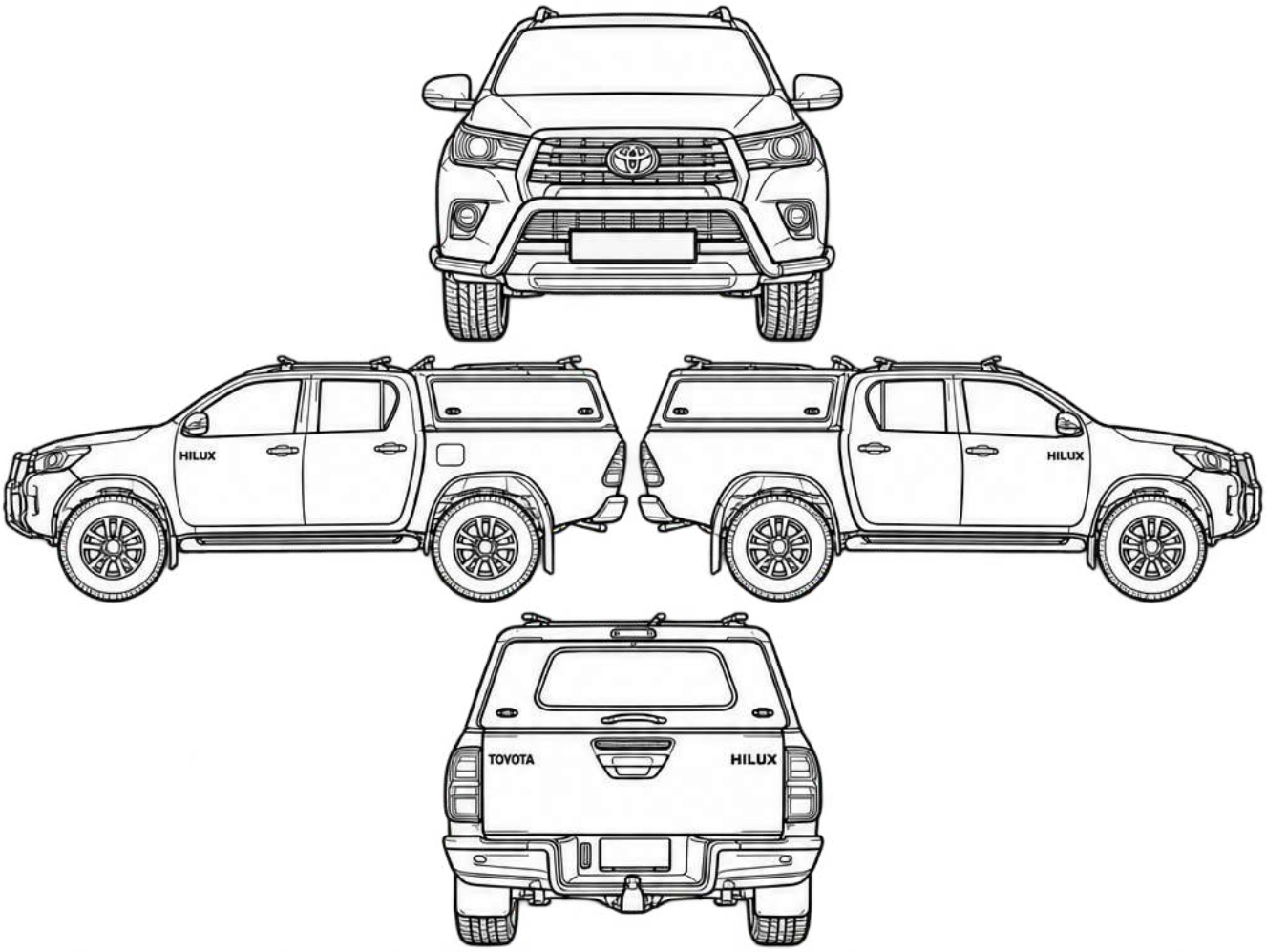
TOYOTA HILUX

O	DENT	X	CHIP	=	SCRATCHES



RIMS – GOING OUT

	Quality Check	Client Check		Quality Check	Client Check
Right Front			Left Front		
Right Back			Left Back		

RIMS – RETURNING

	Quality Check	Client Check		Quality Check	Client Check
Right Front			Left Front		
Right Back			Left Back		

SPARE TYRES

GOING OUT	Quality Check	Client Check	RETURNING	Quality Check	Client Check
Spare Tyre 1			Spare Tyre 1		
Spare Tyre 2			Spare Tyre 2		

Signature Client : Pick-up

Signature Client : Returning

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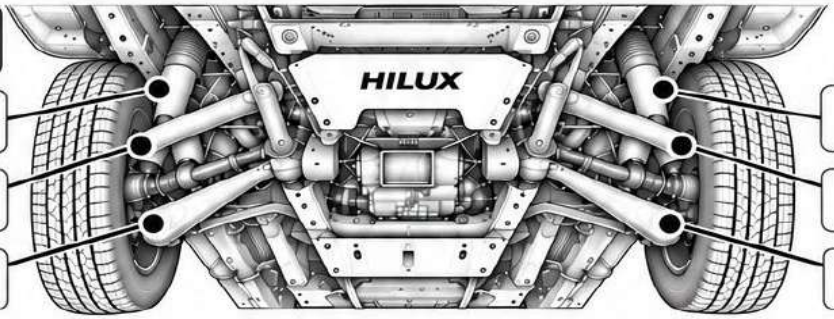
Important Insurance Exclusion – Shock Absorbers & Control Arms

Damage to shock absorbers and control arms is not covered by underbody insurance, as such damage is considered to result from negligent driving, including speeding, driving through potholes or crossing deep water at excessive speeds.

The renter is fully liable for all repair or replacement costs, regardless of the insurance coverage selected.

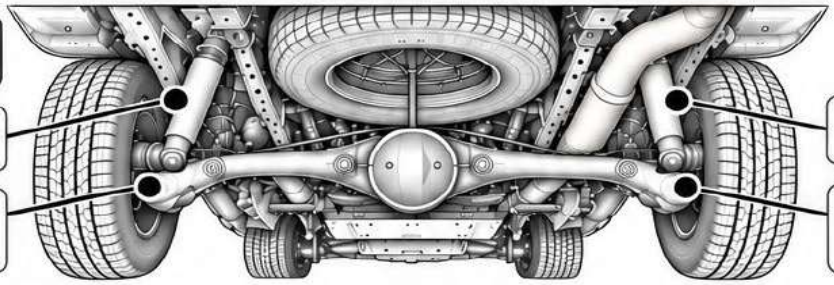
RECEIVING VEHICLE

FRONT VIEW (UNDERNEATH)



- Shock Absorber Front Left
- Upper Control Arm Front Left
- Lower Control Arm Front Left
- Shock Absorber Front Right
- Upper Control Arm Front Right
- Lower Control Arm Front Right

REAR VIEW (UNDERNEATH)



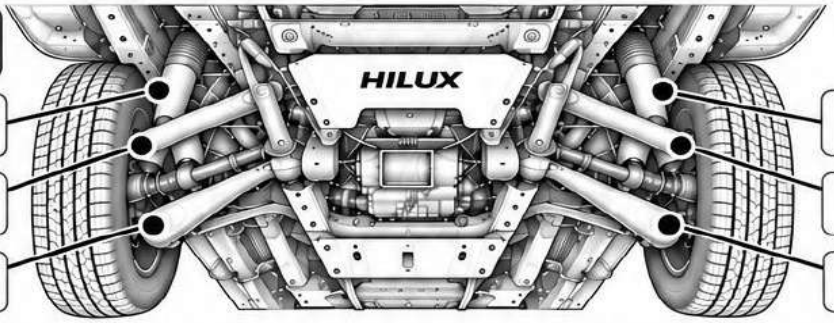
- Shock Absorber Rear Left
- Lower Control Arm Rear Left (Longitudinal Arm)
- Shock Absorber Rear Right
- Lower Control Arm Rear Right (Longitudinal Arm)

Signature Car Handover Agent:

Signature Client:

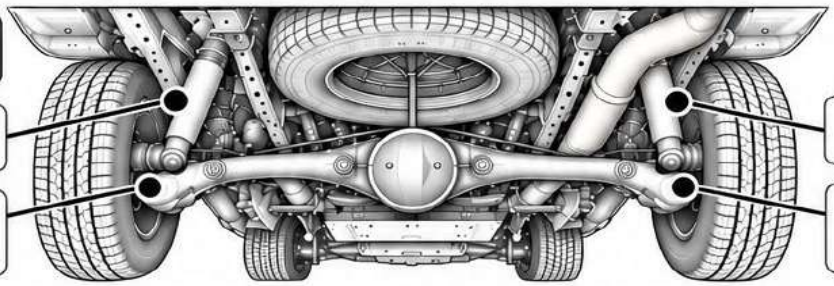
RETURNING VEHICLE

FRONT VIEW (UNDERNEATH)



- Shock Absorber Front Left
- Upper Control Arm Front Left
- Lower Control Arm Front Left
- Shock Absorber Front Right
- Upper Control Arm Front Right
- Lower Control Arm Front Right

REAR VIEW (UNDERNEATH)



- Shock Absorber Rear Left
- Lower Control Arm Rear Left (Longitudinal Arm)
- Shock Absorber Rear Right
- Lower Control Arm Rear Right (Longitudinal Arm)

Signature Car Handover Agent:

Signature Client:

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1. INTRODUCTION & LEGAL CONTEXT

This document forms an integral part of the vehicle rental agreement between **African Elegance Car Rental CC (AES)** and the renter. It outlines insurance coverage, liability, operational rules, exclusions, and the renter's responsibilities during the rental period. Renters must note that **motor vehicle insurance practices in Southern Africa differ significantly from those in many Western countries**. In countries such as Namibia and Botswana, vehicle insurance is not legally compulsory. Consequently, vehicle owners and drivers are often **personally liable for damages** in the event of accidents. AEStherefore provides **limited insurance cover subject to strict conditions**, as detailed below.

2. INSURANCE COVER – PLATINUM COVER

Rental Vehicle Insurance – Hollard Platinum Cover

Insurance conditions in Namibia differ in some respects from those commonly found in Europe. Our vehicles are covered by comprehensive insurance protection, which includes, among other things:

- Accidents involving other vehicles, animals or pedestrians
- Sandstorm damage and underbody damage
- One damaged windscreen and one damaged tyre per rental period
- AES covers towing costs for **mechanical failures not caused by negligence**.

Excess payable per insured claim:

- Damage up to NAD 50,000: NAD 5,000 excess (approx. €250)
- Damage exceeding NAD 50,000: 10% of the total damage amount

Examples:

- For an insured claim of NAD 30,000, your excess would be NAD 5,000.
- For an insured claim of NAD 80,000, your excess would be NAD 8,000.

What Happens in the Event of an Accident?

- Every claim is assessed individually and fairly, taking into account the actual circumstances.
- Not every accident caused by the driver is automatically considered gross negligence. Single-vehicle accidents may also be covered.
- However, in cases of gross negligence, such as excessive speeding, driving under the influence of alcohol, reckless driving or unauthorised off-road driving, insurance coverage may be completely invalidated.
- Towing costs resulting from mechanical breakdowns or tyre damage are not covered by the insurance.

Why Is There an Insurance Excess?

Unfortunately, rental vehicles in Namibia have sometimes been treated carelessly in the past. As a result, insurance providers have introduced certain excess requirements to encourage responsible vehicle use. If all damage were covered without any financial contribution from the renter, insurance premiums — and consequently daily rental rates — would increase significantly.The excess therefore helps to keep vehicle rental prices affordable in the long term.

Important Notice

Namibian vehicle insurance coverage is not directly comparable to European comprehensive or "all-risk" insurance.
Therefore, not all types of damage are automatically covered, regardless of their cause or who is responsible.
The exact scope of coverage, conditions and exclusions are determined by the applicable rental agreement and insurance policy.

5. SINGLE VEHICLE ACCIDENTS (NOT COVERED)

A single-vehicle accident is any incident involving the rental vehicle without third-party involvement, including rollovers, loss of control, collisions with stationary objects, reversing accidents, or damage caused while avoiding obstacles or animals. **Single-vehicle accidents are not covered by insurance.** The renter is fully liable for all resulting damage, repairs, recovery, towing, and associated costs.

6. COLLISIONS, ACCIDENTS, AND DAMAGES

- Police Report: All accidents, collisions, or incidents must be reported to the local police within 24 hours. A valid police report is mandatory. If this is not done your insurance is voided.
- Replacement Vehicle: If the vehicle becomes unroadworthy, African Elegance Car Rental CC may provide a replacement at its discretion, subject to availability. All additional costs are payable by the renter.

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- Vehicle Recovery: The renter is responsible for returning the damaged vehicle to Namibia at their own expense, unless otherwise agreed in writing.
- No Refunds: No refunds will be issued for lost rental days or travel interruptions, regardless of fault.
- New Rental Agreement: A replacement vehicle requires a new rental agreement and insurance terms, with all associated costs payable by the renter.
- Delivery & Collection: Charged at NAD 12.00 per kilometre, plus driver accommodation costs where applicable.

7. ROAD RESTRICTIONS AND OFF-ROAD DRIVING

African Elegance Car Rental CC (AES) permits 4WD vehicles on numbered public roads only, unless prior written authorization is granted.

Namibian Road Classifications:

- A Roads: Major national highways, generally tarred.
- B Roads: Main roads, mostly tarred or well-maintained gravel.
- C Roads: Secondary roads, predominantly gravel.
- D Roads: Minor roads, often rough, sandy, or corrugated.

Off-Road Driving & Exclusions

- All off-road driving is at the renter's own risk and is not covered by insurance. The renter is fully liable for damage, mechanical failures, recovery, towing, and associated costs.
- The following areas and routes are excluded from insurance coverage:
- Roads north of Puros and west of Opuwo.
- D2342 and D2303: Strictly prohibited.
- Botswana: Chobe/Savuti, Moremi National Park, and Central Kalahari Game Reserve.
- Namibia: Khaudum National Park and surrounding areas.
- Beaches and water crossings exceeding hub-cap depth.

Roadside Assistance Outside Namibia

AEScannot guarantee technical support or roadside assistance outside Namibia. Third-party assistance may be arranged from Maun or Kasane where possible, potentially taking up to 72 hours, at the renter's expense. All damage and costs resulting from driving in excluded areas or prohibited conditions remain the full responsibility of the renter.

8. NEGLIGENCE – INSURANCE VOID

Insurance coverage is void for damage caused by negligent driving, including driving under the influence of alcohol or drugs, speeding, traffic violations, driving through deep water, dunes or dense bush, misuse of the clutch, transmission, drivetrain or engine, and driving between towns after sunset or before sunrise without prior authorization.

9. GENERAL EXCLUSIONS (NOT COVERED)

Insurance does not cover damage or losses resulting from gross or criminal negligence, unauthorized drivers or drivers under 22 (unless approved), failure to report accidents to the police and AES within 24 hours, driving on prohibited or unsuitable roads, bush scratches, dune or beach driving, cigarette or lighter burns, standing or sitting on the vehicle's roof, bonnet, doors or windows, interior damage, personal belongings, rims, camping equipment, towing or transporting vehicles, or unauthorized cross-border travel.
Theft claims are invalid unless all original vehicle keys can be produced. Clear photographic evidence or presentation of the physical keys is required. **All excluded damage and associated costs are the renter's responsibility.**

10. SPEED REGULATIONS (STRICTLY ENFORCED)

Speed limits:

- Towns – 60 km/h
- gravel roads – 80 km/h (60 km/h recommended);
- tarred roads – 120 km/h (100 km/h recommended).

All vehicles are equipped with tracking devices, with an audible speed warning at 125 km/h. **IMPORTANT: Exceeding the applicable speed limit voids insurance coverage entirely.** *All speeding fines and traffic violations incurred during the rental period are the sole responsibility of the renter. African Elegance Car Rental CC accepts no liability for any such fines or penalties.*

11. THEFT

Initials

Theft is covered by insurance only if the renter exercised reasonable care, the vehicle was securely locked, all original keys are returned to ADT, and the theft is reported immediately to the police and ADT, with a valid police report provided. Failure to meet these conditions voids insurance coverage, making the renter fully liable for the vehicle's value and all associated costs. Robbery or

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hijacking involving force or threats is exempt from the above conditions, provided appropriate supporting documentation, including a police report, is submitted.

12. TYRES

Minimum tread depth is **6 mm for main tyres and 3 mm for spare tyres**. Platinum Cover includes **one (1) tyre puncture**, with repair or replacement costs refunded upon vehicle return, subject to inspection and policy conditions. Any additional punctures are at the renter's expense. **Repaired or patched tyres are not accepted**; all replacements, including spare tyres, must match the original brand, size, type and specifications. Unauthorized or incorrect tyre replacements will be charged to the renter and **void tyre insurance coverage**. Failure to comply may result in additional costs and loss of coverage.

13. SANDSTORM

In the event of a sandstorm, the renter must **immediately reduce speed and stop in a safe location** until conditions improve. If stopping is unsafe or impossible, driving may continue only at a very slow, controlled speed with extreme caution. **Sandstorm damage is covered by insurance**, provided the renter has acted responsibly and without negligence. Extra caution is required in coastal areas, particularly during strong easterly winds.

14. DRIVING IN AREAS WITH HIGH WATER LEVELS

During heavy rainfall, areas such as Moremi, Savuti and Chobe may experience dangerous water levels and road conditions. **All water crossings must be assessed before proceeding**, including checking the depth on foot where safe. The vehicle's **maximum wading depth is 70 cm**. Crossings must be approached slowly and steadily, never at speed. **Any damage caused by exceeding the permitted wading depth is entirely at the renter's expense and is not covered by insurance.** The renter is responsible for assessing changing conditions and prioritizing passenger safety.

When crossing water, observe the following maximum speeds:

- **50 cm water depth:** Maximum 5 km/h
- **20 cm water depth:** Maximum 20 km/h

Always assess water depth and conditions before crossing.

15. POLICE REPORT & DOCUMENTATION in case of an accident

In the event of an accident involving a third party, the renter must **immediately notify African Elegance Car Rental CC and obtain a police report**.

The following information and documents must be collected from the other driver:

- Copy of ID/passport, driver's licence, vehicle registration papers and windscreen licence disc.
- Full name, address, contact details, insurance company and contact person.
- **Minimum 20 photographs** showing both vehicles, damage, accident scene, surroundings, licence discs and relevant documents, including close-ups and wider views.

A valid police report is mandatory for all accidents and theft claims. Any documents unavailable at the scene must be forwarded African Elegance Car Rental CC as soon as possible.

16. TOWING

AES covers towing costs for **mechanical failures not caused by negligence**. All costs arising from negligent driving are the renter's responsibility. **Roadside assistance outside Namibia is limited and entirely at the renter's expense.**

17. "REIMBURSEMENT COSTS"

All administrative costs arising in connection with vehicle damage, insurance claims, repairs, or related processes (hereinafter referred to as "reimbursement costs") shall be borne in full by the renter.

18. BREAKDOWNS AND ROADSIDE ASSISTANCE

AESprovides **24-hour roadside assistance within Namibia** for mechanical failures not caused by renter negligence, arranging repairs or replacement within a reasonable timeframe. **Breakdowns caused by driver error, negligence or prohibited driving are entirely at the renter's expense**, including towing, recovery and repairs, charged at **NAD 12.00 per kilometre**, plus driver accommodation where applicable. Assistance outside Namibia is limited, with renter-related costs payable by the renter. Replacement vehicles require a **new rental agreement**, and unauthorized repairs will not be reimbursed. Due to remote travel conditions, delays may occur, and **AES accepts no liability for resulting additional costs**.

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19. REMOTE AREAS, LIMITED BACKUP & PROHIBITED ROUTES

Within Namibia: Remote regions such as Kaokoland, Khaudum, Bushmanland and Caprivi have limited technical support, and assistance within 24 hours cannot be guaranteed. Driving on unregistered or non-numbered roads is entirely at the renter's risk, with all damage, recovery, towing and associated costs payable by the renter. Repairs resulting from normal wear and tear may be covered, but recovery costs remain the renter's responsibility. Dune driving and Van Zyl's Pass are strictly prohibited, with no recovery assistance provided.

Outside Namibia: Technical assistance is limited, and response within 24 hours cannot be guaranteed. Travel through Botswana's national parks and remote areas, including Chobe, Moremi, Central Kalahari, Kgalagadi, Nxai Pan, Makgadikgadi and Khutse, is entirely at the renter's risk. Third-party recovery may be arranged, but all towing, recovery and associated costs, including transport to the nearest town in Namibia, are payable by the renter. Mechanical repairs may be covered where applicable.

20. CROSS-BORDER TRAVEL

Cross-border travel is permitted **only to approved neighbouring SADC countries**, subject to prior written authorization from African Elegance Car Rental CC (ADT), a detailed travel itinerary and all required permits. **Insurance excesses are automatically doubled for approved cross-border rentals.** In the event of damage outside Namibia, the renter is responsible for returning the vehicle to the **AES depot in Windhoek at their own expense**. Travel to non-SADC countries is **not covered by AES insurance**, and the renter bears full liability for all damage, repairs, breakdowns, towing, recovery and associated costs.

21. DRIVERS

All drivers must be at least 18 years old and hold a valid, unendorsed driver's licence for the appropriate vehicle category. Licences must be in English, or accompanied by a valid International Driving Permit or certified English translation. Drivers under 22 years are subject to a once-off young driver surcharge of NAD 650 (approx. €35).

22. 4X4 VEHICLE OPERATION & DRIVING GUIDELINES

- 2H (Two-Wheel Drive): Standard driving on tarred and firm roads – maximum 120 km/h.
- 4H (Four-Wheel Drive High Range): Suitable for conditions requiring additional traction – maximum 80 km/h.
- 4L (Four-Wheel Drive Low Range): For slow, difficult 4x4 terrain only – maximum 25 km/h.

Important: 4WD must be disengaged on hard surfaces, including tarred and firm gravel roads, unless road conditions require additional traction. Incorrect 4WD usage resulting in drivetrain damage is not covered by insurance, and all repair costs are the renter's responsibility.

23. TYRE PRESSURE

Tyre pressure must be checked when tyres are cold, preferably in the morning before driving. After driving through deep sand or changing road surfaces, tyre pressure must be adjusted accordingly. As pressure varies with temperature, always recheck it the following morning when tyres are cold.

Tyre pressure Hilux/ Fortuner	
Tarred road & Gravel Road	**Deep sand**
Front: 1.80 kpa	Front: 1.5 kpa
Rear: 1.80 kpa	Rear: 1.5 kpa

23. FUEL TANK CAPACITY:

All vehicles are supplied with a full fuel tank, filled together with the renter at a nearby fuel station upon collection. Vehicles are equipped with a dual fuel tank system and must be refuelled slowly to ensure both tanks are filled correctly.
For evening departures, vehicles must be returned to the AESoffice no later than 15:00, as the last airport shuttle departs at 16:00.

24.CLEANING OF RETURNED VEHICLE

The vehicle must be returned in a reasonably clean condition to allow proper inspection by African Elegance Safaris. Excessively dirty or muddy vehicles, including those not cleaned after water crossings, will be subject to a cleaning fee of NAD 400.00.

25. WINDSCREEN DAMAGE – KEY PREVENTION GUIDELINES

To prevent windscreen damage, renters must maintain a safe distance of 200–500 metres from other vehicles, especially trucks and buses, reduce speed on gravel roads, and exercise caution near roadworks, potholes and loose stones. Windscreen replacements may not be readily available in remote areas. All stone chips or windscreen damage must be reported African Elegance Car Rental CC within 24 hours.

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26 VEHICLE USE, INSPECTIONS, AND RENTER RESPONSIBILITIES

26.1 Prohibited Conduct – Roof, Hood, and Interior Use

Standing, sitting or climbing on the vehicle's roof, canopy, bonnet or window frames is strictly prohibited. The roof may only be used for approved rooftop tents. Any violation will result in a penalty of NAD 15,000 (approx. €790), payable upon vehicle return.

26.2 Border Crossings and Documentation

The renter is fully responsible for complying with all border crossing requirements, including valid documents, permits and mandatory vehicle safety equipment. African Elegance Car Rental CC accepts no liability for delays, fines or losses resulting from non-compliance.

26.3 Reporting of Faults and Damages

All vehicle faults or defects, including tyre, steering and wheel alignment issues, must be reported African Elegance Car Rental CC within 24 hours or the first 100 km, whichever comes first. Failure to report may result in full renter liability. All damage, including dents, deep scratches and windscreen damage, must be reported immediately to arrange timely repairs.

26.4 Vehicle Inspection After Return

African Elegance Car Rental CC reserves the right to clean and thoroughly inspect the vehicle and equipment within 72 hours of return, including one-way rentals. The renter remains liable for any damage or missing items identified within three (3) working days, excluding weekends.

26.5 Smoking Policy

Smoking is strictly prohibited in all vehicles. Any evidence of smoking will result in a mandatory penalty of NAD 10,000 (approx. €555), payable by the renter.

26.6 Engine Operation in Cold Conditions

During winter or cold conditions, the renter must **allow the engine to idle for 5–10 minutes before driving** to ensure proper lubrication and engine protection.

26.7 Canopy Ventilation

The canopy side air vent must remain open while driving to reduce dust accumulation and may only be closed during rainfall. Failure to comply will result in a cleaning fee of NAD 400 (approx. €25), payable upon vehicle return.

26.8 Scratches and Polishing Fees

Minor surface marks are considered normal wear and tear. Deep scratches, excessive paint damage, damaged branding and bush scratches caused by improper driving are the renter's responsibility.

The following charges apply for damage identified upon return or during the post-return inspection:

- Polishing (light scratches): NAD 2,000 per vehicle
- Sticker removal: NAD 600 per sticker
- Sticker replacement: NAD 4,000 per sticker
- Respraying (deep scratches): NAD 3,800 per affected panel, including polishing

Examples: Bush scratches without sticker damage incur a NAD 2,000 polishing fee. If one sticker requires removal and replacement, the total is NAD 6,600 (including polishing). For two stickers, the total is NAD 11,200.Deep scratches requiring respraying are charged per affected panel, including bumpers, bonnet, doors and side panels.

26.9 Secure Parking Requirement

The renter must always park in secure, designated and supervised areas, preferably enclosed or gated parking facilities or areas monitored by security guards. This is particularly important in towns such as Windhoek, Swakopmund and Lüderitz. Parking in unsecured or unsupervised locations is prohibited. Any resulting theft, loss of tyres, accessories or vehicle components, or damage to the vehicle is not covered by insurance and remains the renter's full financial responsibility.

27. REPORTING OBLIGATIONS

All damage, accidents, faults and mechanical issues must be reported to AESwithin 24 hours or 100 km, whichever comes first. Failure to report vehicle damage within 24 hours will result in a penalty of NAD 2,500 (approx. €135).

Emergency Contacts:

- Katja Ahrens: +264 81 739 5522 & Bianca van der Merwe: +264 81 367 1937

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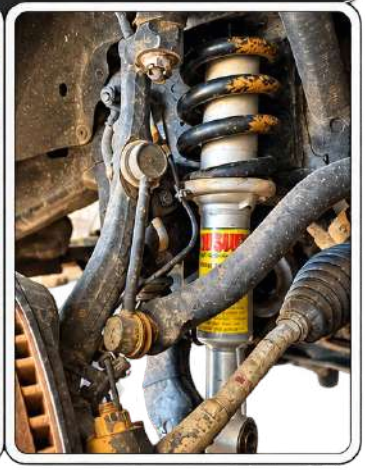
1 SHOCK ABSORBERS & CONTROL ARMS

2 DIRTY CAR INSIDE






3 WINDSCREEN




ADDITIONAL DRIVERS:

Windhoek, _____

I, (NAME) _____ hereby declare that I personally **will / will not** (CHOOSE WHICH OPTION) be driving the vehicle with registration number _____ for the duration of rental period agreed in rental contract number: _____

The following person (s) will be allowed driving on my behalf and are added in the rental agreement as additional driver (s):

1.	Mr / Mrs / Miss / Dr.	
2.	Mr / Mrs / Miss / Dr.	
3.	Mr / Mrs / Miss / Dr.	
4.	Mr / Mrs / Miss / Dr.	

Furthermore, I agree to take FULL responsibillity for the signed rental agreement and its terms and conditions in case of events such accidents and the related damages, while the above-mentioned person (s) is driving on my behalf.

I agree that it is my duty and responsibillity to make sure that the person who is driving the vehicle is complying with the AES speed regulations (as mentioned in the T & C's), road traffic regulations and road traffic warnings.

Client

African Elegance Agent

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Vehicle Accessories & Tools Hilux					
Items at the Back & in the Toolbox	**Amount**	**Packed and checked by fleet** **Name:**	**Quality** **Name:**	**Received by Client**	**Returned by Client**
Electric Camping Fridge	1x				
Charging Cables – Camping Fridge	2x				
Compressor	1x				
Spare Wheels	2x				
Tow Rope	1x				
Roll of Duck Tape	1x				
Windscreen Cleaner	1x				
First Aid Kit Small	1x				
Emergency Triangles	2x				
Reflective Jackets	2x				
Jumper Cables	1x				
Folding Shovel witch Cover	1x				
Torque Wrench	1x				
Torque Wrench Nutt 21''	1x				
Torque Wrench Extension Silver	1x				
Q10 Oil Spraycan	1x				
Screwdriver with adjustable sizes	1x				
Hammer	1x				
Pair of Gloves	1x				
Pliers	3x				
Silver Spanner 17 mm	1x				
Silver Spanner 14 mm	1x				
Silver Spanner 13 mm	1x				
Silver Spanner 12 mm	1x				
Silver Spanner 11 mm	1x				
Silver Spanner 10 mm	1x				
Silver Spanner 9 mm	1x				
Silver Spanner 8 mm	1x				
Fuse Set:					
Clear	2x				
Blue	3x				
Red	3x				
Brown	1x				
Yellow	2x				
Green	1x				
Orange	1x				
Items Infront of the car/ Backseat	**Amount**	**Packed and checked by fleet** **Name:**	**Quality** **Name:**	**Received by Client**	**Returned by Client**
Small Broom & Shovel	1x				
Fire Extinguisher	1x				
Jack	1x				
Wooden Block	1x				
Extension for Jack - Black	1x				
Black Bag for Jack Wheel Spanner	1x				
Signature:					