

PART 2: REFUND & CANCELLATION POLICY

(Vehicle Rental & Rent-to-Own)

This Refund & Cancellation Policy applies to all reservations, rentals, and rent-to-own agreements made with New Image Rentals LLC. By completing a reservation or taking possession of a Vehicle, You agree to this Policy.

13. RESERVATIONS & PRE-PAYMENTS

Some rentals may require advance payment:

- Amounts paid at booking secure vehicle availability and may be subject to the cancellation restrictions detailed in this Policy.
- Pricing is based on the rental period, vehicle type, and availability at the time of booking. Pricing is locked at the time of checkout and will not be adjusted retroactively.

14. CUSTOMER CANCELLATIONS (BEFORE PICKUP / DELIVERY)

14.1 Standard Rentals

Cancellations made before vehicle pickup or delivery may be eligible for a full or partial refund of the rental amount paid at booking:

- Cancellations made 48 or more hours before scheduled pickup or delivery are eligible for a full refund of the rental amount.
- Cancellations made less than 48 hours before scheduled pickup or delivery may result in forfeiture of the rental amount paid.

14.2 Rent-to-Own Reservations

- If cancellation occurs prior to vehicle delivery, any refundable amounts will be processed to the original payment method.

15. NO-SHOWS

A No-Show occurs when the Customer fails to pick up or accept delivery of the Vehicle and no cancellation notice is provided. No-Shows result in:

- Forfeiture of all amounts paid
- Cancellation of the reservation without refund
- The Company reserves the right to reassign the Vehicle after 24 hours of no contact.

16. CANCELLATIONS AFTER PICKUP OR DELIVERY

Once the Vehicle has been picked up or delivered:

16.1 Standard Rentals

- All rental payments are non-refundable once the Rental Period has begun.
- Early returns do not qualify for refunds, credits, or proration of unused days.
- Unused rental days or time are forfeited.

16.2 Rent-to-Own Agreements

- All rent-to-own payments are non-refundable.
- Ownership Credits (Equity Credits) are conditional and apply only if the RTO Agreement is completed in full per its original terms.
- Early termination or default results in forfeiture of all accumulated Ownership Credits.

17. COMPANY-INITIATED CANCELLATIONS

The Company may cancel a reservation or agreement due to:

- Eligibility verification failure
- Insurance verification failure or lapse
- Licensing issues
- Payment authorization failure
- Vehicle unavailability due to mechanical, safety, or supply issues
- Safety, compliance, or legal concerns

If the Company cancels before delivery or pickup for reasons not attributable to the Customer, all amounts paid will be returned to the original payment method.

18. REFUND PROCESSING

- All approved refunds are issued to the original form of payment used at checkout.
- The Company will process approved refunds within 7 business days of approval.
- Actual posting to Your account may take an additional 5-10 business days depending on Your financial institution. The Company is not responsible for bank or card issuer processing delays.

19. DAMAGE & OUTSTANDING BALANCES

Refunds will not be issued if any outstanding charges exist on Your account, including but not limited to:

- Damage or loss charges
- Excess mileage charges
- Cleaning charges
- Recovery, repossession, or administrative costs
- Loss of use charges

Any outstanding balances will be charged to the payment method on file or invoiced separately. Unpaid balances may be referred to collections.

20. DISPUTES & CHARGEBACKS

If You believe any charge is incorrect, You must notify the Company in writing at anewimagerentals@gmail.com within 30 days of the charge appearing on Your account. The Company will investigate and respond within 10 business days.

Initiating a chargeback with Your bank or credit card company does not negate Your contractual obligations under this agreement. Customers are strongly encouraged to contact the Company to resolve billing concerns before disputing a charge with their financial institution.

If You initiate a chargeback or payment dispute without first attempting resolution through the Company, the Company reserves the right to suspend or terminate Your account, repossess the Vehicle, and pursue all available legal remedies.

21. POLICY VERSION & CHANGES

This Refund and Cancellation Policy is subject to change. The version in effect at the time of Your reservation or checkout governs Your transaction. Material changes will be communicated to existing customers at least 30 days in advance via email.