

Provisions on non-ordinary wear and tear  
Ayvens Hungary | ALD Automotive guidelines for the replacement of wear and tear parts

One of the key services of our company is the complete maintenance of vehicles, which includes the labour and parts charges for repairs of mandatory service, electronic and mechanical failures occurring during normal use, as well as for repairs of a wear part, resulting from normal wear-and-tear.

What do we mean by normal wear-and-tear of a wear part?

We define normal wear-and-tear, as wear that is within a small variation compared to the industry standard and our own statistical results.

As an example, the three most important are:

- brake pads minimum 40.000 km
- brake disc minimum 60.000 km
- clutch minimum 150.000 km

Not everyone is born to be a driving instructor, so as experienced fleet managers, we think it's important to take into account the fact that some of our thousands of drivers may be using their vehicles on difficult terrain, in constant traffic jams or just driving more dynamically than usual. In line with this expectation, our service monthly fee is designed to allow for small deviations from the above-mentioned optimum.

According to our maintenance policy, ALD Automotive covers 100% of the cost of repair or replacement of wear parts that reach the performance limit, but in cases below the performance limit, our customers bear 100% of the costs incurred.

We will always consider any manufacturer's warranty and fairness options that may arise and will try to enforce them even in the event of a small chance. The legitimacy of the replacements subject to a value limit, will be supported by photographs, and by independent expert opinion, on request. Given that our maintenance fee is calculated on a statistical basis and not on stock basis, there is no possibility to pro-rate the cost of the early replacement of a worn-out part, but we will assume 100% of the cost at or above the minimum performance limit.