

Initial **terms and conditions** related to **insurance coverage**, along with the **Saudi Arabian Transport General Authority** rules and regulations.

If an accident occurs (whether or not the renter is at fault (in)directly) during the rental period, including but not limited to scratches on the exterior of the vehicle, they urge their customers to adhere to the following scenarios to avoid damage charges to be added to their bill:

- a) if the accident/damage took place inside KAUST, the case should be reported to KAUST's **Security Department** to provide the documentation on the damages, then processed through the police station associated with Rabigh as per KAUST internal policy, and finally the full documentation should be provided to Shift inc. office at Transportation Building 1, office 134
- b) if the accident/damage took place outside KAUST, a **Najm Report** should be provided to the Shift inc. office located at Transportation Building 1, office 134

For your reference, please read the [Transport General Authority rules and regulations](#) and the [Shift inc Terms & Conditions](#) carefully.

Furthermore, in case an accident/damage occurs and you are unclear of the procedure required to report it, their **Contact Center** team will be more than happy to assist you at **920 01 4818**.