

What's fair in wear and tear?

Guidelines for when a vehicle comes to the end of its lease term

Light Commercial Vehicles



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Fleet Partners recognise that your LCV is vital to the day to day operation of your business and that the vehicle will have worked hard for its living.

When it is time to return the vehicle to us we expect that there will be evidence of its working life and that will be considered fair wear and tear if you have operated the vehicle with consideration and to the highest safety standards. However, if there has been damage on the vehicle caused through for example by insecure loads, excessive impact or misuse, then we will not regard that as fair wear and tear.

If you have a damaged vehicle then don't be tempted by sub-standard panel and paint repairs. Mismatched paint on panels, paint runs, paint applied on poorly prepared surfaces will be picked up in the end of lease inspection report. The poor repair will be identified and is not fair wear and tear.

Please use this guide to avoid costs and if you have any questions please call your account manager.

Additional help at hand

We understand that fair wear and tear and sometimes damage are part of the life of a lease vehicle. We will always work with you to provide ways to minimise any costs for repair that needs to be charged at the end of your lease.

We offer a variety of programmes to assist in reducing your end-of-lease costs:

- Driver awareness and training
- Defensive driver education
- Recommendation on vehicle specifications including accessories
- Utilisation of our accredited supplier network for vehicle servicing and repairs (including panel repair)

We want your end of lease experience to be as easy as possible. Please ask your account manager to assist in the management of any end-of-lease requirements you may have.

The interior

Seating

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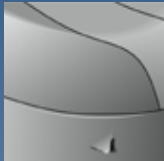
Staining which has damaged fabric texture



Burning of seat fabric



Cuts, rips or tears



What's acceptable?

Light staining

Provided it can be completely removed by steam cleaning.

Fading or discolouring

Provided it has been caused by exposure to sunlight and not from contact with other substances (e.g. corrosive cleaning solvents).

Ageing through normal usage

Any wear that is due to ageing or normal usage, including surface cracks and threadbare fabric.

What's not acceptable?

Stains that permanently damage the texture of the seat fabric

Typical causes: tar, oil, grease, paint, concrete.

Cuts, rips or tears

Typical causes: carrying inappropriate items or wearing unsuitable clothing, carrying keys on belts, or not correctly restraining loads.

Burns

Typical cause: cigarettes, corrosive substances on clothing.

Damage to seat structure (internal or external)

Typical causes: carrying inappropriate items, imposing excessive force on seat, failing to inform us that worn fabric requires remedial repair, removing seats temporarily or permanently.

We recommend:

- Fitting seat cover in environments where drivers' clothing becomes soiled. Please contact us if seat covers are required.
- **Advising staff members not to place heavy materials or equipment on the seats of the vehicle.**
- Encourage your staff to treat the seating with care. Ensure they understand that your company will be charged for any significant damage.
- Ensure that seats are not removed without our authorisation. If it is agreed, seats removed are to be stored and refitted before the vehicle is returned.
- Ensure extra seating is not used for storage of tools and other materials. Contact us if you need tool boxes fitted to the chassis.
- If a seat cover is showing wear, please replace it.

The interior

Dashboard, fascia, trim

What's acceptable?

Light scratches

That is visible but cannot be felt.

Typical causes: clipboards, map-binders, pens, etc.

Moderate to heavy scratches

Up to 100mm long provided they are isolated.

What's not acceptable?

Moderate to heavy scratches over 100mm in length

Typical causes: storage of tools or equipment, accident damage, vandalism and negligence.

Multiple scratches under 100mm in length which can be felt

Cuts, dents and tears

Burns

Typical cause: cigarettes, corrosive substances on clothing.

Staining

Typical causes: tar, oil, grease, paint, concrete.

Removal of any item or accessory supplied with the vehicle, or subsequently fitted at our expense.

Unless done with our prior written approval (e.g. glove box, ashtray, cup holder, door pocket, radio, radio security device).

Door trim torn or missing

We recommend:

- The latest fitting techniques are used to fit radios and phones, etc. Call us for assistance with fitting options.
- Encourage your staff to treat the interior with care. Ensure they understand that your company will be charged for any significant damage.
- Contact us for written approval if you want to fit, remove or replace any accessory in a vehicle on contract to you.
- Any accessories fitted at your expense may be removed before the vehicle is returned to us, provided any accessory supplied with the vehicle is replaced in its original position. Care should be taken when fitting and removing accessories.

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Holes



Untidy holes where after-make items have been removed



Door trims missing





The interior

Floor – Cab Area

What's acceptable?

Wear that is due to ageing or normal usage

What's not acceptable?

Staining that cannot be removed by steam cleaning

Typical causes: tar, oil, grease, paint, concrete.

Burns to carpets or lining fabrics

Typical cause: cigarettes, corrosive materials

Tears or rips in carpet

We recommend:

- Use commercial floor mats and replace as frequently as required for proper protection. Contact us for the correct floor coverings for your needs.
- Ensure floor coverings, whether fitted or removable, are cleaned regularly to avoid substance build up.
- Encourage staff to ensure their boots and clothes are as clean as possible before entering the vehicle.
- If floor mats are showing wear, please replace them.

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Tear in floor lining





Load Area – Interior (Cargo Space)

Vans – Wellside

Load area, floor, bulkhead, wheel arches, side panels and door panels

What's acceptable?

Wearing away of paint on interior surfaces

This is unavoidable in load-bearing areas.

Dents under 100mm in depth

As long as the floor and wheel arch retain their original shape and the metal is not pierced or stretched.

Light substance residues

Earth, oil, dust and cement.
All scratches

What's not acceptable?

Dents over 100mm in depth or dents that have changed the overall shape of a panel

Typical causes: collision or impact damage.

Piercing of interior panels

Panelling that is bent or otherwise deformed

Typical causes: carrying inappropriate weights, failing to secure loads correctly.

Excessive substance residue which can't be removed

Typical examples: tar, concrete, paint, spills.

Welds that have separated due to the movement of insecure loads

Corrosion caused by acid spills

Typical example: chlorine

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Dents over 30mm in depth or dents that have changed the overall shape of panelling



Load Area – Flat Decks

What's acceptable?

Cracked or splintered wooden decks

What's not acceptable?

Missing or broken boards

Missing tail gates/drop sides

Pierced metal decks

The exterior

Chassis

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Missing or broken cab steps or step pad



What's acceptable?

Minor scratches and dents

Scratches and chipping of paintwork to exposed areas of chassis

Wheel arches area.

Surface rust to chassis flange and body contact areas

Chassis with minor scuffing and dents

What's not acceptable?

Any significant damage

Including twisted or bent chassis rails.

Extensive rust

Undercarriage damage

Bent and twisted chassis

Chassis are design to standards for the intended use of each vehicle – do not exceed these limits.

Cracking

Unauthorised chassis modification

We recommend:

- Fitting belly plates for vehicles driving on construction sites or off-road.
- Anti-corrosion treatment to chassis and driveline.
- Call us for assistance in ensuring vehicle and payload compatibility.



The exterior

Glass, lamps, mirrors

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Damage to windscreen within driver's line of sight



A crack or hole in lamp glass



What's acceptable?

Light scratching and / or minor chipping of any windscreen, window glass and lamp glass.

Provided it is still to Warrant of Fitness (WOF) standard and no heating elements are affected.

Light scratching and/or minor chipping of any lamp glass

Provided it remains watertight and is still to WOF standard.

What's not acceptable?

Windscreen damage within the driver's line of sight

Anything that would cause the vehicle to fail a Warrant of Fitness (WOF) / Certificate of Fitness (COF)

Damage that affects heating elements on a rear screen

A hole or crack in a lamp glass or lens

Damage to mirror glass or surround, framework or support

Fitment of non-genuine mirrors without prior approval

NB. If there is windscreen damage that has occurred before the return of the vehicle, please ensure it is repaired before return.

We recommend for light commercial vehicles:

- Fit headlight protectors.
- Fit windscreen stone guards.



The exterior

Accessories, sign writing

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Damaged or missing aerials



Any damage where signwriting or decals have been removed



What's acceptable?

Removal of any accessory fitted at the customer's expense

Provided that any damage caused by its removal is made good.

Fading of paint adjacent to signage/decals livery

Crimping of gutter rails caused by the fitting of roof racks

Decal stains

What's not acceptable?

A damaged or missing aerial

Excessive damage to gutters rails caused by the miss use of roof racks

Such as over loading

Signwriting or livery which has been added to the vehicle

This must be removed before it is returned, unless prior arrangements have been made.

Damage caused through an incorrectly fitted accessory

Such as a roof rack or towbar.

Damage caused by the removal of an accessory

Removal of an item that was supplied with the vehicle or subsequently fitted at our expense

Rust at holes due to the fitment/removal of two-way aerials fitted to the body

Damage to paintwork caused by improper fitting and removal of trade/business signage

Such as razor cuts caused when decals are fitted.

We recommend:

- All accessories supplied with the vehicle are returned with the vehicle.
- Take due care and responsibility when removing your accessories, sign writing and decals, and repair and damage caused by this.
- Where possible fit rubber coated aerials or aerials with quick removal stems. This will avoid the cost of replacing the entire aerial base. We can advise on accessory selection.
- Fit two-way aerials to gutter mounts or appropriate body locations to avoid drilling holes in the cab roof. We can advise on accessory fitment.



The exterior

All Panels

Vans, Utes – Wellside/Flat deck

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Scratches over 100mm in length that go through to bare metal or primer



Any dent over 30mm in diameter



Excessive scratching in a localised area showing bare metal or primer



Multiple dents in a localised area that are up to 30mm in diameter



What's acceptable?

Minor chipping of paintwork that can be attributable to normal use

Typical examples: chipping caused by flying road stones to front panels, intake canisters and side mirror surrounds.

Isolated dents up to 100mm in diameter

Provided the paint work or other surface finish remains unbroken and not stretched.

Scratches that do not penetrate to primer or bare metal

Scratches up to 30mm that penetrate to primer or bare metal (excluding load areas)

Heavy scratching below loading doors

Provided it is attributable to normal loading and unloading

Heavy scratching below driver and passenger doors

Provided it is attributable to normal cab entry and exit.

What's not acceptable?

Scratches over 30mm in length or that penetrate to bare metal or primer

Excessive scratching in a localised area showing bare metal or primer (excluding load areas)

Due to misuse or negligence.

Dents over 100mm in diameter

Multiple dents in one area where the area is over 30mm

A minor dent that has broken through the paint to show primer or bare metal or stretched

Repair work that hasn't been carried out to an acceptable standard

Rust caused by an ill fitted accessory

Dents in roof panels over 100mm

We recommend:

- Don't allow vehicles to carry inappropriate goods or to visit locations for which they are unsuited.
- Ensure that all reasonable precautions are taken to protect any bodywork that is at risk of damage.
- Monitor the condition of vehicles. Have your staff complete annual inspections. Call us for inspection sheets.
- Ensure repairs are carried out to industry standard.
- Ensure staff do not walk on any van roof e.g. when securing loads to roof racks.
- Ensure signwriting or decals are professionally removed.
- Fit catwalks to cabs of refrigeration vans.



The exterior

Bumpers

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What's acceptable?

Areas of scratching and scuffing

Provided there are no cracks or dents and the basic structure is unchanged.

Dents up to 30mm in diameter

Provided the bumper retains its shape and rigidity.

What's not acceptable?

Any bumper that is incomplete, cracked, twisted or misaligned

Substantial damage where a bumper no longer retains its structure and rigidity

Any dent over 100mm in diameter

Unless the damage is adjacent to a loading area.

We recommend:

- Fitting appropriate protection bars.
- Fitment of peeper windows.
- Fitment of fisheye mirrors.

The exterior

Wheels, tyres, and tools

What's acceptable?

Scratches and scuffs to rims and trims excluding mag (alloy) wheels

What's not acceptable?

Significant damage to the rim or main body of a wheel

Including the spare.

Missing spare wheel, tools and jack

Significant damage to the sidewalls of tyres

Typical cause: curbing.

Replacement tyres that don't meet the recommendations of the vehicle manufacturer, re: type, size and speed rating

Tyres that aren't up to Warrant of Fitness (WOF) standard

Including the spare.

Damaged or split wheel trims and rims

Typical cause: curbing.

We recommend:

- Ensure tyre pressures are regularly maintained.
- Ensure qualified tyre experts carry out regular tyre inspections. We can assist with tyre inspection programmes.
- Fit tyre pressure decals to wheel arches.

The exterior

Bodies and ancillary equipment

What's acceptable?

Some floors may be cracked or splintered

What's not acceptable?

Floors that have dents, holes, missing or broken floorboards

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Tyres that are not of a Warrant of Fitness standard – including spare.



Damaged wheel guards





End-of-lease

Moving forward

Keys and remote devices

All keys and remote devices supplied, including spares, must be returned at the end of the lease.

A charge will apply for any that are not returned with the vehicle. Please take special care of red keys and other master keys for engine management systems as the cost of replacing these can be significant.

Routine maintenance

Vehicles must be maintained in accordance with manufacturers guidelines, as per the instructions in your lease agreement. Routine servicing should be undertaken at recommended intervals by authorised agents. Take care to ensure that the vehicle's service record is kept up to date and stamped each time.

Drivers must ensure that oil and coolant levels are checked regularly and maintained at appropriate levels between services. Please follow any other checks and procedures in the vehicle's maintenance guide.

Vehicle Inspections

Upon return of the vehicle an inspection will be completed with a report documenting the vehicle condition at the end of the lease.

Charges are applicable if:

- A vehicle has not been maintained in the recommended manner
- Any component that has deteriorated as a result of driver negligence

Contact Information

FleetPartners Direct - 0800 360 960

Customer Service - 0800 372 632

www.fleetpartnersnz.co.nz