

Fair Wear & Tear Guide

General

Documentation - All vehicle documentation including the operation manual, service book and any other documents relating to vehicle equipment, must be intact and available. All documents must be in the vehicle on its return, including details of all audio equipment security codes.

Appearance - The vehicle's exterior should be sufficiently clean to allow a detailed inspection. The inside should be clean and cleared of rubbish.

Vehicle Keys - A full set of keys including the master key, spares and locking wheel-nut keys, should be returned if originally supplied. If a remote locking system is fitting, the appropriate remote controls should be available and functioning.

Paintwork, body, bumpers and trim

There should be no rust or corrosion on any painted area including painted bumpers, body molding and mirrors. Obvious evidence of poor repair is not acceptable.

Chips - Small areas of chipping, including door edge chipping, are acceptable relative to the vehicle's age and mileage. If the areas of chipping require the entire panel to be repainted, the damage is not acceptable.

Dents - Dents (up to 10mm) are acceptable provided there are no more than two (2) per panel and the paint surface is not broken. Dents on the roof are not acceptable.

Scratches - Scratches and abrasions (up to 25mm) are acceptable, relative to the vehicle's age and mileage, and provided the primer or bare metal is not showing.

Moulding, Wheel Arch Trims - Scuffs and scratches are acceptable provided the moulding or trim is not broken, cracked or deformed.

Badges & Labels - Badges, labels or advertising fitting to the bodywork or glass of the vehicle should be removed unless originally fitted with the agreement of the rental / leasing company and any damage caused by their attachment or removal must be made good. Any difference in the paintwork colour noted following the removal of advertising, labelling or logos is not acceptable.

Soft Top Convertibles - Convertible roofs must be fully operative and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied, e.g.: tonneau cover, must be present and in good condition.

Tow Bars - A tow bar, if fitted, must be in good, rust-free condition with electrical connections working properly. A ball cover must be in place.

Windows, glass, door mirrors and lights

Windows/Windcreens - Light scratching is acceptable provided it does not interfere with the driver's line of sight and any heating elements still work properly. Chips, cracks or holes are not acceptable.

Door Mirrors - Missing, cracked or damaged door mirrors are not acceptable. If adjustable and/ or heated door mirrors, they must work correctly.

Lights & Lenses - All lights must work. Minor scuff marks or scratches are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tyres and wheels

Tyre Wear & Damage - All tyres, including the spare, must meet minimum legal requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating for the vehicle. There must be no damage to sidewalls or tread.

Wheels and Wheel Trims - Dents and holes on steel rims and the main body of the wheel are not acceptable. Scuffs up to 25mm on the outside edge of wheel trims and on alloy wheel are acceptable. The spare wheel (including space saver) jack and other tools (including emergency tyre inflation canister) must be intact, stowed properly and in good working order.

Mechanical condition

The following items are not acceptable fair wear and tear because the driver has neglected to service the vehicle and/or failed to action warnings from the management system:

- Brakes: grooved brake discs or drums caused by excessive wear or metal to metal contact from excessive wear or metal to metal contact from worn out disc pads.
- Engine: seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components.

Vehicle underside

Any significant impact damage to the vehicle's underside is not acceptable. Catalytic Converters not working because of obvious abuse or damage are not acceptable.

Vehicle interior

Passenger area, seats and trims - The interior upholstery and trim must be clean and odourless with no visible burns, tears or staining. All seats originally supplied must be present. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc, must be present and intact.

Door aperture, boot and luggage area - Scratches on treads, sills and seals that reflect normal use are acceptable. Torn or split floor coverings or surrounding trim panels are not acceptable.

Equipment and controls

In-Car entertainment, telephones and navigation systems - All original equipment, accessories and controls (including satellite navigation CDs) must be present and operate correctly. If accessories such as car telephones and other non-standard equipment have been wired-in or mounted on the dashboard, any holes or other damage must be neatly repaired if they are removed. Aerials must be left in place or the hole must be neatly repaired.