

# Fair wear & tear

Guidelines for users

Better with every move.

 **ayvens**  
SOCIETE GENERALE GROUP

## End of contract



The vehicle return location is our headquarters:

Ayvens Croatia Ltd.  
Betinska ulica 1, Veliko Polje  
10010 Zagreb, Croatia



+385 1 6666 060

operativa.hr@ayvens.com



Ayvens will contact the responsible person in your company 150 days before the end of the contract, and 30 days before the end we will inform you about the return details. Please take about 45 minutes for the entire process.



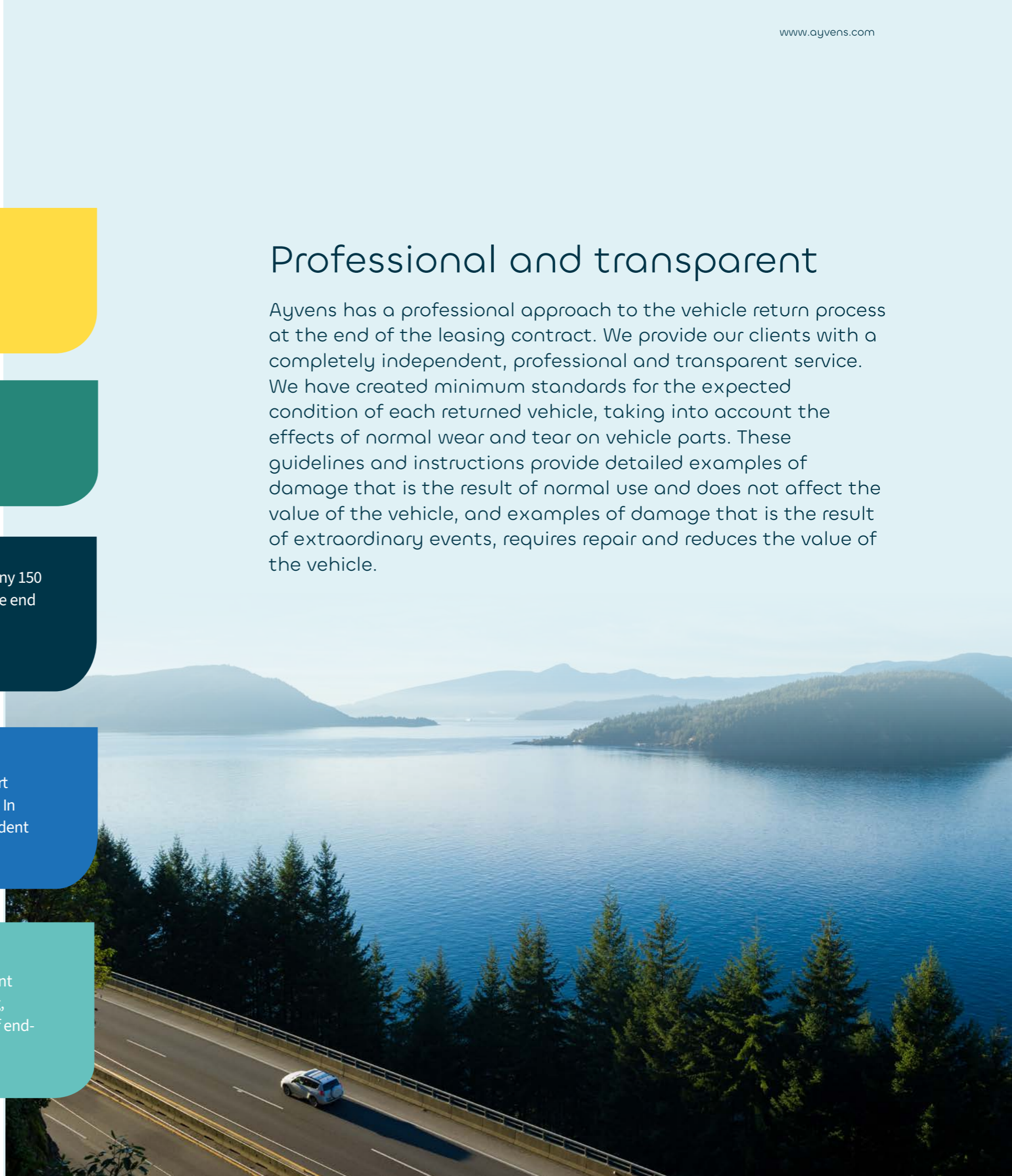
At the return, every vehicle will be subjected to a detailed inspection of its internal and external condition, and a report will be made on the condition and evaluation of the vehicle. In order to maintain independence, we engaged an independent appraiser to conduct this inspection, DEKRA Croatia Ltd.



Founded in 1925 to ensure road safety through vehicle inspection, today DEKRA is the world's largest independent non-incorporated professional organization in the testing, inspection and certification sector. As a global provider of end-to-end services and solutions, they help their customers improve safety, security and sustainability.

## Professional and transparent

Ayvens has a professional approach to the vehicle return process at the end of the leasing contract. We provide our clients with a completely independent, professional and transparent service. We have created minimum standards for the expected condition of each returned vehicle, taking into account the effects of normal wear and tear on vehicle parts. These guidelines and instructions provide detailed examples of damage that is the result of normal use and does not affect the value of the vehicle, and examples of damage that is the result of extraordinary events, requires repair and reduces the value of the vehicle.



## Acceptable or unacceptable

They say a picture is worth a thousand words, so in this guide you'll find pictures of what is, as well as what isn't acceptable.

Improper use of the vehicle and failure to follow the manufacturer's instructions can result in an unacceptable condition of the vehicle and additional costs. Loss of equipment or parts, any vehicle damage that is not covered by the insurer, and any damage that is not acceptable according to the vehicle return instructions, may lead to additional costs.

Therefore, during the entire lease period, it is necessary to keep in mind that the vehicle is used in accordance with the provisions of the General Conditions of the Operating Leasing Agreement and in accordance with the manufacturer's instructions, as well as to return it in acceptable condition.

Although it seems challenging to cover every damage that could occur, once you've read this guide you'll have a clearer picture of the minimum standard expected of returned vehicles. With the help of these simple rules, you will eliminate the responsibility of your company for unnecessary damages and the payment of additional repairs.

When returning the vehicle, our independent partner DEKRA Ekspert d.o.o. will prepare a report on the condition of the vehicle, which identifies all vehicle data, a list of equipment and damage to the vehicle.

## Returning the vehicle

Basically, everything that you were given with the vehicle when it was delivered to you must be returned with the vehicle.

The following needs to be returned:

- All sets of keys, including master and spare keys.
- All original documents such as driving license, insurance policy, green card, user manual, fuel card, etc.
- Vehicle service book with certified service dates, if it was delivered with the vehicle
- Keys or remote control for alarm or engine locking (mul-t-lock).
- SD, CD or DVD for satellite navigation (delete stored locations for security, such as your home address).
- Mandatory vehicle equipment and fire extinguisher.
- All emergency equipment delivered with the vehicle (hoist, wheel carrier, warning triangle, first aid, etc.).
- The spare wheel must be in the vehicle and meet legal requirements.
- If your vehicle has a "tyre mobility set", it must be in good condition (sealing compound and 12v compressor that connects to the cigarette lighter).
- Original wheel covers.

### Remove all personal items

Remember to remove all personal belongings from your vehicle before returning it. Check all the storage areas in your vehicle, including the trunk, glove box, door and seat pockets, and any other storage areas.

# Pre-collection appraisal tips

## Use this guide in full:

Use this guide to look around the vehicle and make notes of any visible damages that you may spot. Your own pre-collection inspection helps you to understand specifically what damage there is on the vehicle and helps avoid any surprises in terms of unexpected costs.

## Ensure your vehicle is clean inside and out:

When you inspect your vehicle and, also importantly, on the day of collection, ensure the vehicle is in a clean condition inside and out. If your car is dirty, it makes it more difficult to spot and make note of any damage.

## Inspect your vehicle in natural daylight:

Park your vehicle in good natural daylight, avoiding shadow cover from trees etc. This will help you spot any dents or scratches that may otherwise be difficult to see.

## Inspect your vehicle when it is dry:

A wet car will make it much harder for you to spot and make note of any scratches and dents. If the car has just been washed, or it has been raining, make sure it's dried thoroughly before inspection.

## How best to spot dents:

You are more likely to spot dents if you look down a vehicle's panel in profile (side on), rather than looking head on. Also, view the vehicle from different angles.

## Inspect all panels:

Don't forget to inspect the lamps, windscreen and mirrors, and the less obvious panels of a vehicle, such as the roof or those below bumper height.

## Be objective:

Inspect and appraise your vehicle as objectively as you can, using the tips above. Consider asking a friend or colleague to help you.

# Vehicle inspection and damage reporting

## Damage reporting

If vehicle insurance is included in your contract, after the inspection is performed and the return record issued, it is possible to file a damage report, which has not been reported until then, according to the valid insurance policy.

## Preliminary vehicle inspection

If you are not sure of the independent assessment of your vehicle and the insurance is not included in your agreement, and you would like to avoid any additional expenses for your company, Ayvens offers you preliminary inspection. Based on the identified condition and the issued records, you can report the damage under the valid insurance policy before returning the vehicle. The costs of preliminary vehicle inspection are defined by the Fee Regulation, published on our web site [www.ayvens.com/hr-hr/](http://www.ayvens.com/hr-hr/).

## Preliminary vehicle inspection booking:

+385 1 6666 060  
operativa.hr@ayvens.com



# Tyres, stickers and cleaning



## Tyres

The fair wear & tear appraisal also includes the inspection of tyres. If winter tyres were included in the service agreement, the complete set of 4 wheels, including rims and bolts, must be returned. If a vehicle is returned during winter, the same applies for the summer tyres. Please refer to your local Ayvens contract for the specific agreements regarding the method of returning winter & summer tyres.

Many manufacturers no longer include a spare wheel and instead equip their cars with a so-called "Tyre Mobility Set" consisting of a sealing compound and an air compressor (12 Volt). If your car is equipped with a Tyre Mobility Set, then it must be on-board and in a working condition, when the car is returned. In case the vehicle was supplied with a spare wheel, it is mandatory that the spare wheel must be on-board when the car is returned.



## Stickers

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. As a result, they must be completely and cleanly removed prior to returning the vehicle, regardless of whether they are on the bodywork or glass area. Any costs incurred by Ayvens for the removal of the above will be recharged.



## Cleaning

Unpleasant smells and/or stains in the vehicles' interior can affect a returned vehicle's used value. You may therefore feel it is necessary to have your vehicle completely cleaned using a professional cleaning company before it is returned.

# Body and exterior color

## ✓ Acceptable

### Surface scratches

- Surface scratches; color structure is not damaged and the damage can be simply repaired by surface treatment - polishing.



### Dents which are not caused by traffic accident

- Not more than two dents with a diameter of less 20 mm on each vehicle body surface, due to which color repair is not required (caused by door impact and similar).
- Damage due to professionally installed equipment (eg an aperture from the professionally installed antenna).



### Damage due to stone impact

- Damage to the front body part due to stone impact, without noticeable metal corrosion.
- Surface paint retouching which is done professionally and in the same color as the basic color of the vehicle.



## ✗ Unacceptable

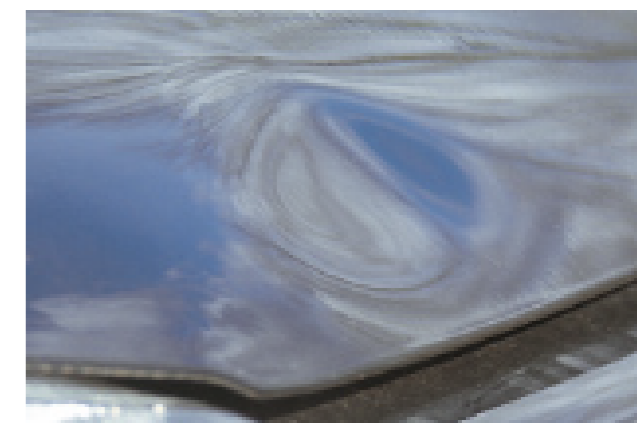
### Deep scratches

- Scratches of the basic color which require varnish.
- More larger scratches on the surface, which affect the appearance of the vehicle.



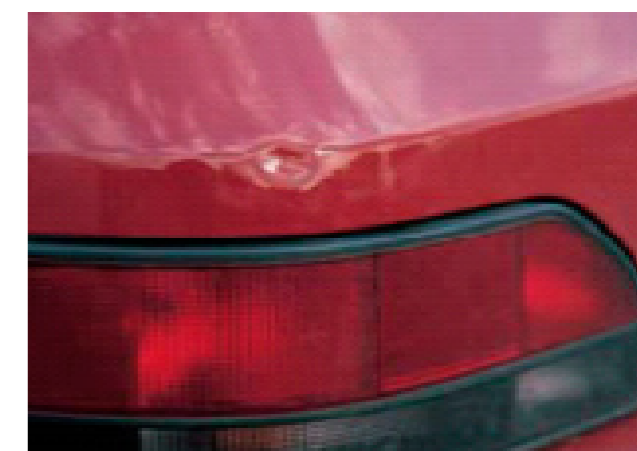
### Dents caused by impact or crash

- Unrepaired or unexpertly repaired damage (other color shades, visible color leaks, visible drilling results, poorly set body parts, etc.).



### Larger dents on vehicle body

- Dents larger than 20 mm.
- More than two dents on one body surface, although smaller than 20 mm in diameter.
- Negative effect of aggressive media to varnish (chemical, industrial and other layers).



# Bumpers and surface protectors

## ✓ Acceptable

### Surface scratches on bumpers

- Surface scratches on bumpers which are the same color as vehicle body and can easily be repaired by retouching.
- Small scratches on unpainted bumpers.



### Damage to side surface protectors

- Scratches or small dents on side surface protectors.
- Small deformations of surface protectors.



## ✗ Unacceptable

### Deeper scratches on bumpers

- Deep scratches which require repair and painting (on bumpers which are the same color as vehicle body).



### Deep scratches on surface protectors

- Deep deformations, scratches and cracks on side surface protectors, which require replacement or repair.

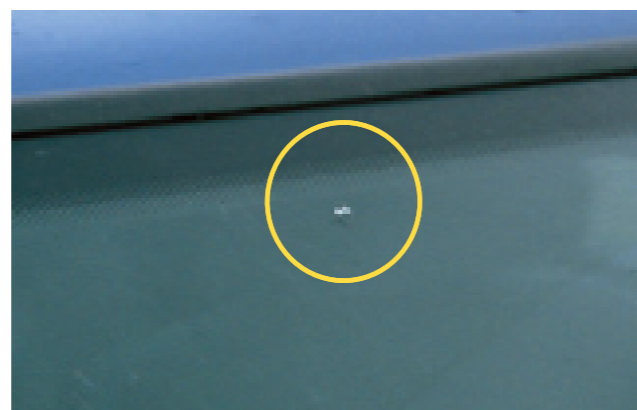


# Windscreen, glasses and lights

## ✓ Acceptable

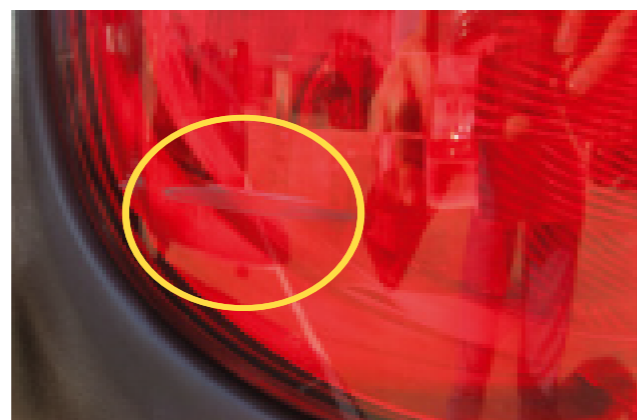
### Minor windscreen damage

- Not more than three minor glass surface damages, which are beyond driver's and co-driver's field of vision and can be repaired.



### Minor damage on lights

- Small scratches on the lights, without any other damage.



### Minor damage on headlights

- Smaller impact on headlight glass, without visible moisture penetration and no influence on light efficiency and safety.



## ✗ Unacceptable

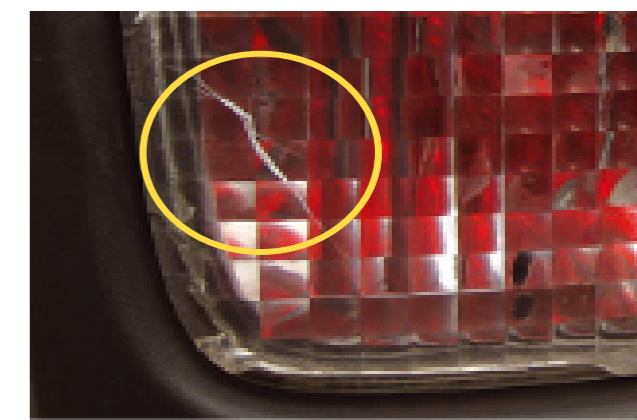
### Windscreen damage which can not be repaired

- Windscreen damage in driver's and co-driver's field of vision.
- Cracks and deeper scratches in glass.



### Cracked lights

- Cracked lights to which moisture can easily penetrate
- Broken or cracked rear-view mirrors.



### Cracked headlights

- Headlight crack which increases due to temperature changes or torsional.



## Interior and seats

### ✓ Acceptable

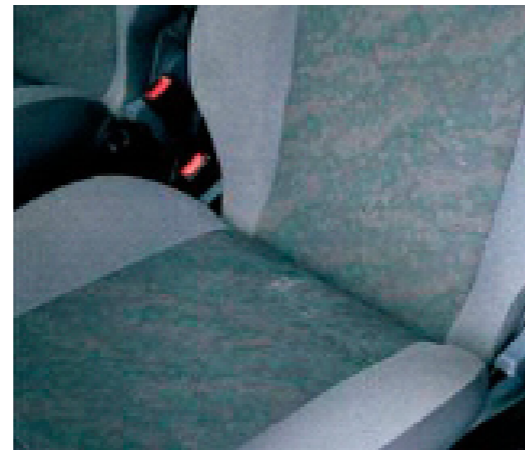
#### Worn floor coverings

- Normal wear of carpets or interior linings due to time of use and vehicle mileage. Possible repairs were done professionally.



#### Normal wear of seats

- Seat wear as a consequence of regular use, without fabric and material damage.



### ✗ Unacceptable

#### Ruptured and ruined interior lining

- Tears or holes in floor coverings, door linings, ceiling, luggage compartment.
- Mold or other processes that cause a constant and unpleasant odour.



#### Cigarette burns

- Burns on seat fabric, floor coverings and other interior linings.
- Stains which can not be removed.
- Soiled and neglected vehicle interior.





# Wheels and tires

## ✓ Acceptable

### Acceptable tire wear

- TWI (Tire Wear Indicator) which indicates tire wear, according to legal regulation.



### Scratches on wheel cover

- Surface scratches on wheel cover due to contact with sidewalks.
- Scratches and surface damages which are not the consequence of an impact.



### Scratches of alloy wheels

- Surface damages which are not the consequence of an impact.
- Scratches and damages which can not be repaired by polishing.



## ✗ Unacceptable

### Unacceptable tire wear

- TWI (Tire Wear Indicator) which indicates tire wear, according to legal regulation.
- Tire wear which exceeds legal regulation:
  - summer tires: tread depth min 1,6 mm
  - winter tires: tread depth min 4 mm



### Broken wheel cover

- Broken or damaged wheel cover.
- Missing wheel covers, if the vehicle was equipped with them.



### More significant damage of alloy wheels

- Deeper scratches due to contact with sidewalks.
- Alloy wheel cover missing.



# Load space

## ✓ Acceptable

### Floor surface damages

- Surface damages or scratches up to 30 mm.



### PSurface damages of vehicle sidewalls

- Surface scratches (on plastic, wood and metal), without dents or bumps.



## ✗ Unacceptable

### Larger floor damages and ruptures

- Damages and dents larger than 30 mm.



### Larger damages and ruptures of vehicle sidewalls

- Surface scratches larger than 30 mm.
- Any dent or bump.
- Breaks or lack of plastic parts.



PODACI O VOZILU		POPIS OPREME							
			Da	Ne	Kom.		Da	Ne	Kom.
Registracija		Prometna dozvola				Antena			
Šasija		Polica osiguranja				Auto radio			
		Upute za korisnika				Navigacija			
Ugovor		Servisna knjižica				GSM instalacija			
		Rezervni ključ				Ratkape			
Model i tip		Daljinski upravljač				Krovni nosači			
		Rezervni kotač				Kuka za vuču			
Prijeđenih km		Obavezna oprema				Kartica za gorivo			

		Prihvatljivo	Neprihvatljivo						
01	Branik – prednji								
02	Maska prednjeg branika								
03	Pokrov motora								
04	Vjetrobransko staklo								
05	Svjetlo – prednje lijevo								
06	Blatobran – prednji lijevi								
07	Retrovizor – lijevi								
08	Vrata – prednja lijeva								
09	Prag – lijevi								
10	Vrata – stražnja lijeva								
11	Blatobran – stražnji lijevi								
12	Stop svjetlo – stražnje lijevo								
13	Branik – stražnji								
14	Stražnja površina								
15	Pokrov prtljažnika								
16	Krov								
17	Stop svjetlo – stražnje desno								
18	Blatobran – stražnji desni								
19	Vrata – stražnja desna								
20	Prag – desni								
21	Vrata – prednja desna								
22	Retrovizor – desni								
23	Blatobran – prednji desni								
24	Svjetlo – prednje desno								
25	Pneumatici								
26	Maglenke								
27	Rezervni kotač								
28	Ostalo								
				Legenda:					
				Oštećenje laka:	—	Udubine:	x		
				Oštećenje lima:	==	Potrebno mijenjati:	⊗		

**Napomena:**

Relevantne okolnosti ovog Zapisnika utvrđuju angažirana inspeksijska tvrtka prilikom povrata vozila. Zapisnik sa sačinjava radi definiranja postojanja oštećenja i identificiranja potrebnih popravaka na vozilu prema njegovom stanju u trenutku povrata, u cilju utvrđivanja stvarnog stanja vozila. Svrha prikupljanja i obrada osobnih podataka na ovom obrascu je nedvojbeno identifikacija osobe koja je vraća vozilo te potvrđuje u tom trenutku utvrđeno stanje vozila. Zaštita tako prikupljenih podataka definirana je Politikom zaštite osobnih podataka koja je dostupna na [https://www.ayvens.hr/privacy\\_policy](https://www.ayvens.hr/privacy_policy)

Unutrašnjost	Prihvatljivo	Neprihvatljivo	Dokument elektronički potpisuje za Ayvens:	
Stražnja polica				
Tepisi, podne obloge				
Sjedalo – prednje lijevo				
Sjedalo – prednje desno			Dokument elektronički potpisuje za Korisnika:	
Sjedalo – stražnje lijevo				
Sjedalo – stražnje desno				
Sjedalo – srednje sjedalo				
Vrata – prednja lijeva			Posrednik:	
Vrata – prednja desna				
Vrata – stražnja lijeva			e-Potpis posrednika:	
Vrata – stražnja desna				
<b>Pneumatici</b>	Profil u mm	Propisan profil	Datum:	Vrijeme povrata:
Prednja lijeva				
Prednja desna			Ime i prezime korisnika:	
Stražnja lijeva			e-Potpis korisnika:	
Stražnja desna				
Dimenzija pneumatika				
			Žig ili broj OI:	



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