

# How to **use** this guide

**It's said a picture is worth a thousand words, so to make it easier for you to understand fair wear and tear, you'll find diagrammatic representations of what is – and what isn't – acceptable throughout this guide.**

Naturally, we are unable to cover every single form of damage that could occur. But by the time you've finished this guide, you'll have an excellent idea of the minimum standard expected for returned vehicles.



# Pre-collection appraisal tips

To avoid any unforeseen damage charges, there are a few things you can do before your vehicle is collected and taken away for full appraisal. Now's the time to also ensure your vehicle's service history is complete and up-to-date.

## Use this guide in full

Use this guide to look around the vehicle and make notes of any visible damage that you may spot.

Your own pre-collection inspection helps you to understand specifically what damage there is on the vehicle and helps avoid any surprises in terms of unexpected costs.

It also gives you information on how to arrange any damage repairs prior to collection should you choose to do so. (see page 19).

## Ensure your vehicle is clean inside and out

When you inspect your own vehicle and on the day of the collection, ensure the vehicle is in a clean condition inside and out. If your car is dirty, it makes it more difficult to spot and make note of any damage. If your vehicle is dirty on the day of collection, pick-up could also be aborted and you may be charged for the rescheduled collection.

## Inspect your vehicle in daylight

Park your vehicle where it's in good natural daylight and avoid shadow cover from trees etc. This will help you see dents and scratches that may otherwise be difficult to see.

## Inspect your vehicle when it's dry

A wet car will make it much harder for you to spot and make note of any scratches and dents. If the car has just been washed, or it has been raining, make sure it's dried thoroughly before inspection.

## How best to spot dents

You are more likely to spot dents if you look down a vehicle's panel in profile (i.e. side on), rather than looking head on. Also, view the vehicle from different angles.

## Be objective

Inspect and appraise your vehicle as objectively as you can. This way you are not invoiced for any unexpected damage charges. Consider getting a friend or colleague to help you.

## Inspect all panels

Don't forget to inspect the less obvious panels on a vehicle, such as the roof or those below bumper height. And include checks of the lamps, windows and mirrors too. For convertibles, ensure the cloth roof is undamaged and that the folding mechanism is fault free.

# What do I need to hand back with the vehicle?

Basically, everything that you were given with the vehicle when it was delivered to you must be returned with the vehicle.

This includes:

- All sets of keys, including master and valet keys
- All original documents such as the owner's manual etc
- Evidence of the signed/stamped service history
- Valid MOT certificate (if applicable)
- Radio code cards
- CDs or DVDs for satellite navigation (delete stored locations for security such as your home address)
- All removable audio equipment (such as 'face off' units)
- All optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, rear door sun shades etc)
- All emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc)
- The spare wheel must be on-board and meet legal requirements. Or if your vehicle has a 'tyre mobility set' instead (sealing compound and a 12v compressor that plugs into the cigarette lighter in lieu of the traditional spare wheel), this must be present.

## Remove all personal items

Please also remember to remove all personal effects from your vehicle prior to collection such as:

- Music CDs
- Fuel cards
- Road maps
- House keys from the car key fob
- Sunglasses

Remember to check all storage areas in your vehicle, including the boot, glovebox, door pockets, seat back pockets and all other storage spaces. We are unable to return personal effects left in the vehicle after the vehicle has been collected.



# Other requirements

## Vehicle graphics/ advertising/decals

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. As a result, they must be completely and cleanly removed prior to returning the vehicle, regardless of whether they are on the bodywork or glass area. Any costs incurred for the removal of the above will be recharged.



## Clean interior

Unpleasant smells and/or stains in the vehicle's interior can affect a returned vehicle's used value. You may therefore feel it necessary to have your vehicle completely cleaned using a professional valeting company before it is collected.



## Accident damage

All accident damage falls outside of the definition of fair wear & tear, irrespective of vehicle age or mileage.

All accident damage must be repaired to the minimum standards as set out in your organisation's company car policy. Uncorrected accident damage and/or substandard accident repairs will be re-charged back to you or your organisation.



# Minimum **standard expected** for returned vehicles

On the following pages you'll see pictures visibly showing what we consider to be acceptable and unacceptable wear & tear. The pictures are also supported by explanatory text.

The images are designed to broadly demonstrate our minimum expectations for every returned vehicle. The images do not, and cannot cover all damage scenarios, but serve to provide a clear understanding of the minimum standards expected.

# VEHICLE BODY/PAINT



## Acceptable



Light scratches (and scuffs/abrasions) up to 100mm, which can be removed by mechanical polishing, provided the base coat has not been penetrated or any rust has developed.



Up to 2 small 'dings' per panel is acceptable (3 or more is regarded as 'multiple' and therefore not acceptable).



In all cases, 'dings' greater than 20mm are unacceptable, therefore this dent is acceptable as it is clearly within the 20mm tolerance.



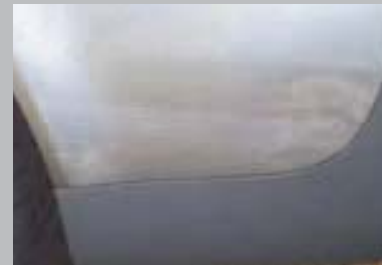
## Unacceptable



This panel has multiple dents and they are greater than 20mm.



Dents with corrosion developing.



Scratches/multiple scratches or abrasions which (relative to age and mileage) are over 100mm in length have penetrated the paint and cannot be removed via mechanical polishing.

# VEHICLE BODY/PAINT



## Acceptable



Small areas of stone chipping are acceptable, in line with the vehicle's age and mileage. Chips should not have penetrated the base coat and should be rust free.



Small paint chips that could be 'touched up' prior to rust developing are acceptable.



Light scuffing and scratches with a maximum depth of 1mm.



## Unacceptable



Scuffing and scratches, which have penetrated through to the base coat are not acceptable. Two or more scuffs or scratches on one panel/body part are not acceptable.



Excessive chipping (in line with the vehicle's age and mileage) or chips which have penetrated through to the base coat or rusted.



Dents, scrapes, scuffs and scratches with paint damaged through to the base coat/metal and showing signs of corrosion.

# GRILLE/BUMPER



## Acceptable



For textured and non-painted bumpers – Light scratches and scuffs are acceptable. Also acceptable are small dents (up to 20mm in diameter).



For painted bumpers – Light scuffing and scratches which have not penetrated the paint layer.



## Unacceptable



Broken, cracked or excessive scuffing of grilles is not acceptable.



Excessive scratching, cracks or dents exceeding 20mm. (Where fitted, tow bars should be complete with their covers and pins should be intact).



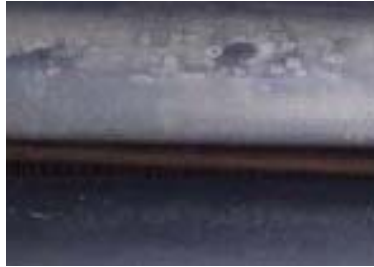
# GRILLE/BUMPER



## Acceptable



A maximum of two small areas of damage per bumper (provided there is no penetration of the base coat/rust).



Slight discolouration of the paintwork/fading.



## Unacceptable



Excessive, apparent scratches.



Excessive damage causing panel buckling.

# TYRE WEAR/WHEEL RIMS



## Acceptable



Tyres with a minimum tread depth of 2mm.



Light scuffing or scratches to the wheel trim/alloy.



## Unacceptable



Bulges, cracks or cuts to the tyre or excess damage to the sidewalls or tread.



Tyres with impact damage e.g. 'kerbing', bald tyres and those below 2mm tread depth are unacceptable.



Flat tyres due to damage or a puncture, or any other defect affecting the safety of the vehicle.

# TYRE WEAR/WHEEL RIMS



## Acceptable



Scuffing, scratches or deposits on rims, providing the rim is not deformed.



Wheel nuts that are rust and damage free.



## Unacceptable



Damaged wheel trims due to breaks, cracks or scuffing.  
Missing trims.



Rims with heavy damage or missing parts.



Missing spare wheel, if it is included as basic equipment, or a missing/incomplete 'tyre mobility set'.

# GLAZING/GLASS



## Acceptable



Stone chips on the surface of headlights, fog lights or indicators not breaking the glass and not affecting their function.



Light stone chips (smaller than 10mm) provided they do not obstruct the view of the driver or hinder driving in rain or poor light.



## Unacceptable



Chipping to lights that break the glass or plastic cover, regardless of size of chip.



Cracks or chips which restrict the proper function of the lights. Please note that all bulbs should be operational.

# GLAZING/GLASS



## Acceptable



Small stickers on the glass.



## Unacceptable



Self-applied sun protection or tinted strips must be completely removed from all glass areas if they have not been professionally applied, are torn, or are peeling away from the glass.



Cracks in the windscreen, or heavy stone chipping (greater than 10mm per chip), which affects forward vision.



Excessive large chips, holes or cracks.

# MIRRORS/EXTERNAL FITTINGS



## Acceptable



Light scuffing and scratches with a maximum length of 50mm and a maximum depth of 1mm. For painted mirror casings only scuffing and scratches which have not penetrated to the base material, and where their proper function is not affected.



Fitted beacons or lights that are properly fitted and in full working order, without breaks in the glass. The lights must comply with legal requirements and if necessary mentioned in the vehicle documentation.



## Unacceptable



Scuffing and scratches which exceed a maximum length of 50mm. For painted mirror casings scuffing and scratches which have penetrated to the base material.



Deformation of the mirror is not acceptable.



Beacons that have damaged the structure of the vehicle through their fitment are not acceptable.

# SEATS



## Acceptable



Seats showing wear through general usage i.e. getting in and out of the car.



Indentation in the seat.



## Unacceptable



Excessive soiling and dirt which cannot be removed by general cleaning.



Torn upholstery or cigarette burns.

# HEADLINING



## Acceptable



Headlining which has light abrasions or soiling.



Slight panel discolouration through day-to-day use and general wear.



## Unacceptable



Excessively soiled headlining that cannot be removed by normal cleaning.



Tears, cuts or heavy soiling in the material.



# DASHBOARD/ FLOOR COVERING/DOORS



## Acceptable



Phone fittings/housing units may be left in the vehicle.



Holes left in the console (as a result of phone equipment being removed) may be left providing they are in a discreet area.



## Unacceptable



Holes in the front of the console where accessories/phone kits have been removed. These holes are clearly visible and should be repaired.



Excessive soiling and staining of carpets which cannot be removed by normal cleaning.

# DASHBOARD/ FLOOR COVERING/DOORS



## Acceptable



Signs of general usage where there is slight discoloration and scuffing.



The steering wheel is slightly worn as a result of general use. (Torn leather would not be acceptable).



## Unacceptable



The carpet of the vehicle has rips, tears or heavy stains.



The interior lining is damaged with holes or tears.

# How to get repairs **completed** satisfactorily

You may wish to repair your vehicle so it meets our fair wear & tear standard before it is collected to avoid any damage charge reclaim being made.

Any repair work commissioned must be carried out by a reputable body shop to a standard that meets the standards set out in this guide. Any sub-standard work that affects the vehicle's used value will be re-charged back to you.

It is advisable you allow at least ten weeks before the vehicle collection date to complete all the repairs necessary.

