

✓ PICKUP RENTAL PROVIDER CHECKLIST

Quick Reference Guide for UAE Businesses

Purpose: Use this checklist when selecting a pickup truck rental provider in Dubai, Sharjah, or Abu Dhabi. Verify all items before signing any rental agreement.

BEFORE YOU BOOK

Vehicle Inspection (5-Minute Check)

Exterior:

- Tire tread depth minimum 3mm
- No body damage or dents
- All lights working (headlights, indicators, brake lights)
- Mirrors clean and intact
- Windshield free of cracks
- License plates properly attached

Interior:

- Air conditioning works properly
- No dashboard warning lights active
- Seat belts functional on all seats
- Seats clean and undamaged
- All windows operate properly
- Door locks function correctly

Mechanical:

- Engine starts smoothly without hesitation
- No unusual noises from engine/transmission
- Brakes respond firmly (not spongy)
- Steering feels tight (no excessive play)
- No fluid leaks underneath vehicle
- Fuel gauge reads accurately
- Temperature gauge in normal range

Cargo Bed:

- Bed liner in good condition
- No sharp edges that could damage cargo
- Tailgate opens and closes smoothly
- Tie-down points intact and functional
- No rust or corrosion visible

LEGAL COMPLIANCE VERIFICATION

Essential Documents

- Valid RTA approval displayed in vehicle
- Current trade license (Dubai/Sharjah/Abu Dhabi)
- Vehicle registration up to date

- Insurance valid (check expiry date)
- Last service date within 6 months
- Physical office address verified

Insurance Coverage Must Include

- Vehicle own damage coverage
- Third-party liability protection
- Personal accident coverage
- All UAE geographical coverage
- Replacement vehicle provision in policy

Deductible Amount: AED _____ (Typical: 2,000-3,000)

CONTRACT TERMS REVIEW

Pricing Clarity

- Base rate clearly stated: AED _____ /day
- All additional charges listed in writing
- Security deposit amount: AED _____
- Payment terms clearly understood
- No hidden fees confirmed in writing

Mileage Policy

- Included kilometers per day: _____ km
- Excess km charge: AED _____ per km
- Unlimited mileage option available? Yes / No

Fuel Policy

- Full-to-full policy confirmed
- Current fuel level documented with signature
- Diesel quality requirements understood

Flexibility Terms

- Extension procedure clearly explained
- Notice period for extension: _____ hours
- Cancellation policy fully understood
- Refund calculations explained
- Early termination penalties: AED _____

PROVIDER REPUTATION CHECK

Online Research

- Google rating: ★ ★ ★ ★ □ (4+ stars minimum)
- Recent reviews read (last 3 months minimum)
- Complaint responses reviewed
- Social media presence verified (Facebook/Instagram)

Direct Questions Asked to Provider

Question	Answer
How long in business?	_____ years
Total fleet size?	_____ vehicles
Average fleet age?	_____ years
Breakdown response time?	_____ minutes
Customer references available?	Yes / No

Fleet Size Indicator:

- Small (10-20 vehicles): Personal service, limited backup
- Medium (50-100 vehicles): Good balance ✓ Recommended
- Large (200+ vehicles): Always available, less flexible

EMERGENCY SUPPORT VERIFICATION

Support Channels Available

- 24/7 phone hotline: _____
- WhatsApp number: _____
- Emergency email: _____
- Dedicated account manager assigned

Breakdown Policy

- Response time guaranteed: _____ hours
- Replacement vehicle provided? Yes / No
- Towing costs covered by provider? Yes / No
- Cargo transfer assistance included? Yes / No
- Rental clock stops during breakdown? Yes / No

Test Question to Ask:

"Engine fails at 2 PM during delivery. What happens?"

Provider Response:

AT PICKUP

Final Documentation Before Driving Off

- Rental agreement signed by both parties

- Insurance papers present in vehicle
- Security deposit receipt received
- Emergency contact numbers saved in phone
- Existing damage photographed with timestamp
- Odometer reading noted: _____ km
- Fuel level confirmed: Full / $\frac{3}{4}$ / $\frac{1}{2}$ / $\frac{1}{4}$
- Return date/time noted: _____
- Return location address confirmed
- Salik tag working and registered

Vehicle Familiarization

- Adjusted all mirrors and driver seat
- Tested brakes in parking area
- Familiarized with gear shift operation
- GPS destination set up
- Confirmed all controls operation

DURING RENTAL

Daily Operations Checklist

- Park in designated/legal areas only
- Never exceed posted speed limits
- Secure all cargo properly with straps
- Report any issues to provider immediately
- Keep rental documents accessible in vehicle
- Maintain vehicle cleanliness (avoid excessive dirt)
- Check tire pressure if heavily loaded

AT RETURN

Return Inspection Checklist

- Vehicle refueled to full tank
- Cargo bed cleaned and emptied
- Interior tidied and trash removed
- All rental documents returned to provider
- Final inspection completed with staff
- Final odometer reading: _____ km
- Damage report signed (if any new damage)
- Security deposit return process confirmed
- Final invoice reviewed and approved
- Receipt for security deposit refund received

⚠️ RED FLAGS - DO NOT RENT IF:

- ⚠️ Provider refuses pre-rental vehicle inspection
- ⚠️ No valid RTA approval displayed or provided
- ⚠️ Insurance policy unclear, incomplete, or expired
- ⚠️ No 24/7 emergency support available
- ⚠️ Multiple negative reviews about hidden fees
- ⚠️ Fleet age over 7 years without maintenance records
- ⚠️ No physical office address (online-only operation)
- ⚠️ Unclear or missing breakdown/replacement policy
- ⚠️ Pressure to sign without reading full contract
- ⚠️ Cannot provide customer references upon request

ALTERNATIVE: TEMPERATURE-CONTROLLED TRANSPORT

Need Chiller or Freezer Vans for Perishable Goods?

Polar Freights - Temperature-Controlled Logistics Specialists

- ✓ 17 Years UAE Experience
- ✓ 99% On-Time Delivery Record
- ✓ Dubai Municipality Certified
- ✓ ISO & RTA Approved

Our Services:

- Chiller Vans (+2°C to +8°C) for fresh meat, dairy, vegetables
- Freezer Vans (-18°C to -25°C) for ice cream, frozen goods
 - 3-Ton Refrigerated Trucks for bulk deliveries
 - Same-day service available across UAE

Contact Information:

+971 58 853 8513

info@polarfreights.com

polarfreights.com/service/chiller-van

Service Areas:

Dubai: Al Quoz • Deira • Jebel Ali • Business Bay • Dubai Marina

Sharjah: Industrial Areas 1-18 • SAIF Zone • Al Nahda

Abu Dhabi: Mussafah • KIZAD • City Center

Document Information

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Instructions: Print this checklist and bring it when visiting rental providers.
Complete all sections before signing any rental agreement.