

Refund Policy

Last Update: **29/06/2026**

1. General Provisions

1.1. Payment made on the web-site by the consumer is deemed as confirmed after successful reflection of the amount on the Company's account.

1.2. The amount is returned only in the below-mentioned cases and according to the procedures established by the Company.

2. Cancellation of the booking by the consumer

2.1. The consumer has a right to cancel booking after delivery of the vehicle.

2.2. If the booking is cancelled prior to delivery of the vehicle at least 48 hours earlier, the consumer will be reimbursed 100% of the paid amount, except for the tax systems and bank commission fees.

2.3. If the booking is cancelled 24-48 prior to delivery of the vehicle, the Company is liable to retain 25% of the booking cost to cover administrative expenditures.

2.4. If the booking is cancelled minimum 24 hours prior to delivery of the vehicle, the Company is liable not to return the paid amount.

3. No-Show of the consumer

3.1. If the consumer does not appear in time and place agreed for receiving of the vehicle and fails to notify the company in advance, booking will be deemed cancelled.

3.2. In such case the paid amount is not subject to return.

4. Returning of the amount due to the Company's reason

4.1. If the company does not provide delivery of the vehicle due to its own reason and does not suggest equivalent or better alternative, the consumer will be reimbursed 100% of the paid amount.

4.2. The amount will be returned by the same payment means as the primary payment had been provided.

5. Non-scheduled termination

5.1. In case if the consumer, in his own initiative, completes the rental period prior to its agreed term, the amount of unused period will not be returned.

5.2. If leasing is returned due to violation of the Agreement by the consumer, the Company has a right not to return the paid amount.

6. Returning of the deposit

6.1. After returning and inspection of the vehicle, deposit will be returned completely or partially, if there is no any damage to the vehicle, uncovered fines and other financial obligations.

6.2. Deposit is returned within 3 business days since the date of returning of the vehicle and its final inspection.

6.3. Term of processing of the bank and tax systems may differ additionally.

7. Rule of returning of the amount

7.1. The amount is returned on the same bank account or via payment method used while payment.

7.2. The Company is not responsible for failure of accrual of the amount by reason of the bank or tax systems.

8. Consumers and Chargeback

8.1. Consumer is obliged, in case of any claim or dispute, to address to the Company firstly.

8.2. The Company reviews the request and notifies the consumer within the reasonable term.

8.3. In case of wrongful chargeback the Company retains a right to use the legal instruments stipulated by the applicable legislation.

9. Contact information

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