

Q: What should I do if my rental vehicle needs an oil change?

A: You are responsible for oil changes and tire rotations of the rental vehicle. Please contact the Long-Term Rental Support Team at **longtermrentals@midwesternwheels.com** or by phone at **920-305-7728** for assistance in scheduling service. Any preventative maintenance costs you cover will be applied as a credit toward your monthly subscription fee.

Q: Will I receive a prorated refund if I return the vehicle before the end of my subscription month?

A: No. The Long-Term Rental program is a prepaid monthly subscription and does not offer partial month billing or prorated refunds.

Q: What should I do if I get in an accident with the rental vehicle?

A: Customers must report to us at **920-305-7728** any accident/incident involving the Vehicle as soon as it is safely and reasonably possible to do so, provide us with a written report, and otherwise cooperate in our investigation of the incident and recovery of damages. Customers must promptly report any accident/incident involving the Vehicle to law enforcement authorities if required to do so by Applicable Law. Customers must also immediately report to us at **920-305-7728** any incident related to the Vehicle involving law enforcement.

Q: Does the rental include unlimited mileage?

A: Each rental includes **3,000 miles per month**. Additional miles are billed at **\$0.25 per mile**.

Q: Can the rental vehicle be used for commercial purposes?

A: Yes. Commercial customers are an excellent fit for the Long-Term Rental program. This option allows businesses to scale their fleet based on seasonal demand while reducing capital investment and avoiding long-term commitments.

Q: Do I need to set a return date for my rental?

A: No. Flexibility is one of the key benefits of the Long-Term Rental program. Simply notify the Long-Term Rental Support Team by phone at **920-305-7728** or by email at

longtermrentals@midwesternwheels.com a minimum of two days prior to returning the rental vehicle.

Q: Is there a minimum rental period?

A: Yes. The Long-Term Rental program requires a minimum commitment of **two months**. If the vehicle is returned before the start of the second month, a **\$50 cancellation fee** will apply.

Q: Is there a maximum rental period?

A: No. There is no maximum rental length. However, you may occasionally be asked to exchange your vehicle so that preventative maintenance can be performed. This helps ensure that all Midwestern Wheels vehicles remain safe and in top condition.

Q: What should I do if the vehicle breaks down?

A: If your vehicle experiences a mechanical issue, contact our Long-Term Rental Support Team immediately at **920-305-7728**. We'll assist you in arranging repairs or provide a replacement vehicle if necessary.

Q: Can I swap my vehicle for a different one during my subscription?

A: Yes. If your needs change or you'd like to try a different vehicle, contact our support team to arrange a swap. Vehicle exchanges are subject to availability and may result in a rate adjustment depending on the vehicle type.

Q: How much notice must I give prior to returning the vehicle?

A: Notify the Long-Term Rental Support Team by phone at **920-305-7728** or by email at **longtermrentals@midwesternwheels.com** a minimum of two days prior to returning the rental vehicle.

Q: What happens if I get a flat tire or need roadside assistance?

A: In the event of a flat tire, lockout, broken windshield or other roadside emergency, please contact the Long-Term Rental Support Team at **longtermrentals@midwesternwheels.com** or by phone at **920-305-7728**. The Long-Term

rental support team will help get you back on the road! Customers may be responsible for costs associated with roadside assistance.

Q: Can more than one person drive the rental vehicle?

A: Yes. Additional drivers may be added to the rental agreement as long as they meet our age and driver's license requirements. Additional Drivers must provide a valid driver's license at the time the rental vehicle is picked up and be at least 25 years of age.

Q: Are pets allowed in the rental vehicle?

A: Yes, pets are allowed in rental vehicles. The vehicle must be returned free of pet hair and odors to avoid additional cleaning fees. Vehicles returned excessively dirty, with stained interiors or smelling of smoke will result in additional charges up to \$450.00 depending on the condition of the vehicle.

Q: Can I take the rental vehicle out of state?

A: Yes. Vehicles may be driven outside of Wisconsin and across state lines. Vehicles may not be driven outside of the United States.

Q: Is insurance included with the rental vehicle?

A: Customers are responsible for insuring the rental vehicle against any potential damage or loss. Midwestern Wheels Inc. does not offer or provide a damage waiver for Long-Term rental vehicles. Therefore, the customer shall assume all responsibility for any damage, loss, or liability that may arise during the rental period, whether covered by their own insurance or other applicable coverage.

Q: Am I responsible for damage or accidents during the rental?

A: Yes. As the customer, you are responsible for any damages or accidents that occur during your rental period. We recommend consulting with your personal or commercial insurance provider to explore coverage options for the rental vehicle.

Q: Do I need to provide a deposit or a credit card hold?

A: Yes. A **\$500 refundable security deposit** is required to participate in the Long-Term Rental program. The deposit will be returned to you once the vehicle is returned in the same condition in which it was rented.

Q: Are taxes and fees included in the monthly subscription price?

A: Taxes are not included in the monthly subscription rate and will be applied at the time of billing. Aside from the required **\$500 security deposit**, there are **no additional fees** associated with the Long-Term Rental program.

Q: Do I need to return the vehicle full of fuel or fully charged?

A: Rental vehicles must be returned with a **full tank of gas**, or **at least 70% charge** for electric vehicles to avoid additional fees. For complete details on refueling and recharging requirements, please view our [Rental Terms and Conditions | Avis Rent a Car](#).

Q: What should I do if the vehicle registration expires while I am renting the vehicle?

A: Your rental vehicle is equipped with a Wisconsin Fleet license plate. Registration stickers are not required for this license plate type. Registration will remain up-to-date.

Q: Am I responsible for paying tolls?

A: Customers are responsible for payment of all tolls incurred during the rental period.

Q: Am I responsible for moving violations while driving the rental vehicle?

A: Customers agree to pay all fines, tickets, penalties, and court costs (including on appeal) for parking, traffic, red-light, toll and other violations, including storage liens and charges, if assessed directly against the customer.