

1 Rental agreement: The agreement is a contract between "Pugliandgo" By Il Mondo Srl, with registered office in Brindisi, Via Bastioni San Giorgio, 44-46, VAT number 01962230742, and the customer, as detailed on the front of this document, as the supplier of the vehicle as indicated in the specific Terms and Conditions for the rental location. The Customer is required to read the General Rental Conditions and the Specific Conditions of the Country of Rental, both of which are integral and substantial parts of the Rental Agreement.

2 The vehicle: Puagliandgo will provide a vehicle suitable for driving, equipped with safety equipment and in compliance with registration and road tax requirements. In Europe, we are required to provide vehicles with compulsory third-party insurance coverage. In this case, the driver is not considered a third party and is not covered by this insurance.

2 The Customer is required to return the vehicle and any extra options in

the same condition in which they were delivered, except for normal wear and tear. The Customer is required to carefully check the condition of the vehicle before driving.

Upon delivery, the Customer is required to verify that the condition of the vehicle corresponds to what is stated in the report and to report any undetected damage. The Customer is also required to report if the fuel level is not indicated correctly and to check that a copy of the vehicle registration document, the insurance certificate, the accident report form, and the mandatory safety kit are present in the vehicle.

3 Rental period: The Customer is responsible for the vehicle and any extra options purchased for the entire duration of the rental period:

A) The rental period begins when the vehicle is picked up (check-out) and ends when the vehicle and keys are returned (check-in).

B) The Customer is required to return the vehicle during office opening hours to the designated staff at the agreed location. The Customer remains responsible for the vehicle if it is returned during office closing hours and in the absence of the staff responsible for check-in.

C) If the Customer uses the "Delivery and Collection" service (subject to availability), they remain responsible for the vehicle from the moment of delivery until collection by the designated staff.

4 Costs: The Customer is required to pay the amounts indicated in the rental agreement for the vehicle and any extra options purchased. The Customer is also required to pay for any extension of the rental period, including any extra options agreed upon. If due, in accordance with the Terms and Conditions of the contract, the Customer is also required to pay any amount for financial liability arising from damage to and theft of the vehicle, extra cleaning costs, towing, tolls, parking, administrative penalties for traffic violations, and related administrative costs.

5 Use of the vehicle: The Customer is required to: (A) exercise reasonable care and diligence in the use of the vehicle, (B) use the vehicle in accordance with the laws of the country in which it is driven, (C) use the vehicle as permitted by law and for lawful purposes, (D) refuel the vehicle with the appropriate fuel, (E) ensure that the vehicle is properly locked, checking that the windows, sunroof, and hood are closed, (F) stop the vehicle if they notice a malfunction that could compromise its safety or any other malfunction and report it immediately.

The Customer must not: (A) use the vehicle for commercial purposes, for competitions of any kind, sporting or otherwise, for test drives; to tow other vehicles or trailers; to transport fuel, flammable materials, explosives, or corrosives; (B) allow the vehicle to be used by persons other than the authorized driver. The Customer acknowledges that the rented vehicle may only be driven in the countries indicated in the rental agreement. If the Customer drives a vehicle registered in an EU member state outside the EU or a vehicle registered in a non-EU member state, they must not use the vehicle in the foreign country for a period longer than that established by the law in force. The Customer is required to consult the specific conditions of the country of rental and may also contact the rental office staff and the relevant authorities if they require further information.

6 Accidents, theft, and damage: The Customer is required to immediately notify (A) the competent authorities and (B) within 24 hours if the vehicle is involved in a traffic accident or has suffered damage, even if no third parties are involved.

In the event of failure to return the vehicle, theft or damage to the vehicle, the Customer is required to pay the amount relating to the financial liability established in the rental agreement for each individual damage or accident, and any costs for the administrative management of the theft or damage claim (unless the Customer has purchased additional reduction or elimination of financial liability). The Customer is liable for damage to the vehicle, except for specific reductions or eliminations purchased at the time of rental and indicated in Article 7 in

the dedicated section. If the Customer damages the vehicle on more than one occasion, in accordance with the law,

they are required to pay the amount relating to the financial liability defined in the rental agreement for each individual damage or accident. If the Customer proves, within the terms provided for by the law of the rental location, that the theft or damage to the vehicle is not attributable to his/her responsibility, malicious action, or gross negligence, we will request the amount charged for financial liability and any additional expenses related to it from the other party and refund it to the Customer. In order to allow for the prompt opening of the claim, the Customer is required, within 24 hours of the accident, to provide the accident report form, duly completed in all parts and complete with the contact details of all parties involved. To the extent permitted by law, we will charge the costs we incur in contacting the Customer and obtaining a duly completed accident report form. The Customer shall not be liable for costs arising from malfunction or damage attributable to improper maintenance of the vehicle covered by the manufacturer's warranty.

7 Financial Liability Reduction: Reductions limit or eliminate the Customer's financial liability in the event of damage or theft. In Europe, our rates include a basic exemption, and therefore the Customer may be charged up to the maximum amount indicated in the rental agreement plus taxes and administrative fees, where applicable. The Customer may further reduce their financial liability by purchasing optional extras.

The reduction in the Customer's financial liability will not apply if the failure to return the vehicle or the damage is attributable (A) to the Customer's wilful misconduct or gross negligence (in accordance with the laws in force in the country of rental) or (B) to a breach of Articles 5 (Use of the vehicle) and 6 (Accidents, theft, and damage) (C) in the event of failure to return the ignition key and the "Block Shaft" security key;

If the reduction in financial liability is not applicable, as the damage is attributable to the Customer's wilful misconduct or gross negligence, we shall be entitled to claim compensation from the Customer up to the total amount of the damage or financial loss suffered or to be suffered (in which case the higher of the two amounts shall be charged).

8 Administrative penalties and expenses: The Customer is required to pay parking fees and/or administrative penalties relating to the rental period. The Customer is required to pay the administrative costs of each penalty, unless they can prove that the damage or financial loss does not exist or is significantly less than the administrative costs.

9 Fuel: The Customer must return the vehicle with the same amount of fuel as when it was delivered, unless they have purchased the "Prepaid Full Tank" option. If the Customer chooses to return the vehicle with less fuel than received, they will be charged for the fuel used at the standard price of €3/liter, with a minimum charge of €15. If the Customer has purchased the "Prepaid Full Tank" option, they are not required to refuel the vehicle before returning it. We do not refund unused fuel if the Customer purchases the Full Tank option.

10 Additional drivers and passengers: The Customer is responsible for ensuring that all additional drivers included in the rental agreement or passengers in the vehicle comply with these Terms and Conditions. The Customer is also responsible for any costs and expenses we incur in the event of a breach of these Terms and Conditions by additional drivers. The Customer shall not be entitled to any reduction in financial liability

(A) if the financial loss and damage are attributable to the wilful misconduct or gross negligence of the additional driver or passenger or their omission due to gross negligence (to the extent that these terms are used in accordance with the law in force) or (B) in the event of an international violation of sections 5 and 6

11) Changes to the rental: The Customer is required to pay the additional cost resulting from the extension of the rental period or the extra kilometers traveled in excess of those agreed and included in the rate. The Customer shall pay a surcharge for the return trip if the vehicle is returned to a rental office other than the one where it was picked up.

12) Returning the vehicle before the agreed date: If the Customer returns the vehicle and any extra options before the agreed date and time and no longer meets the requirements of the agreed rate, the rate cannot be guaranteed. This may result in an increase in the rental cost. No refund will be given for unused days.

13) Returning the vehicle after the agreed date: Unless otherwise agreed, the Customer is required to return the vehicle and any extra options at the date/time and location specified in this rental agreement. If the Customer needs to return the vehicle after the agreed time/date, they must request an extension from us. In case of delay, on the third day after the agreed return date, an amount equal to 5 days of rental will be blocked if the Customer has

provided a debit card, or an amount equal to 10 extra days if a credit card has been used. This amount will be calculated based on the "Payment on Pickup" rates. If the Customer returns the vehicle within the aforementioned 5 to 10 days (as applicable), they will only be charged for the actual rental days, in addition to any additional amounts due.

14 Pre-authorization: We will block an amount on the Customer's payment card as a guarantee, thus tying up this amount on the card to ensure that there are sufficient funds to make the payment at the end of the rental. If the Customer pays with another card, it may take up to 28 days for the bank to return the amount previously "blocked." If the Customer purchases comprehensive insurance, the credit card used as a guarantee may be replaced by a security deposit, which will be returned at the end of the rental period after verification of compliance with the terms and conditions of the contract.

15 Payments: If the Customer decides to pay in a currency other than the one in which the rental cost is quoted, the currency exchange service will be provided by us and the equivalent value calculated on the exchange rate published by Citibank plus 4% will be applied. By

signing the rental agreement, the Customer authorizes us to charge all costs incurred during the rental period to their payment card.

16 Vehicle tracking: The customer acknowledges and accepts that vehicles may be equipped with geolocation systems and tracking devices to locate them in the event of theft or failure to return them to the rental office, or in the event of an accident or mechanical breakdown.

17 Processing of personal data: The Customer's personal data will be processed for the purposes of: (A) providing rental services and (B) assessing whether to provide rental services in the future. We will provide the Customer's personal data, in accordance with current legislation and, where necessary, with their explicit consent, to:

a) supervisory authorities/local authorities and companies responsible for parking management, if such information is necessary for the performance of the service and within the limits provided for by current legislation or in order to verify the validity of the Customer's driver's license.

b) third parties acting on our behalf in the management of disputes, credit recovery, and the processing of customer surveys, which we use to improve our services. The Customer has the right to access their personal information in our possession (including for a fee, if permitted by law) and may request to modify, block, or remove any personal information. The data controller and the rental service provider, as stated in this contract.

18 Lost property. We will do our best to contact the Customer if we find any personal items in the vehicle. Any items found in the vehicle that contain personal and financial information will be deleted within 28 days in accordance with our Privacy Policy and the General Rental Terms and Conditions. Notwithstanding the above, the Customer may request the return of the items within a maximum period of 3 months.

19 Cancellation policies and penalties: In the event of advance payment of the rental, the customer is entitled to a full refund.