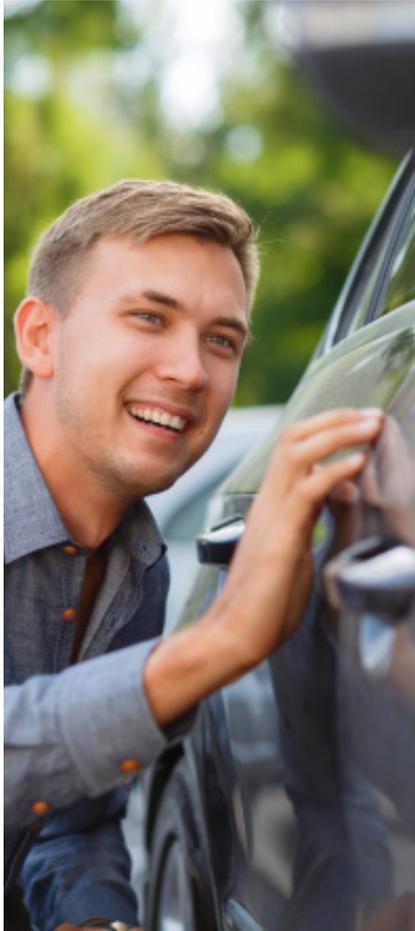




FAIR **WEAR & TEAR**

GUIDELINES FOR CARS 2019

Your guide to what is considered fair wear & tear to leased cars based on the BVRLA's standards and guidelines



OVERVIEW

The purpose of this guide is to help drivers and fleet managers clearly understand how they can minimise charges relating to damage or unacceptable wear and tear when returning a vehicle at the end of the contract.

It is based on the British Vehicle Rental and Leasing Association's (BVRLA) guide to fair wear and tear. Most vehicle inspectors appraise cars based on these guidelines and so by understanding how these work you will be in a better position to ensure that the vehicle is returned in an acceptable condition.

To avoid any unforeseen damage charges, there are a few things you can do before your vehicle is collected and taken away for a full inspection.

Please note that this document is intended as a guide only and that Go Green Leasing does not accept liability for any damage that results in a charge being incurred.

If you have any questions, please contact us on:

01270 500 988

sales@gogreenleasing.co.uk

www.gogreenleasing.co.uk

PRE-COLLECTION INSPECTION TIPS

1. Using this guide

You can use this guide to help you look around the vehicle and make notes of any visible damage.

Conducting your own pre-collection inspection helps you to understand the scale and type of damage on the vehicle and therefore avoids any surprises in terms of unexpected costs.

2. Check your service history

Ensure your vehicle's service history is complete and up to date.

3. Ensure your vehicle is clean inside and out

When you inspect your own vehicle, and on the day of 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 a rescheduled collection.

4. Inspect your vehicle in daylight

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

5. Inspect your vehicle when it is dry

If a car is wet then it will be 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.

6. 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, viewing the vehicle from different angles will help you see any damage more clearly.

7. Be objective

Inspect and appraise your vehicle as objectively as you can. This will mean you are far less likely to be invoiced for any unexpected charges.

8. Inspect all panels

Don't forget to inspect the less obvious panels on a vehicle, such as the roof or those below bumper height. Also remember to check 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?

You must return:

- 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. 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 remember to remove all personal belongings 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 belongings left in the vehicle after it has been collected.

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

OTHER REQUIREMENTS



Vehicle graphics / advertising / decals

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on the resale value of the vehicle.

All such items must be completely and cleanly removed prior to returning the vehicle. This is true 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 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. Uncorrected accident damage and/or substandard accident repairs will be recharged back to you or your organisation.

MINIMUM STANDARD EXPECTED FOR RETURNED VEHICLES

The following pages highlight what is considered to be acceptable and unacceptable wear & tear.

Vehicle body / paint

Check Acceptable

1. Light scratches (or 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.
2. Up to 2 small 'dings' per panel is acceptable (3 or more is regarded as 'multiple' and therefore not acceptable).
3. Small areas of stone chipping are acceptable, in line with the vehicle's age and mileage. Chips must not have penetrated the base coat and should be rust free.
4. Small paint chips which could be 'touched up' prior to any rust developing are acceptable.
5. Light scuffing and scratches with a maximum depth of 1mm.

times Unacceptable

1. In all cases, 'dings' greater than 20mm are unacceptable.
2. Multiple dents (more than 2) per panel.
3. Dents with corrosion developing.
4. Any number of scratches or abrasions which (relative to age and mileage) are over 100mm in length that have penetrated the paint and cannot be removed via mechanical polishing.
5. 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.
6. Excessive chipping (in line with the vehicle's age and mileage) or chips which have penetrated through to the base coat or rusted.
7. Dents, scrapes, scuffs and scratches with paint damaged through to the base coat/metal and showing signs of corrosion.

Grille / bumper

Check Acceptable

1. For textured and non-painted bumpers – Light scratches and scuffs are acceptable. Also acceptable are small dents (up to 20mm in diameter).
2. For painted bumpers – light scuffing and scratches which have not penetrated the paint layer.
3. A maximum of two small areas of damage per bumper (provided there is no penetration of the base coat/rust).
4. Slight discolouration/fading of the paintwork.

times Unacceptable

1. Broken, cracked or excessive scuffing of grilles is not acceptable.
2. Excessive scratching, cracks or dents exceeding 20mm
3. Where fitted, tow bars should be complete with their covers and pins intact.
4. Excessive, apparent scratches.
5. Excessive damage causing panel buckling.

Mirrors / external fittings

Check Acceptable

1. 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.
2. 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.

times Unacceptable

1. Scuffing and scratches which exceed a maximum length of 50mm. For painted mirror casings scuffing and scratches which have penetrated to the base material.
2. Deformation of the mirror is not acceptable.
3. Beacons that have damaged the structure of the vehicle through their fitment are not acceptable.

Tyre wear / wheel rims

Check Acceptable

1. Tyres with a minimum tread depth of 2mm.
2. Light scuffing or scratches to the wheel trim/alloy.
3. Scuffing, scratches or deposits on rims, providing the rim is not deformed.
4. Wheel nuts that are rust and damage free.

times Unacceptable

1. Bulges, cracks or cuts to the tyre, or excess damage to the sidewalls or tread.
2. Tyres with impact damage, i.e. 'kerbing', bald tyres and those below 2mm tread depth are unacceptable.
3. Flat tyres due to damage, a puncture, or any other defect affecting the safety of the vehicle.
4. Damaged wheel trims due to breaks, cracks or scuffing. Missing trims are also not acceptable.
5. Rims with heavy damage or missing parts.
6. Missing spare wheel, if it is included as basic equipment, or a missing / incomplete 'tyre mobility set'.

Seats

Check Acceptable

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

times Unacceptable

1. Excessive soiling and dirt which cannot be removed by general cleaning.
2. Torn upholstery or cigarette burns.

Glazing / Glass

Check Acceptable

1. Stone chips on the surface of headlights, fog lights or indicators not breaking the glass and not affecting their function.
2. Light stone chips (smaller than 10mm) provided they do not obstruct the view of the driver or hinder driving in rain or poor light.
3. Small stickers on the glass.

times Unacceptable

1. Chipping to lights that break the glass or plastic cover, regardless of the size of chip.
2. Cracks or chips which restrict the proper function of the lights. Please note that all bulbs should be operational.
3. 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.
4. Cracks in the windscreen, or heavy stone chipping (greater than 10mm per chip), which affects forward vision.
5. Excessive large chips, holes or cracks.

Headlining (inside roof area)

Check Acceptable

1. Headlining which has light abrasions or soiling.
2. Slight panel discolouration through day to day use and general wear.

times Unacceptable

1. Excessively soiled headlining that cannot be removed by normal cleaning.
2. Tears, cuts or heavy soiling of the material.

Dashboard / floor covering / doors

Check Acceptable

1. Phone fittings/housing units may be left in the vehicle.
2. Holes left in the console (as a result of phone equipment being removed) may be left providing they are in a discreet area.
3. Signs of general usage where there is slight discolouration and scuffing.
4. The steering wheel is slightly worn as a result of general use (torn leather is not acceptable).

times Unacceptable

1. Holes in the front of the console where accessories/phone kits have been removed.
2. Excessive soiling and staining of carpets which cannot be removed by normal cleaning.
3. Any rips, tears or heavy stains to the carpet of the vehicle.
4. The interior lining is damaged or has any holes or tears.

HOW TO GET REPAIRS COMPLETED SATISFACTORY

To help avoid any damage charge reclaims, you may wish to repair your vehicle so that it meets the fair wear & tear standard before it is collected.

Any repair work commissioned must be carried out by a reputable body shop and the work conducted to a high standard.

Please be aware that any substandard work that could affect the vehicle's used value will be recharged back to you.

To ensure that all necessary repairs are completed in good time, it is advisable to allow at least 10 weeks prior to the vehicle collection date.

VEHICLE COLLECTION - WHAT TO EXPECT

On arrival, the collection agent will:

1. **Walk around the vehicle with you** to review the car for any immediately obvious damage and check the necessary documentation (service book, V5, owner's manual etc.).
2. **Ask you to sign a collection report** that will also highlight any visible damage on the car and any missing items. Please note: This IS NOT the final independent inspection. It is simply the collection agent completing a collection report that also notes, where necessary, that a certain element of damage has been noticed on the vehicle.
3. **Take the vehicle immediately to an auction site** for a comprehensive independent assessment by an inspection agent. It is on this full inspection that any damage recharges are based. Please note that once the vehicle has been collected and inspected, you forfeit any right to organise any damage repair yourself. Therefore, any damage you wish to have repaired must be completed before collection.

A full breakdown of any damage that falls outside the fair wear and tear policy will be provided. This damage will be billed either directly to you or to your company. The full report, together with any other supporting documentation, will also be included.

WOULD YOU LIKE TO BUY YOUR VEHICLE?

At the end of the contract term it may be possible (depending on your contract type) for you to buy your vehicle either for yourself or for any member of your family or friends. To find out more, simply get in touch.

On the pre-arranged day of your vehicle's collection, please ensure the vehicle is clean both inside and out. This will speed up the collection process and avoid the need for a re-scheduled collection.

Contact us for advice:

01270 500 988

sales@gogreenleasing.co.uk

www.gogreenleasing.co.uk



01270 500 988

sales@gogreenleasing.co.uk

www.gogreenleasing.co.uk

