

General rental terms and conditions

Rental of vehicles without a driver, booked on evoluxurycorp.com with EVO LAKSHARI OOD (trade name: EVO LUXURY OOD).

Version 1.12 of 13 October 2026

English translation: the Bulgarian version prevails.

1. The service provider and the subject matter

1.1 These general terms and conditions (the “Terms”) govern the short-term rental, without a driver, of the vehicles offered on the evoluxurycorp.com website by EVO LAKSHARI OOD (trade name: EVO LUXURY OOD; in Bulgarian: „ЕВО ЛАКШЪРИ“ ООД), hereinafter “EVO LUXURY”.

1.2 EVO LUXURY is entered in the Commercial Register of the Registry Agency (Агенция по вписванията) under UIC (ЕИК) 208565345; VAT number: BG208565345; registered office: 3 Brashlyan Street, 1619 Sofia, Bulgaria; phone: **+359 87 982 6819**; email: evoluxury@protonmail.com. Supervisory authorities: the Consumer Protection Commission (КЗП, kzp.bg) and the Commission for Personal Data Protection (КЗЛД, cpdp.bg).

1.3 In the Terms, the “client” (or “renter”) is the person who books and concludes the rental contract; the “driver” is the client or any person declared to EVO LUXURY who meets the conditions of Article 6; the “deposit” (“депозит”) is the security under Article 9; the “advance” (“аванс”) is the advance payment on account of the price under Article 5.

2. The rental offer

2.1 Rentals of less than 30 days are booked directly on the website, at the displayed prices, subject to the vehicle’s availability.

2.2 Rentals of 30 days to 3 months are subject to a quote; the conditions of the accepted quote supplement the Terms.

2.3 Beyond 3 months, long-term rental, intended for professionals, is offered on evoluxury-corp.com; it is not governed by the Terms.

2.4 When booking, the client chooses either to collect the vehicle in Sofia, free of charge (the address, which depends on where the vehicle is, is sent to the client after payment on WhatsApp or, on request, by text message or email, to the number or address given when booking), or to have it delivered in Sofia: to the address or hotel indicated by the client, or to Sofia Airport. Elsewhere in Bulgaria, delivery is on quote, by a delivery driver who never transports the client.

2.5 One rental day corresponds to 24 hours.

3. The online order

3.1 Online booking follows these steps:

- choice of the vehicle, the dates and the handover location;
- display of the total price including VAT, delivery included where applicable, the kilometres included, the price per extra kilometre and the amount of the deposit;
- entry of the client's details, choice of the payment method (Article 5) and of the deposit method (Article 9);
- acceptance of the Terms by ticking a box that is not pre-ticked, and separate boxes for the liability clause (Article 10) and for the driver conditions (Article 6);
- review of the summary placed directly above the order button – “Order with obligation to pay” where online payment is offered, “Send my booking request” otherwise – then a click on that button;
- online payment, by card, of the amount due at booking, on the secure payment page of our provider Stripe; where online payment is not offered, payment by bank transfer, in accordance with clause 3.3.

3.2 Until the order button is clicked, the client can check and correct all the information entered; to change vehicle or dates, the client returns to the vehicle page.

3.3 Where online payment is offered, the contract is concluded when the order button is clicked, at the displayed prices, on condition that the online payment of the amount due is started within 30 minutes of the order and completed before the secure payment page expires; the booking is confirmed upon receipt of that payment and, failing that, the order is cancelled free of charge and any amount received is refunded in full. Where online payment is not offered, the order is a booking request that does not bind the client: EVO LUXURY contacts the client and gives the company's bank details for a transfer of the amount due; the contract is concluded, at the prices displayed at the time of the request, upon written confirmation of the booking after receipt of the transfer. Until the booking is confirmed, the vehicle is not reserved.

3.4 EVO LUXURY confirms the booking by email, on a durable medium: summary, version of the Terms accepted, deadline for free cancellation and absence of a right of withdrawal (clause 12.1).

3.5 The booking summary remains accessible to the client via the private link to the booking and in their client account. Each version of the Terms is published with its number and date, and can be downloaded as a PDF.

3.6 The contract may be concluded in Bulgarian, English, French or Russian (Article 16).

4. Prices

4.1 Prices are in euros, all taxes included (VAT included). No fee is charged for the payment method.

4.2 Each vehicle has a rate table, published on its page and on the “Rates & conditions” page: a price per day, which depends on the total length of the rental and applies to each of the days rented; kilometres included per day and a price per extra kilometre, which also depend on the length.

4.3 A rental never costs more than the shortest rental in a longer tier: if a longer length costs less, its price applies, with at least its included kilometres and a price per extra kilometre no higher than its own.

4.4 Collection of the vehicle by the client is free. Delivery in Sofia (address, hotel or airport) is optional and costs €50 per rental; when chosen, it is included in the total price and is never discounted. Elsewhere in Bulgaria, its price is set by quote.

4.5 Discounts: a client logged in to their client account receives a loyalty discount of 5% from their 2nd rental and of 10% from their 5th (past and paid rentals); a promo code may also give a discount, according to its conditions (percentage, validity dates, minimum length, number of uses). Discounts cannot be combined: the most favourable one applies. They apply to the rental price, never to delivery.

4.6 The price due is the total price displayed in the summary, before the order; only extra kilometres and the additional charges under Article 11 may be added to it. A later change to the rate table does not apply to bookings already concluded.

5. Payment

5.1 By card: the client pays the total price in full online, at booking.

5.2 In cash: the client pays online, by card, an advance of 30% of the total price at booking, then the 70% balance in cash at the handover of the vehicle, against a fiscal receipt. This option is only offered if the total price of the rental, delivery included where applicable, is below €5,112.92 (the legal cash payment limit, Article 3 of the Bulgarian Limitation of Cash Payments Act): this limit applies to the whole amount due under the contract, even if paid in instalments; once it is reached, the whole rental is paid by card.

5.3 The advance is an advance payment on account of the price, credited towards it; it is not a “задатък” within the meaning of Article 93 of the Bulgarian Obligations and Contracts Act.

5.4 Online payment goes through a payment service provider; EVO LUXURY does not receive the full card details.

5.5 If the balance due in cash is not paid at handover, the vehicle is not handed over and clause 12.3 applies.

6. The driver and documents

6.1 The minimum age and the minimum number of years for which the driving licence has been held are set for each vehicle; they are shown on its page, on the “Rates & conditions” page and in the booking form, where the client confirms them by ticking a separate box.

6.2 At handover, the driver presents the original of their driving licence, valid in Bulgaria, and of an identity document or passport; for a deposit by card hold, the client presents a bank card in their name. No copy is requested online: the originals are checked at handover.

6.3 Only the client and the drivers declared to EVO LUXURY who meet these conditions may drive the vehicle.

6.4 If these conditions are not met at handover, the vehicle is not handed over and clause 12.3 applies.

7. Handover and return

7.1 The vehicle is handed over at the place chosen when booking (collection or delivery), on the scheduled date; the handover and return times are agreed with the client after the booking. For a rental starting on the day of the booking, the vehicle is ready, or delivered, one hour after the payment is confirmed at the earliest.

7.2 At handover and at return, EVO LUXURY and the client draw up an inspection report together, with time-stamped photos and video.

7.3 The vehicle is handed over with a full tank of fuel and must be returned with a full tank.

7.4 The vehicle is returned on the agreed date and at the agreed time; a late return gives rise to the charges under Article 11.

7.5 All vehicles are non-smoking; smoking in them and carrying animals in them are forbidden. Breaking this rule gives rise to the cleaning and immobilisation charges of clause 11.1.

8. Use in Bulgaria only

8.1 During the rental, the vehicle does not leave the territory of Bulgaria, without exception.

8.2 If the vehicle leaves the territory, a penalty (“неустойка”) is due: half of the vehicle's deposit if it is outside the territory for less than 24 hours, the full deposit beyond that.

9. The deposit

9.1 The amount of the deposit is set for each vehicle; it is shown on its page, on the “Rates & conditions” page and in the booking summary. The deposit is provided at the handover of the vehicle.

9.2 At the client's choice, the deposit is provided by a hold of funds on their card, which is never a debit, for the exact amount to which the client consents; by bank transfer; or in cash against a receipt, only if its amount is below €5,112.92 (legal cash payment limit).

9.3 The deposit secures the client's obligations under the contract; it is neither a “задатък” nor a “залог”.

9.4 If there is no damage, the deposit is returned once the full mechanical check of the vehicle is completed, usually one to two weeks after its return, and no later than 14 days after the return: release of the hold, bank transfer or handing back of the cash.

9.5 In the event of damage, found when the vehicle is returned or caused during the rental, that requires a repair, the deposit is retained. EVO LUXURY sends the client, in writing, the damage report with photos and the repair quote issued by the dealership of the vehicle's brand, which substantiate the amount withheld from the deposit; the client has 7 working days to respond. Only the amount substantiated by that quote is withheld, less any insurance payment received for that damage, so that it is never paid twice; the remainder of the deposit is returned. If that amount exceeds the deposit, the client pays the difference, on the same supporting documents. Immobilisation of the vehicle caused by the damage is charged in accordance with clause 11.1. A card hold is never converted into a debit without documented damage.

9.6 Cancelling a booking never affects the deposit (clause 12.7).

10. Liability and insurance

10.1 The vehicle is covered by compulsory motor third-party liability insurance. The other cover, the excess and the exclusions will be specified in the Terms after review of the insurance policies.

10.2 The renter is liable for damage caused to the vehicle during the rental, under the conditions of the Terms. Where the insurer refuses cover or seeks recourse because the damage was caused by a driver under the influence of alcohol above the legal limit or of drugs, by speeding by more than 20 km/h, by running a red light or by a person not authorised to drive, the renter reimburses the actual damage left at EVO LUXURY's expense: the repair, based on a quote and invoice, or, in case of total loss, the market value of the vehicle on the date of the incident, less the salvage and any insurance payment received, on supporting documents.

10.3 The client confirms having read clause 10.2 by ticking a separate box in the booking form.

10.4 Damage, whether recorded in the return inspection report or caused during the rental, is settled in accordance with clause 9.5; these rules supplement those of clause 10.2.

II. Additional charges

11.1 Only the following charges may be added to the rental price, depending on the use and condition of the vehicle when it is returned:

- extra kilometres: beyond the included kilometres, at the price shown in the vehicle's rate table (€0.60 to €3.00 per kilometre depending on the vehicle and the length);
- fuel: €2 per missing litre; tank returned empty: flat €175 (full tank);
- late return, measured against the time agreed in writing with the client before the handover: up to 30 minutes, no charge; more than 30 minutes and up to one hour, €100; more than one hour, each started day of delay is charged as a full day, at the rental's daily price;
- cleaning: from €70 (standard cleaning) to €500 (deep cleaning: stains, odours, sand), depending on the condition recorded in photos at return;
- smoking or animals (clause 7.5): cleaning by a professional, charged at the price on their invoice; if stains or odours remain, each further treatment needed is charged in the same way, until the vehicle is restored to the condition in which it was handed over to the client;
- immobilisation of the vehicle: where, because of the client, the vehicle cannot be rented after the end of the rental (repair of damage for which the client is liable, cleaning under the previous item, impound or other immobilisation), each day of immobilisation is charged at the price of a rental of the same vehicle for the same length, under its current rate grid, in addition to the repair costs and less any insurance payment received for that immobilisation; the number of days, until the vehicle is available again (end of the repair, release from impound or end of the immobilisation), is substantiated by the repairer, the cleaner or the authority; the total charged on this basis never exceeds the value of the vehicle, shown on its page and on the "Rates & conditions" page; if the deposit is not enough, the client pays the rest, on the same supporting documents;
- fines, for an offence committed during the rental: a €50 handling fee per fine; the amount of the fine, set by the official scale according to its severity, is charged only if EVO LUXURY has paid it itself, on supporting documents;
- leaving the territory: the penalty under clause 8.2.

11.2 Delivery, if chosen by the client (clause 4.4), is included in the total price. No other charge is made; damage is handled in accordance with Articles 9 and 10.

11.3 For a fine received after the rental, EVO LUXURY may declare the driver to the authorities, as provided by law (Article 189(4) of the Bulgarian Road Traffic Act). The fine is then addressed directly to the driver, and only the handling fee is due.

11.4 These charges are invoiced on supporting documents (inspection report, photos, notice of fine, cleaner's invoices, dealership quote, certificate of the days of immobilisation) and may be withheld from the deposit in accordance with clause 9.5. The charges under Article 11 and any amount due beyond the deposit are paid by card or bank transfer, never in cash.

12. Cancellation of the booking

12.1 The rental of a vehicle for specific dates does not give rise to a right of withdrawal (Article 57(12) of the Bulgarian Consumer Protection Act). The rules below are a contractual commitment of EVO LAKSHARI OOD (trade name: EVO LUXURY OOD), hereinafter "EVO LUXURY".

12.2 The client may cancel free of charge up to 48 hours before midnight (Sofia time) at the start of the day on which the rental begins. The deadline is shown in the booking summary and in the confirmation email. All amounts paid, including the advance and any delivery fee, are refunded.

12.3 After this deadline, or if the handover of the vehicle cannot take place because of the client, EVO LUXURY keeps, as a contractual penalty ("неустойка"), 30% of the total amount of the booking including VAT, any delivery fee included, rounded down to the nearest euro, from the sums already paid. The handover cannot take place because of the client in the event of absence at the agreed place and time without notice within the following hour, an invalid driving licence or identity document, age or licence-holding conditions not met, a deposit not provided or a balance not paid. For payment in cash, these 30% correspond to the advance paid online, which is also rounded down to the nearest euro; for full payment by card, they are withheld from the price paid and the rest is refunded. No other amount is claimed in respect of the cancellation.

12.4 EVO LUXURY may only cancel a confirmed booking for an objective reason beyond its control: an accident, breakdown or theft affecting the vehicle. Whenever EVO LUXURY cancels or does not perform a booking, whatever the reason, it refunds all amounts paid in full, without compensation; the client may also accept, for the same dates and at no extra cost, a vehicle of an equivalent or higher category. Cases in which the handover cannot take place because of the client remain governed by clause 12.3. The client's statutory rights are preserved. The client may also cancel free of charge if EVO LUXURY changes an essential element of the booking (vehicle, dates, place, price).

12.5 No amount is retained where the cancellation results from a case of force majeure within the meaning of Article 306 of the Bulgarian Commerce Act, duly substantiated, whether it affects the client or EVO LUXURY. The amounts paid are then refunded in full or, at the client's choice, carried over to new dates.

12.6 Refunds are made within 14 days of the cancellation, to the payment method used. No fees are charged.

12.7 The deposit is not affected: the card hold is released, or the deposit paid by bank transfer or in cash is returned in full.

12.8 Cancellation is made online, from the booking page, also accessible from the client account ("Cancel booking" button, then confirmation), by email to evoluxury@protonmail.com or by phone with written confirmation. EVO LUXURY confirms each cancellation by email, with its date and time and the amounts retained and refunded.

13. The client account, discounts and offers

13.1 The client account is optional and password-free: the client logs in with a 6-digit code sent to their email address, valid for 10 minutes and single-use. The client may choose to stay signed in for 30 days on a device.

13.2 The account is automatically created for, or linked to, the email address used to book. It shows upcoming and past bookings, amounts paid and due, and favourite vehicles; the name, phone number and contact language can be changed there.

13.3 Loyalty discounts and promo codes are subject to clause 4.5.

13.4 EVO LUXURY only sends its offers by email with the client's consent, given by ticking a separate box that is not pre-ticked or in the settings of the client account, where the client can withdraw it at any time.

14. Complaints and disputes

14.1 Any complaint may be sent to EVO LUXURY by email to evoluxury@protonmail.com, by phone on **+359 87 982 6819** or by post to its registered office. EVO LUXURY replies in writing, in the client's language: Bulgarian, English, French, Russian or Ukrainian.

14.2 A client who is a consumer may also refer the matter, for amicable settlement, to the general conciliation commissions of the Consumer Protection Commission (КЗП): kzp.bg/bg/pomiritelna-komisiya.

14.3 The contract is governed by Bulgarian law, without depriving the consumer of the protection of the mandatory provisions of the law of the country of their habitual residence. Disputes fall within the jurisdiction of the competent Bulgarian courts, subject to the rules of jurisdiction that protect the consumer.

15. Personal data

15.1 EVO LUXURY processes the client's personal data in accordance with its privacy policy: [privacy policy](#).

16. Language, version and amendment of the Terms

16.1 The Terms are drawn up in Bulgarian; the Bulgarian version prevails. The English, French and Russian versions are translations of it. A clause whose meaning is doubtful is interpreted in favour of the consumer (Article 147(2) of the Bulgarian Consumer Protection Act).

16.2 The applicable version is the one the client accepts when booking. It is identified by its number and date; EVO LUXURY records with the booking the number of the version accepted, the language, the date and time of acceptance and the text of the boxes ticked.

16.3 EVO LUXURY may amend the Terms only for a legitimate reason (a change in the law or case law, a decision of an authority, safety, or a change in the services described in the new version), by publishing a new numbered and dated version. An amendment affecting a contract in progress is notified to the client within 7 days, at the phone number, email address or postal address the client provided; the client may then, in writing within one month, release themselves from the contract without giving reasons and without penalty, or continue it on the previous terms (Article 147(6) of the Bulgarian Consumer Protection Act). This option does not apply to an amendment imposed by an authority.

