



Courtesy Loaner Policy

Loaner vehicles are available to customers who meet the following criteria:

1. Loaner vehicles are available for repairs or maintenance service that take longer than 2 hours.
2. You must have full coverage insurance, and present a valid copy of insurance card.
3. You must be at least 21 years of age, possess and present a valid driver's license and credit card.
4. Please replace any fuel used or your credit card on file will be charged for the fuel usage accordingly.
5. Loaner vehicles must be reserved at the time the service appointment is scheduled and may not be available in an emergency. Rental vehicles are available at a discounted rate.
6. Loaner vehicles are for customer have an ongoing business relationship with Acura Columbus.
7. Loaner vehicles are not provided for Body Shop or Insurance Claim repairs.
8. Parking tickets, toll charges, and traffic violations are your responsibility.
9. Any damages to your loaner car while in your possession is your responsibility.
10. Please no smoking or pets in loaner vehicle. A cleaning fee may apply.
11. Loaner vehicles must be returned by 7pm on the day the repair is completed. A charge of \$75 per day will result if not returned in a timely manner.
12. Please do not remove the GPS tracking unit from the vehicle. This is used to verify proper mileage and fuel levels.

Please note that every attempt is made to fulfill loaner car appointments. We are dependent on other customers returning loaners in a timely manner in order to keep our process running smoothly.

Thank you!
Acura Columbus Service Team