

Fair Wear and Tear Guide

Taking into account 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 fleet vehicle is returned at the end of the contract period.

Certain breakages and damage however 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, noting that our standard menu pricing represents an average saving of almost 20% compared with full estimate pricing.

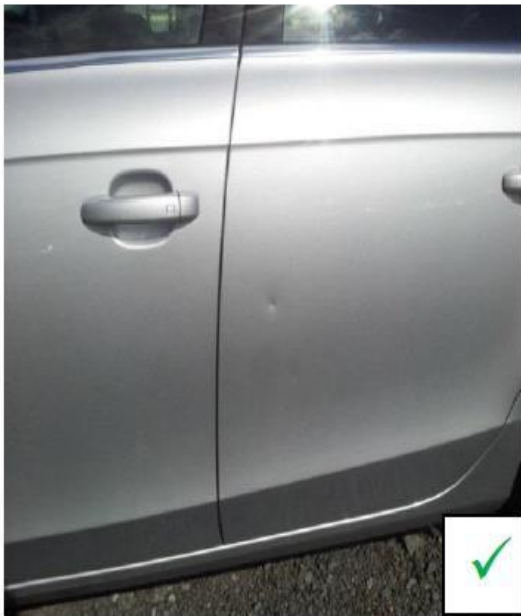
Vehicle Exterior

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 mis-alignment between panels is unacceptable.

Dents

Minor dents are acceptable as long as 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, as long as 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 20 mm 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.

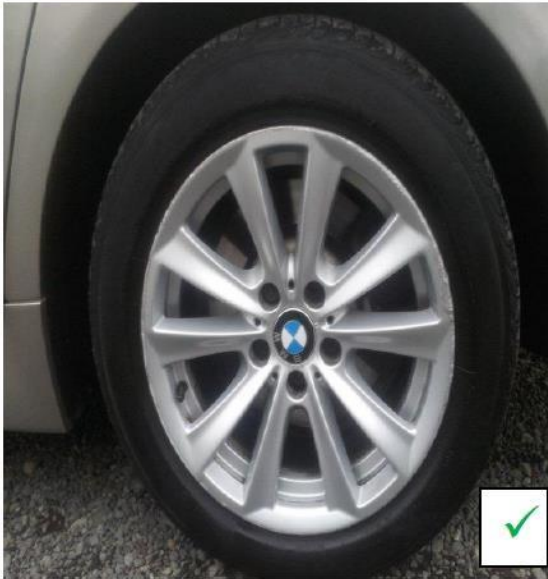


Oil leaks

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 drivers line of sight. Large chips or cracked windscreens must be replaced immediately. Heated glass should be fully functional.



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.

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.

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.

Exhaust System:

Catalytic Converter failure is unacceptable and preventable through:

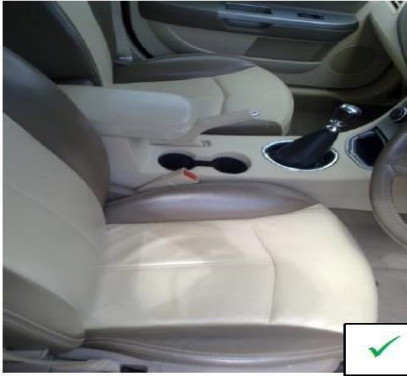
- * not towing or jump-starting the vehicle
 - * using the correct fuel
 - * regular servicing and maintenance
 - * immediately investigating any poor running symptoms
- Clutch and Flywheel:**

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.

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.





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.

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.