

RENTAL POLICY - EMBRACE BARILOCHE

Thank you for choosing EMBRACE BARILOCHE for your home equipment rental needs. This document establishes our policies regarding the rental, use, return, and responsibilities concerning our products. By signing the rental agreement, you agree to comply with all terms and conditions set forth herein.

1. CASH SECURITY DEPOSIT

1.1. All rentals require a security deposit equivalent to 30% of the product's value. This deposit **MUST** be provided in CASH at the time of product pickup or delivery.

1.2. The deposit will be fully refunded if the product is returned in the same condition it was delivered, respecting the agreed-upon timeframes.

1.3. The deposit may be partially or fully retained according to the conditions specified in the damage, loss, and delay sections.

2. DAMAGE POLICY

Depending on the severity of damage caused to the product during the rental period, the following charges will apply:

Type of damage, Description, Percentage of value charged

Minor damage: Surface scratches, small marks, greater than normal wear that does not affect functionality: 10-20% of the product value

Moderate damage: Damaged components requiring repair, partially affected functionality, 30-50% of the product value.

Severe damage: Extensive damage that seriously compromises the product's functionality or aesthetics, 60-80% of the product value

Irreparable damage: Product unusable or whose repair is not economically viable, 100% of the product value.

2.1. Damage assessment will be conducted by our technical staff.

2.2. The customer will receive a detailed damage report and photographic evidence.

3. LOSS OR THEFT POLICY

3.1. In case of loss or theft of the equipment, the customer must pay 100% of the current value of the product.

3.2. The customer must immediately notify EMBRACE BARILOCHE and file a police report within 24 hours.

3.3. If the equipment is subsequently found and returned in good condition, 70% of the amount paid will be refunded.

4. TOTAL DESTRUCTION POLICY

4.1. Total destruction is considered when the product becomes unusable due to:

- Fire
- Flood
- Serious accident
- Extreme misuse

4.2. In these cases, the customer must pay 100% of the product's value.

5. LATE RETURN POLICY

5.1. Uncommunicated delay:

1-2 days: an extra fee of 20% of the deposit value will be charged for each day. After two days without communication, it will be considered misappropriation and legal action may be initiated.

6. FORGOTTEN ACCESSORIES OR COMPONENTS POLICY

Type of component, Percentage of value charged.

Minor accessories (cables, adapters, etc.): 5-15% of the main product value.

Essential components: 20-40% of the main product value.

Manuals and documentation: 5% of the product value.

6.1. The customer has 24 hours to return forgotten components before charges are applied.

6.2. If components are not returned, the replacement cost plus 15% for administrative expenses will be charged.

7. FINAL PROVISIONS

7.1. EMBRACE BARILOCHE reserves the right to modify these policies at any time.

7.2. Any dispute will be resolved according to the laws in force in the province of Río Negro, Argentina.

7.3. By signing the rental agreement, the customer acknowledges having read, understood, and accepted all conditions established herein.