

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 25).

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.

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:

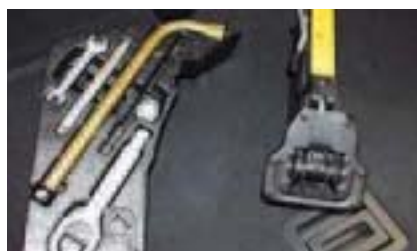
- All sets of keys, including master and valet keys
- All original documents such as the owner's manual etc
- Evidence of the signed/stamped service history
- Valid MOT certificate (if applicable)
- Radio code cards
- CDs or DVDs for satellite navigation (delete stored locations for security such as 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 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 vehicle 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.

LOADING AREA



Acceptable



Scuffing/scratches and/or small dents in the loading area providing this does not interfere with the opening or closing of the door(s).



General dents/bumps in the walls of the loading area, caused by loading of goods, providing this does not interfere with the function of the compartment.



Abrasions on the sills of the loading compartment or walls due to normal loading activities.



Unacceptable



Dents to the wheel casing and signs of improper loading or the insufficient securing of loads.



Holes in the loading floor or severe deformation due to improper loading.



Damaged, dented or broken interior lining limiting the use of doors, windows or other fittings.

LOADING AREA



Acceptable



Scuffs and scratches on the loading floor caused by transportation/loading of goods.



Additional fittings left in the vehicle, provided they are properly secured and comply with the regulations for the vehicle.



Unacceptable



Deformation of body parts, partition walls, doors or windows.



Missing interior linings & partition walls. Temporary fixes as shown above, should also be made good.

DOOR SILL



Acceptable



Scuffing and scratches or abrasions on the sills of loading compartments or bumpers in that area.



Light damage to the sills of the loading area providing it has not affected the working function of the bumpers, lights etc.



Abrasions on the sills of back/side doors of the loading compartment caused by general loading.



Unacceptable



Rips, tears or missing parts of the load floor or lining.



Damage to the loading area causing rust.



Damage which has deformed the sill.

VEHICLE BODY/PAINT



Acceptable



Scuffs and scratches to the paint which can be removed by mechanical polishing.



Maximum of 2 dents per panel/body part.



Unacceptable



Bumps or dents on the vehicle body where the diameter of the damage exceeds 20mm...



...regardless of whether or not the paint layer has been penetrated.



Damage which has corroded.

VEHICLE BODY/PAINT



Acceptable



Light damage which has not penetrated the paint through to the base coat.



Scuffing or scratches with a maximum length of 100mm.



Scuff patches up to a diameter of 20mm, as shown.



Unacceptable



Any dents larger than 20mm in diameter, regardless of whether the paint has been penetrated.



Excessive scuffing which has penetrated through to the metal.



Scuffing and scratches through to the metal or more than two scratches on one body part.

VEHICLE BODY/PAINT



Acceptable



Light scuffs or scratches (up to 100mm in length) or light stone chipping in one area, not exceeding 25% of the panel.



Bumps or dents up to a maximum diameter of 20mm.



Unacceptable



Excessive scratches or paint damage that may have arisen from improper loading.



More than one scuff area on the panel.



Accumulation of scratches and dents on one panel.

GRILLE/BUMPERS



Acceptable



Scuffing and scratches with a maximum length of 100mm. For painted grilles – scuffing and scratches which have not penetrated to the base material.



Up to 2 areas of light scuffs or scratches on the bumper (up to a maximum length of 100mm) with the same rules as for grilles in respect of paint/material penetration.



Unacceptable



Broken grilles.



Misshapen or missing parts.

GRILLE/BUMPERS



Acceptable



Light scuffing and scratches with a maximum depth of 1mm. For painted grilles only, scuffing and scratches which have not penetrated to the base material...



... provided there is a maximum of two areas of damage per bumper.



Unacceptable



Painted bumpers showing scratches through to the base material or are misshapen due to impact damage.



Broken, misshapen or severely damaged bumpers are not acceptable. Please ensure tow bars are returned with covers and detachable trailer couplings.

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 sidewall 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 that affects the safety of the vehicle.

TYRE WEAR/WHEEL RIMS



Acceptable



Scuffing, scratches or deposits on rims but not deforming the rim.



Wheel nuts that are rust and damage free.



Unacceptable



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



Misshapen rim, broken/missing material or rust.



Missing spare wheel if it is included as standard equipment, or a missing/incomplete 'Tyre Mobility Set.'

GLAZING/GLASS



Acceptable



Light chipping or scuffing to indicator or number plate lights, provided this does not hinder their proper function.



Small cracks in the lights so long as it does not impair their proper function.



Unacceptable



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



Broken or cracked lenses are unacceptable.

GLAZING/GLASS



Acceptable



Small stickers on glass.



Unacceptable



Large chips (over 10mm), broken or cracked windscreens or stone chips which are in the driver's line of sight or hinder safe driving.



Numerous stone chips across the windscreen or large chips which are not in line with MOT standards.



Self-applied sun protection or tinted strips must be completely removed from the glass area if they have not been professionally applied, are torn, or have begun to peel away at the corners.

MIRRORS/EXTERNAL FITTINGS



Acceptable



Light scuffing and scratches with a maximum length of 50mm and a maximum depth of 1mm. The function must not be affected.



For painted mirror casings only, scuffing and scratches with a maximum length of 50mm which have not penetrated to the base material. The function must not be affected.



Unacceptable



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



Glass should be intact. This picture clearly shows cracked glass. Damaged mirrors are also unacceptable if the function of the mirror is compromised.

MIRRORS/EXTERNAL FITTINGS



Acceptable



Fitted beacons or lights must not have cracks/breaks in the glass and their function must comply with all legal requirements. If necessary, fitted beacons must be registered in the vehicle's documents.



Additional antenna or roof fittings can remain, but must be fully functional and comply with legal requirements as well as being approved for the type of vehicle.



Unacceptable



Fitted roof racks must not be broken, rusted or damaged in any way that would affect safety.



Badly fitted beacons or lights with damage.

SEATS/HEADLINING



Acceptable



Seats showing wear through general usage i.e getting in and out of the vehicle and/or indentations in the seat.



Unacceptable



The seat covers are torn or material is missing from the upholstery.



Holes/cigarette burns or tears in the upholstery.



Heavy stains on the seat that cannot be removed by normal cleaning.

SEATS/HEADLINING



Acceptable



The partition wall separating the cab from the load area shows a dent, which is acceptable as the function of the panel has not been compromised and is intact.



Minor damage to the headlining is acceptable.



Unacceptable



Staining which is excessive and cannot be removed by normal cleaning.



Panel headlining which is heavily deformed or torn.

DASHBOARD FLOOR COVERING/DOORS



Acceptable



Correctly fitted mobile phone equipment, adhering to legal requirements may be left in the vehicle.



Holes left as a result of telephone equipment removal are acceptable, provided these are in a discreet area.



Unacceptable



Clearly visible holes in the centre console. These should be repaired professionally.



Tears in, and damage to the dashboard.

DASHBOARD FLOOR COVERING/DOORS



Acceptable



The foot well area shows signs of wear through day-to-day usage.



Abrasions, light staining & minor tears are acceptable in the areas of heaviest use.



Unacceptable



Large tears, holes and excessive soiling.



Broken dashboard or storage compartments.

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.

