

What's fair in wear and tear?

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

Passenger Vehicles



Contents

Passenger Vehicles

Interior seating	1
Interior dashboard, trim	2
Interior flooring, luggage areas	3
Exterior bodywork	4
Exterior bumpers, rubbing strips, number plates	5
Exterior glass, lamps, mirrors	6
Exterior wheels, tyres	7
Exterior accessories, signwriting	8
End of lease	9



This fair wear and tear guide clearly and simply outlines FleetPartners' expectations of its vehicles at lease end. It shows the most typical forms of wear and tear sustained by vehicles. The guide includes recommendations on how to reduce your exposure to these problems.

We have formulated these guidelines because we believe that the spirit of partnership that we bring to every aspect of our business shouldn't stop when the lease of your vehicle eventually comes to an end.

At FleetPartners we are dedicated to providing the highest quality vehicle service and driver support for the most economical cost. You have an important part to play in helping us to continue this competitive advantage.

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

Passenger Vehicles

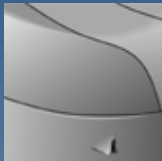
Staining which has damaged fabric texture



Burning of seat fabric



Cuts, rips or tears



What's acceptable?

Fading or discolouring

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

Stains that permanently damage the texture of the seat fabric

Typical causes: oil, paint, chewing gum.

Staining that cannot be removed by steam cleaning

Cuts, rips or tears

Typical causes: carrying inappropriate items on seats, failing to inform us that worn fabric requires remedial repair.

Burns

Typical cause: cigarettes.

Damage to seat structure (internal or external)

Typical causes: carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.

We recommend:

- Staff members are advised 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 which are removed from a vehicle are stored and refitted before the vehicle is returned (e.g. people carriers).
- Ensure that any seating that is at risk of excessive wear or damage is adequately protected. We can supply you with heavy duty seat covers at a reasonable cost.



The interior

Dashboard, fascia, trim

Passenger Vehicles

Holes



Missing items,
including radios



What's acceptable?

Light staining

Provided it can be removed by steam cleaning.

What isn't?

Cuts, tears, dents, deep scratches

Typical causes: carrying inappropriate loads (e.g. tools and equipment).

Holes made to accommodate an accessory (e.g. car phone, navigational aid)

Removal of any item or accessory supplied with the vehicle. (e.g. radio, radio front)

Damage caused by removal or repositioning of any accessory

Including car phones and navigation kits.

Burns

Typical cause: cigarettes.

Staining that cannot be removed by steam cleaning

Typical causes: oil, grease, paint.

Removal of any item or accessory

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

We recommend:

- Staff are encouraged to treat the interior with care. Ensure they understand that your company will be charged for any significant damage.
- You 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.



The interior

Flooring, luggage areas

Passenger Vehicles

Excessive staining that cannot be removed by steam cleaning



What's acceptable?

Wear that is due to ageing or normal usage

Staining and dirt on carpets and lining fabrics

Provided it can be completely removed by steam cleaning.

What's not acceptable?

Cuts, rips or tears to carpets or lining fabrics

Burns to carpets or lining fabrics

Typical cause: cigarettes.

Permanent staining on carpets or lining fabrics that can not be removed by steam cleaning

Typical causes: oil, grease, paint.

We recommend:

- Floor mats supplied remain with the vehicle; and you arrange for them to be replaced if they wear through.
- Ensure that interiors, whether fitted or removable, are cleaned regularly.

The exterior

Bodywork

Passenger Vehicles

Excessive chipping of paintwork around the door lock



Excessive chipping around door edge or surround



Dents over 10mm in diameter



Multiple dents in a localised area



Isolated scratches over 50mm in length which penetrate to metal or primer



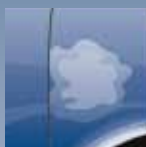
Multiple scratches in a localised area where bare metal or primer is exposed



Significant scratching which exposes bare metal or primer



Inadequate retouching or repair work



What's acceptable?

Occasional chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off road surfaces, chips on door edges and surrounds)

Isolated dents less than 10mm in diameter

Provided the paintwork or other surface finish is unbroken and there is no perceptible crease in the dented panel.

Isolated scratches under 50mm in length that can be removed by buffing

What's not acceptable?

A dent over 10mm in diameter

A dent that is formed in a crease or seam

Multiple dents less than 10mm in diameter within a localised area

A dent where primer or bare metal is exposed

A scratch over 50mm in length that penetrates to bare metal or primer

Multiple scratches less than 50mm in length

If several in a localised area penetrate to bare metal or primer.

Any tear or rip

Sub-standard panel/paint repairs including the use of inappropriate or unapproved products (e.g. Dulon/lacquer paint).

Damage due to decals being applied or removed

Stone chips greater than 5mm

Spider rust over 15mm

NB. Sub-standard panel and paint repairs eg: paint runs; mismatched paint; poor preparation of surface leaving file and/or sanding marks; peeling of top coat or clear coat. The faulty repair must be obvious and expected repair costs are over \$100.

We recommend:

- Staff are advised not to drive on any terrain for which the vehicle is not suited.
- Encourage your staff to drive vehicles with care. Ensure they understand that your company will be charged for any significant bodywork damage.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently.



The exterior

Bumpers, rubbing strips, number plates

Passenger Vehicles

Bumper with excessive scuffing



Bumpers or rubbing strips which are cracked, broken, missing or severely deformed



Dents over 10mm in diameter



Cracked paint due to impact caused by accident



What's acceptable?

Areas of scratching and scuffing that are less than 100mm in length

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

Isolated dents less than 10mm in diameter

Provided the paintwork or other surface finish is unbroken and there is no perceptible crease.

What's not acceptable?

Areas of scratching and/or scuffing that are over 100mm in length

Where primer or basic material is exposed.

Dents over 10mm in diameter

Multiple dents less than 10mm in diameter within a localised area

A bumper, rubbing strip or numberplate that is missing or incomplete

Cracked paint due to flexing



The exterior

Glass, lamps, mirrors

Passenger Vehicles

A chip in a windscreen within the driver's line of sight (or any crack in the screen)



A crack in lamp glass



A crack or hole in lamp glass that allows water to penetrate



Damage to mirror glass



Damage to side mirror surround



What's acceptable?

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

Provided it does not interfere with the driver's line of sight and no heating elements are affected.

Light scratching and/or minor chipping of any lamp glass

Provided it remains watertight.

What's not acceptable?

Windscreen damage including cracks and chipping that would constitute a Warrant of Fitness (WOF) defect

Damage that affects heating elements on a hole or crack in a lamp glass or lens

Damage to mirror glass or surround

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



The exterior

Wheels, tyres (including trim, tools and spare tyres)

Passenger Vehicles

Damage to sidewalls of tyres



Wheel trims that are badly damaged or missing



What's acceptable?

Light damage to wheel rims, excluding mag (alloy) wheels

What's not acceptable?

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

Including the spare

Significant damage to the rim or main body of a wheel

Including the spare.

Missing items:

Including the spare wheel, tools and wheel trims.

Significant damage to the sidewalls of tyres

Typical cause: kerbing.

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

Replacement wheels that don't match those originally supplied with the vehicle



The exterior

Accessories

Passenger Vehicles

Damaged aerials



Any missing items
(including manufacturer
badges and
number plates)



What's acceptable?

**Removal of any accessory fitted at the customer's expense
e.g. towbar**

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

What's not acceptable?

Damaged aerial

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**

The exterior

Logos and other signage

What's not acceptable?

**Uneven paint finish or colouration in areas that have
been under business signage**

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

We recommend:

- On the conclusion of your lease, you leave the removal of any company signage to us. A charge will be made for this service, however it will ensure the job is completed satisfactorily. You will also receive the added advantage of the discounts available through us from our body-work specialists.



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