

Fair Wear and Tear Guide

Considering a vehicle's age and mileage and covering overall condition, from the mechanics and electrics through to the body work and the upholstery, fair wear and tear summarises the degree of deterioration judged to be reasonable when a lease vehicle is returned at the end of the contract period.

Certain breakages and damage are not acceptable, regardless of age and mileage, and these include missing items or broken glass.

In all cases, we will ensure to assess vehicle recharges fairly, keeping costs accurate for our customers. It is important to note that our standard menu pricing represents an average saving of almost 20% compared with full estimate pricing.

Vehicle Exterior

Body damage

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or misalignment between panels is unacceptable.

If a vehicle is damaged the driver should contact Drivalia who will organise for the vehicle to be inspected by one of our suppliers. The vehicle should not be driven unless advised that it is safe to do so.

Dents

Minor dents are acceptable if the paint surface has not been penetrated so that the bare metal is visible, or corrosion has set in. If multiple dents occur on a single panel, no matter how small, the panel should be repaired or replaced.

Paintwork

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm) are acceptable, relative to the vehicle's age and mileage, again if they have not penetrated through to the base metal and caused corrosion.

Bumpers and rubbing strips

For non-painted bumpers light scratches and scoring are acceptable. Also acceptable are small dents up to 20mm in diameter. Excessive scuffing, cracks or dents exceeding 20mm is not permissible.

Lamp glasses/ lens

All lamps must be operational. Minor scuff marks or scratches are acceptable but holes or cracks in the glass or plastic covers of lamp units are not.

Oil leaks

Any serious oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable providing oil drips are not present.

Wheels and wheel trims

Dents or damage to the rim or main body of the wheels are not acceptable. All four-wheel trims must be intact, with no more than minor scuffing due to everyday use. The spare wheel, jack and appropriate wheel tools must be stowed properly and be in good working order.

Tyre wear and damage

All tyres, including the spare, must be in a legal condition and comply with the vehicle manufacturer's recommendations of the tyre type, size, and speed rating. There should be no obvious damage to the sidewalls or thread caused by "kerbing" or other heavy abuse.

Windows

Light scratches and very minor chipping around the edge of the windscreen is acceptable, but not in the driver's line of sight. Large chips or cracked windscreens must be replaced immediately. Heated glass should be fully functional.

Vinyl Lettering or Vehicle Wraps

Any vinyl lettering or vehicle wraps on the bodywork or glass must be removed and any colour fading fixed. Should a vehicle be returned with such detailing, a cost will apply for removal.

Mechanical Condition

Regular servicing and maintenance through an approved repairer and in accordance with the vehicle manufacturer's service programme should keep the vehicle in sound mechanical condition.

Should a vehicle be returned with a fault and its found out that warranty cover isn't applicable due to missed maintenance etc. The cost for the rectification of the fault may be recharged.

The following examples are conditions usually caused by vehicle neglect or abuse and therefore are not regarded as fair wear and tear:

-  Brakes: Grooved brake discs caused by metal-to-metal contact.
-  Engine: Seized due to running the vehicle with insufficient coolant, lubricating oil or with broken internal components.
-  Transmission: Erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

DRIVALIA

- ⊘ Exhaust System: Catalytic Converter failure is unacceptable and preventable through:
 - not towing or jump-starting the vehicle
 - using the correct fuel
 - regular servicing and maintenance
 - immediately investigating any poor running symptoms
- ⊘ Clutch and Flywheel: If it is determined that the vehicle requires a clutch and flywheel due to driver abuse, this would fall outside budgeted maintenance and would be recharged.
- ⊘ Battery: In the case of Electric Vehicles, Plug-In Vehicles or Hybrid Vehicles, if vehicle is returned with a faulty battery, if it is determined that battery degradation it is caused by driver abuse or negligence, this would fall outside budgeted maintenance and would be recharged.

Interior Trim

The interior should be clean and tidy with no visible burns, tears, or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible.

As per DRIVALIA policy, smoking is not allowed in the vehicles. Any vehicle returned with smoke smell or ash burns may be recharged with 500€ penalty.

Equipment

All original equipment must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, preferably of the same manufacturer as the original, should have been fitted.

Electric Vehicles

Vehicles should be returned with all the charging cables in good condition. Missing or damaged charging cables or charge ports may be recharged.

General Fair Wear & Tear

All documents must be intact and in the vehicle on its return and the end of the lease.

If accessories such as car telephones, radios, CD Players or other non-standard equipment have been installed and then removed, any damage should be made good to a professional standard. Aerials must be left in place or the hole repaired. All standard equipment must be returned at the end of the contract period; this also includes all keys that came from the manufacturer when new. The vehicle user should be responsible for a minimum weekly check on oil, water and tyre pressures.

Maintenance and servicing should follow the manufacturer's recommended schedule and be carried out by approved servicing agents.

Pricing Policy

Drivalia is a member of the Vehicle Leasing Association of Ireland and as such adheres to their industry fair wear and tear standard in respect of end of contract hire lease damage recharge. We do allow for a certain amount of general wear and tear given the age and mileage of the car at point of return.

Vehicle Exterior

Rather than body shop estimates, Drivalia has adopted a standard charge for painting per panel based on the matrix below. The pricing is significantly reduced, offering great value and transparency to our customers.

Please note this pricing applies to end of lease contract hire vehicles. Early terminated contracts and short-term rentals might be assessed by a SIMI approved bodyshop and charged at their quoted price.

Panel Description	Standard Charge Per Panel (Ex VAT)
Door Panels	€255.00
Front Wings	€185.00
Rear Quarter Panels (Coupe €280.00)	€235.00
Side Sliding doors (Vans only)	€325.00
Large Side panels (Vans only)	€350.00
Bonnet, Tailgate	€280.00
Roof	€325.00
Bumper	€325.00
Half Bumper	€185.00
Sill (Paint only €200)	€450.00
Alloy Refurbishment	€40.00
Compound Polish Panel	€50.00
Wing Mirror, Door Handle	€50.00
Compound Polish Car	€300.00
* Blend per panel	€75.00

* Blending a panel occurs where repair is within 20cms of the adjacent panel. The price list covers low impact damage to bodywork including scratches dents etc. Areas of obvious accident damage are assessed by a SIMI approved Bodyshop and charged at their quoted price.



Please note, any parts that need replacing are priced by the manufacturer and recharged in full e.g. cracked tail light, missing handbooks, charging cables, CDs or DVDs relating to the Sat Nav, wheel trims, etc.

Mechanical Condition

Should a vehicle be returned and is overdue maintenance such a service. The cost for the maintenance may be recharged depending on the distance the maintenance is overdue by,

Overdue Description	Charge
5,000km – 10,000km overdue Maintenance	€150.00 (engine flush)
10,000km – 15,000km overdue Maintenance	€210.00 (engine flush, health check)
15,000km – 20,000km overdue Maintenance	€280.00 (engine flush, health check and sump clean)
20,000km or more overdue maintenance	€350.00 (engine flush, health check, sump clean and campaign/recall check)

Interior Trim

Description	Charge
Light Valet	€75.00
Standard Valet	€120.00
Full Valet	€200.00
Smoking Charge	€500.00

Drivalia may vary the charges above from time to time and will advise the customer in such cases.