THE AIM OF THIS GUIDE

At the end of your agreement you may choose to return your vehicle, you must keep the vehicle in good condition allowing for fair wear and tear. This guide explains what fair wear and tear is and highlights what you need to be aware of during the inspection of your vehicle.
CONTENTS

• FAIR WEAR AND TEAR
• END OF CONTRACT CHARGES
• RETURNING YOUR VEHICLE
• SERVICING AND REPAIRS
• DOCUMENTS AND KEYS
• FAIR WEAR AND TEAR ASSESSING
• GENERAL APPEARANCE
• CHIPS
• DENTS
• SCRATCHES
• WINDSCREEN AND WINDOWS
• DOOR MIRRORS
• LAMPS AND LENSES

• TYRE WEAR AND DAMAGE
• WHEELS AND WHEEL TRIMS
• VEHICLE INTERIOR
• EQUIPMENT AND CONTROLS
• MECHANICAL CONDITION
• VEHICLE APPRAISAL TIPS
Fair wear and tear occurs when normal use causes acceptable deterioration to the vehicles condition at the end of a contract or finance agreement, the age, mileage and use of the vehicle are taken into account.

Fair wear and tear is not to be confused with damage, which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh treatment, negligent acts or omissions.
End of contract charges occur when the vehicle, it’s equipment or accessories are not used, maintained or looked after as originally agreed at the start of the contract.

You may prefer to arrange your own repairs prior to us collecting your vehicle, which some customers find more economical. Any repairs made to the vehicle before it’s returned must meet our good condition guidelines, you will be responsible for the standard of the repairs.
RETURNING YOUR VEHICLE

Your vehicle will be assessed for any damage out with normal wear and tear by a qualified inspector on return.

We will notify you of any areas of damage that fall outside of the fair wear and tear standards and provide you with a costed inspection report.
SERVICING AND REPAIRS

Your vehicle must be fully serviced in line with the manufacturer and/or warranty requirements. Any mismatching of colours and parts, and any substandard repair work will be considered 'not acceptable'.

You may ask us to remove and return to you any additions that you make to the vehicle in writing providing you pay our reasonable costs in doing so and of replacing any items and any damage caused in doing this.
DOCUMENTS AND KEYS

You’ll need to return the completed servicing record and any items or documents that came with your vehicle, such as the logbook or spare keys. If you no longer have any of these, the value of the vehicle may be reduced and you may be liable for the cost of replacing them.
Fair wear and tear occurs when normal use causes acceptable deterioration to the vehicles condition at the end of a contract or finance agreement, the age, mileage and use of the vehicle are taken into account.

For more information on what we take into account when assessing the condition of your vehicle please click on the appropriate heading.
GENERAL APPEARANCE

There should be no rust, corrosion or discolouration on any painted area, including painted bumpers, body moulding and mirrors.

Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint.

Any repairs made to the vehicle before it’s returned must meet our good condition guidelines, you will be responsible for the standard of the repairs.
CHIPS

Small areas of chipping including door edge chipping provided that the base coat has not been penetrated are acceptable.

Areas of chipping which require the entire panel, bumper or trim to be repaired or repainted are not acceptable.
DENTS

Dents up to 10 mm in diameter are acceptable provided the paint surface is not broken.

Dents on the roof or grooved metal line on any of the panels are not acceptable.
SCRATCHES

Scratches and abrasions up to 25mm, provided the primer or bare metal is not showing, are acceptable.

Scratches down to the primer or to bright-work/moulding are not acceptable.

Panels that require re-spraying will incur end of contract charges.
**WINDSCREEN AND WINDOWS**

Light scratching provided it does not interfere with the driver’s line of sight is acceptable.

All heating elements should work properly.

Chips and any critical damage - cracks or holes should be repaired immediately and to a professional standard.

**DOOR MIRRORS**

Minor scuff marks or scratches up to 25mm to door mirrors are acceptable.

If adjustable and/or heated door mirrors, they must work correctly.

Missing, cracked or damaged door mirrors are not acceptable and should be replaced.
LAMPS AND LENSES

All lamps and lenses must work. Minor scuff marks or scratches up to 25mm are acceptable.

Holes or cracks in the glass or plastic covers of lamp units are not acceptable and these should be replaced.

TYRE WEAR AND DAMAGE

The spare wheel (including ‘spacesaver’), jack and other tools must be intact, stowed properly and in good working order.

The emergency tyre inflation kit, if supplied when new, should be in full working order, serviceable and ready for use.

All tyres including the spare must be within legal limits. The minimum legal tread depth for a car tyre is 1.6mm, this depth must be maintained across the central ¾ of the breadth of the tread in a continuous band across the full circumference of the tyre.

Damage to sidewalls or tread and uneven wear due to under- or over-inflation is not acceptable.
WHEELS AND WHEEL TRIMS

Minor scuffs and scratches (up to 25mm) are acceptable providing the moulding or trim is not broken, cracked or deformed.

Scuffs totalling up to 50mm on the circumference of the wheel trim and on alloy wheels are acceptable.

Dents and holes on wheel rims and wheel trims and/or any damage to the wheel spokes and the hub of the alloy wheels are not acceptable.
VEHICLE INTERIOR

Interior fittings must be present, intact and free of damage. Normal wear and tear to carpets and trims is acceptable however burns, cuts, scratches or dents to trim, seat covers, headlining and floor coverings are not acceptable.

There should be no stains or permanent discolouration to interior upholstery, any damage including holes after audio removal should be repaired to a professional standard.
The spare wheel, jack and other equipment originally supplied must be intact and in good working order. Loose items that can readily be fixed without replacement are acceptable.

Missing items (including original audio equipment unless it has been replaced with equivalent), bent or broken parts, ill-fitting items through substandard work, accident damage or misuse are not acceptable.

The vehicle should be returned in a safe, legal and reliable mechanical condition, capable of passing an MOT test.

Brake damage from worn out pads, engine damage due to ignoring warning lights or seizure through low fluids is not acceptable.

There should not be excessive damage to the underside.
We recommend carrying out an appraisal of the vehicle 10-12 weeks before the vehicle is due for return. This will allow you to arrange to have any unacceptable wear and tear rectified.

• Wash and dry the vehicle before self appraisal as water and dirt can mask damage
• Make sure you assess the vehicle in good light. Assessments carried out in poor light may mean you miss something
• Be objective and assess the vehicle as honestly as you can