Handover, Return, Damage & Insurance Policy

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Professional review and launch requirements remain open. This document is not legally approved or effective for paid rentals. Real payments, refunds and payouts are unavailable.

1. Insurance and safety boundary

Every vehicle must have valid motor insurance. Paid rental use and driver eligibility must be confirmed with the insurer before a real rental is allowed; ordinary private-use cover must not be assumed suitable. CarPont supplies no proprietary insurance, statutory roadworthiness certificate, emergency service, guaranteed recovery or replacement vehicle.

Insurance summary information must disclose permitted use, material exclusions, drivers, excess and claims contacts without exposing private documents publicly. An insurer confirmation is not a CarPont coverage guarantee. Bespoke protection remains a future product.

2. Before collection

Confirm the vehicle, named collector, dates, locations, deposit, mileage, fuel and condition. The collector must be a verified named driver and show the physical valid licence if requested. The host must supply the booked eligible vehicle with necessary documents and safe condition. Do not proceed where a material safety defect, identity mismatch or uninsured-use concern exists; record facts and seek support.

3. Pickup PIN and evidence

The renter-side pickup PIN is used by the host at actual handover to record activation. It is not a waiver of undisclosed defects or statutory rights. Do not request or send it in advance to create a false handover.

Walk around the vehicle and note existing damage, fuel/charge and mileage. Photos or a short video are optional and recommended, not a condition for every valid claim. Avoid filming unrelated people, private homes or identity documents unnecessarily. Evidence must remain within the secure booking/case context.

4. During the rental

Only verified named drivers may drive, within Zimbabwe. Keep required documents valid and report defects or incidents promptly. Recorded reasonable smoking, pet and off-road rules apply. Stop when continued driving is unsafe. Do not make major non-emergency repairs without host authorisation or create an informal extension inconsistent with platform records.

5. Return

Return at the agreed place/time, with fuel/charge approximately as received and substantially the same condition excluding normal wear. Inspect together where practical. The host provides the separate return PIN after the legitimate return inspection; the renter enters it to record return. Never withhold the PIN to force acceptance of a contested claim. If the return record is late or incorrect, record physical return time and seek support.

A completion timestamp does not erase later evidenced damage or legally valid claims; equally, a delayed PIN entry does not automatically prove late physical return. There is no automatic late-return

charge in MVP.

6. Damage and other claims

The claimant must identify the booking, alleged new loss, timing, before/after condition where available, attributable conduct and reasonable amount. Use invoices, quotations, odometer readings and other proportionate evidence. The responding party may accept, question or dispute the claim. Normal wear, pre-existing damage and host-caused defects are not automatically renter liability.

No unilateral arbitrary deposit deductions, unapproved repair mark-ups, platform administration surcharges or double recovery are permitted. Insurance payments and agreed recoveries must be considered. A deposit does not cap every lawful liability, and absence of a deposit does not prove liability.

Fuel shortfall and extra mileage need reasonable evidence and the locked booking terms. Renter-attributable booking-period fines/tolls require linking evidence; host document failures and out-of-period costs stay with the host.

7. Breakdown and accident

For breakdown not caused by renter misuse, the host generally arranges and pays reasonable recovery and repair. For accident/misuse, reasonable attributable recovery and insurance excess may be claimed only subject to evidence, insurance terms, fault and dispute review. There is no blanket full-value debt.

Prioritise personal safety; contact emergency services/police where appropriate or required. Notify the host and CarPont, preserve factual information and legitimate insurer/police references, and comply with reporting requirements. Do not obstruct investigations or admit liability for someone else. Emergency steps needed to prevent immediate harm should be proportionate and documented.

8. Overdue and escalation

Communicate delays immediately. Extensions require approval, availability, recorded amended terms and the authorised additional-payment process. Original daily rate applies; up to 24 extra hours is another day.

At four or more hours overdue with no communication or agreed extension, preserve booking/contact records and escalate the serious concern to support and appropriate authorities. Do not wait four hours where there is immediate danger. CarPont cannot declare theft, recover the vehicle by force or determine criminal intent. Parties should not use threats, unsafe immobilisation or unlawful self-help.

9. Disputes and safeguards

Open the booking-linked case and supply evidence. Keep insurance decisions separate from platform outcomes and civil/criminal determinations. A staff decision is not an insurer acceptance or a paid refund. Optional evidence, PINs and verification badges must not be represented as conclusive legal proof. Mandatory rights prevail.