

SIGMA ELITE RENTALS TERMS & CONDITIONS



Sigma Elite Rentals thanks you for visiting us. Your access to and use of the Sigma Elite Rentals Website (Here in after referred to as the " service provider "), is subject to the following Terms and Conditions and all applicable laws.

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1. CONDITIONS OF USE

1.1 COMPANY DATA

NAME: Sigma Elite Rentals d.o.o.
HEADQUARTERS: 49a Takovska, Belgrade, Serbia
IDENTIFICATION NUMBER: 21252557
TAX IDENTIFICATION NUMBER: 109842267
ACTIVITY CODE: 7711
WEB ADDRESS: sigmaelite.rs
CONTACT: +381 62 50 30 30
E-MAIL: office@sigmaelite.rs

1.2 GENERAL CONDITIONS OF USE

The vehicle is rented exclusively with the driver.

The vehicle with the driver is rented according to the official price list of the company Sigma Elite Rentals.

The vehicle must not be burdened with passengers or objects over the allowed maximum weight. The vehicle must not be used for the purpose of illegal operations and activities that are not in accordance with the Constitution and the laws of the Republic of Serbia.

Online reservations are valid ONLY for airport transfers. Other transport services are scheduled through the contact form, by telephone or in person.

1.3 RIGHTS AND OBLIGATIONS

The driver's duty is to drive safely, according to traffic regulations and restrictions.

It is the duty of the driver to transport the users of the service by the most favorable and least busy route to the final location, keeping in mind traffic jams, weather conditions and other conditions, unless the user of the service personally requests a particular route.

It is the duty of our drivers to take care of personal hygiene, as well as to come to the meeting place with the customer / client in work uniforms / suits; and to answer all clients questions or, if necessary, direct them to the employees of Sigma Elite Rentals.

The driver reserves the right to refuse to start a ride if the user of the service is capable of posing a danger to the driver, traffic, and other users of services (alcoholic status, the influence of drugs, illegal use of fire and cold weapons in a vehicle, etc.). The penalty for violation of this rule is 300 €.

Sigma Elite Rentals reserves the right to assign drivers to service users at their own discretion, except in cases where the user of the service requests a particular driver, and then the user of the service and contact person in Sigma Elit Rentals d.o.o. orally or in written form agree on that matter.

The obligation of service users is not to interfere with the driver during driving in a manner that would jeopardize the safety of both drivers and service users. Smoking is not allowed in vehicles that are rented and owned by Sigma Elite Rentals d.o.o., and in case of violation of the rules, the penalty is 150 €.

The service user is responsible for all damage caused to the interior and exterior of the vehicle. Vehicles of Sigma Elite Rentals are insured and employees are doing everything in their power that the user of the service feels safe; but the user of the service is responsible for the lost / damaged items that are in his personal possession.

Sigma Elite Rentals d.o.o. undertakes that, in case of finding lost items of users of services that were in his personal possession; will notify the service user about it and find the most convenient and fastest way for the user to return the items to personal belongings. Sigma Elite Rentals d.o.o. It is obliged that the contents of the General Terms of Use do not violate the Constitutional rights of the service users.

1.4 GRACE PERIOD

Delays are inevitable, which can sometimes keep customers from meeting their chauffeurs. Sigma Elite Rentals logistics team works hard to give chauffeurs enough time to be in position prior to reservation pick-up time. For each reservation, customers are granted a window of time to greet their chauffeurs at the requested pick-up time and location before incurring waiting time charges.

- **Airports pickups:** Sigma Elite Rentals monitors all commercial airline arrivals to ensure on-time airport pickups. A forty-five (45) minute grace period is allowed on all arrivals. Waiting time charges will apply after the grace period based on the vehicle's hourly rate.
- **Other transfers/rides:** For all pickup locations, a thirty (30) minute grace period is allowed. Waiting time charges will apply after the grace period based on the vehicle's hourly rate.

1.5 CANCELLATION AND REFUND

Cancellation within 24 hours before reservation will not be charged, and the funds will be returned to the user of the service.

Cancellation within 12 hours before reservation is charged in the amount of 50% of the total rental price.

If there is a driver delay in the meeting place with a service user caused by a driver's direct error or a possible mistake by the Sigma Elite Rentals operational team causing service user delays, all funds paid for that ride are refunded to the service user.

If there is a driver delay in the meeting place with a service user due to unforeseen circumstances that we are unable to control, the funds are not refunded to the service user.

If the user of the service does not appear at a pre-determined location / place of meeting with the driver, the funds will not be refunded to the service user.

For all types of changes and cancellations of reservations, you can contact us at any time by e-mail at office@sigmaelite.rs, or by telephone at + 381-62-503-030.

Rates: Billing rates are a subject of change. Sigma Elite Rentals is not responsible for services delayed or not rendered due to weather or other circumstances beyond its control. The rate presented on your reservation confirmation is an initial estimate of the cost of service as reserved and is not intended to represent the actual cost of the trip. Wait time, taxes, extra stops or additional services may change your rate.

2. PAYMENTS AND DEPOSITS

2.1 RENT PRICE

The prices of the services are indicated on the official price list on the website and are subject to change only with a special agreement with "Sigma Elite Rentals d.o.o." The rental price includes fuel costs. All prices are exclusive of VAT (20%).

The price is prone to changes depending on the extra waiting time and the amount of the parking price during waiting time in the parking zone. The price includes tolls at tolling ramps in the territory of Serbia, while in foreign countries the cost of tolling is not included in the price.

An hour of waiting is charged:

Mercedes E Class vehicle - 50 € / h

Mercedes S Class vehicle - 120 € / h

Mercedes V Class vehicle - 50 € / h

Mercedes CLS Class vehicle - 60 € / h.

The number of users of a vehicle's services must be the same as the number of people who according to the Law on Road Traffic of the Republic of Serbia have the right to drive in one motor vehicle at the same time, including the driver of the vehicle in that total number.

2.2 PAYMENTS AND DEPOSITS

Sigma Elite Rentals d.o.o. is obliged to issue a fiscal receipt to the user of services upon the completion of the provision of services, in accordance with the Law on Fiscal Cash Registers of the Republic of Serbia.

The service user is obliged to pay the service provided to him, in this case the transport service with the driver, at the prices determined by the "Sigma Elite Rentals" providing the service and, in the event of a change of the initial agreement, to add the price for the mileage / Hour which came out of the initial agreement / reservation framework, according to the current price list.

Services can be paid by credit cards: VISA, VISA Electron, MASTERCARD and MAESTRO; also as well by current account and by cash. Payment is made in dinars at the valid middle exchange rate of National Bank of Serbia on the day of sold services.

A guarantee deposit on payment or credit cards is required for reservation of services through the website. Deposits in cash are accepted for booking the services at the point of sale. The amount of the deposit is in the amount of 50% of the total price.

Payment of services through credit cards will be on an except from the Bank of service users by the name Sigma Elit Rentals d.o.o.

In the event of a refund of funds to a customer who has previously paid by payment card, whole amount whole or part, and regardless of the reason for the return, Sigma Elite Rentals is obliged to make a refund solely through VISA, EC / MC and Maestro payment methods.

Sigma Elite rentals is obliged not to require and archive in any electronic form the information about the payment card that the transaction is executing, in particular the card number, the date of expiration, CVC2 and CVV number, etc.

All payments will be effected in serbian currency – dinar (rsd). The amount your credit card account will be charged for is obtained through the conversion of the price in euro into serbian dinar according to the current exchange rate of the serbian national bank. When charging your credit card, the same amount is converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion there is a possibility of a slight difference from the original price stated in our web site. **Thank you for understanding.**

We are using authorization or dms (dualmessage) type of transaction – a two-step transaction processing: on-line authorization transactions or book of funds (dms1 –authorization), that takes place when ordering services, wherein the funds are being equal to the amount transactions are reserved on payment card of the user, and off-line provision of reserved funds (dms2 – capture) with reference to the recognition of authorization initiated by Sigma Elite Rentals after the services are performed the moment the service started to be provided to the client is considered as as a moment when the service is executed. Reserved funds are guaranteed available for payment within 7 calendar days (168 hours) from the moment of reservation.

When entering payment card information, confidential information is transmitted through a public network in a protected (encrypted) form of the used SSL protocol and PKI system, as the current state of the art cryptographic technology. The security of the data during the purchase is guaranteed by the Chip Card payment card processor Belgrade, so the complete process of charging is done on the Chip Card pages. No information about the payment card is available to our system at any moment.

2.3 CONFIRMATION

After the successful payment process, service provider Sigma Elite Rentals is obliged to offer in an appropriate email's form the reservation confirmation with the following informations:

- Name and surname of users, phone number and email address of users
- List, unique price, quantity, tax and total price of service
- Name of the company, identification company number, adress of the company headquarters
- Parameters of transactions recieved from the Chip Card:
 - order number
 - authorization code
 - transaction status
 - transaction status code
 - transaction number
 - transaction date
 - transaction amount
 - reference transaction ID

2.4 INVOICE

After receiving an confirmation email, customer is in obligation to print an email and hand it over to an authorized person of service provider (in this case- chauffeur), on the day of departure, as a proof of identification and validation.

The service provider should accept all stoppage / cancellations by the user of services, in the framework of time limitations provided in this document.

3. USE OF PERSONAL DATA

Sigma Elite Rentals takes your privacy very seriously and understands the importance of knowing how your personal information is being used. For more information, see Sigma Elite Rentals Privacy Policy.

4. COPYRIGHTS, TRADEMARKS AND OWNERSHIP

All content included on the Site, including text, graphics, logos, images, news, articles, is the property of Sigma Elite Rentals, and is protected by copyright laws. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, or sell any information, software, or services obtained from the Site without the written permission of Sigma Elite Rentals.

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