
Vehicle Return Guide

Passenger cars



DEAR READERS!

This brochure is the second edition of the 'Vehicle Return Guide', which defines acceptable and unacceptable damage from the use of a car as inspected after the end of the car lease contract term. This Guide was prepared by the experts of the Hungarian Leasing Association and with the contribution of the representatives of the companies of Dekra and SGS. The document may be downloaded from the website of the Hungarian Leasing Association, at the URL www.lizingszovetseg.hu

The content of this brochure, created in accordance with the standards of the Hungarian Leasing Association, has been updated and expanded by including annotated photographs, a list of acceptable types of damages, and extensive information for vehicle users/drivers.

This Guide primarily aims to help ensure the safe and economical management of the vehicle fleet. Furthermore, the expenses borne by the Lessees (our customers) and Lessors (the lease companies) are also of paramount importance. A further objective is to simplify the procedures associated with vehicle lease contracts and to increase their efficiency.

Why does the Lessee often end up bearing the costs incurred by vehicle damages even after the expiry of the lease contract? This issue arises when the condition of the returned vehicle turns out to be worse than what would be justified by vehicle age and mileage. Any additional damage – considered unacceptable damage based on this Vehicle Return Guide – will negatively affect the market value of the vehicle, resulting in a significant loss of profit for the Lessor.

As the vehicle's condition is a direct consequence of the usage habits of the user/driver, such losses may be jointly covered for by the parties to the lease contract. Prompt notification of the Lessor with regard to any malfunctions or defects in the condition of the vehicle is also critical to avoid further damage.

Yours faithfully,

Kálmán TEKSE
Chairman of the Fleet Committee

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IMPORTANT INFORMATION AND THE LESSEE'S OBLIGATIONS

THE MAIN OBLIGATIONS OF THE LESSEE

The Lessee must read the Owner's Manual carefully and strictly follow the instructions provided in it. Upon acceptance of the vehicle, the Lessee is required to verify that the vehicle is complete with all factory and optional equipment included. The Lessee must keep track of the dates of the scheduled roadworthiness inspections and must notify the Lessor immediately of any malfunctions or damage (such as stains and rust) to ensure further damage is avoided. The Lessee's failure to comply with the obligations set out in this section may invalidate the factory warranty, which may incur additional costs for the Lessor.

Further obligations of the Lessee:

- protection of the vehicle against extreme conditions and carrying out the necessary steps to maintain the vehicle in its current working order,
- operation of the vehicle in accordance with traffic regulations,
- use of the vehicle in accordance with its owner's manual,
- keeping a vehicle maintenance logbook,
- returning the vehicle complete with all of the equipment, including the factory equipment provided at the time of handover and acceptance (see: pg. 2-3.) and the registration sticker,
- the Lessee must return the missing keys of the vehicle within 3 working days after returning the vehicle.

Important information for the Lessee – disregarding this information may result in additional costs for the Lessor

Operation of the vehicle

The vehicle must be subjected to a roadworthiness inspection performed by the authorised service centre in accordance with the scheduled periodical intervals based on the manufacturer's instructions and the applicable regulations (Commission Regulation (EU) No 461/2010). Periodic tyre replacement must be carried out on the specified dates and at the designated service centres. The Lessee is also responsible for the daily maintenance of the vehicle (tyre pressure checks, bulb replacements or the windscreen washer fluid top-ups). The Lessee must notify the Lessor of any quality issues after the completion of the maintenance tasks, or within one week in the case of repair works or bodywork repairs. Any complaints submitted after the indicated deadline cannot be accepted.

Damage to the vehicle

The Lessee must notify the Lessor of any damage to the vehicle immediately after the damage occurred. In the event of breach of the obligation specified in this section, the insurance company may refuse to cover all or part of the damages, which may incur additional costs for the Lessor.

Vehicle maintenance logbook

The Lessee must ensure that the vehicle maintenance logbook is regularly kept and that the stamp from the roadworthiness inspection is present. If the vehicle maintenance logbook is incomplete or missing, the Lessee will be required to undertake additional obligations.

Documents

The vehicle's papers (owner's manual, registration card and valid registration certificate, liability insurance, up-to-date vehicle maintenance logbook or radio codes) and the vehicle's official documentation must be submitted in a complete and proper condition. All documents must be placed in the vehicle when returning it.

Keys

the received keys (2 sets of or more sets of keys, depending on the vehicle model), the car alarm remote control, the transponder immobiliser system keys etc. must all be handed in when the vehicle is returned. All the keys must be in working order. The doors and hatch locks must be intact.

Factory equipment

The Lessee must ensure the proper use of all keys and factory equipment such as the owner's manual and the vehicle maintenance logbook. Furthermore, the Lessee must return the jack, the spare wheel and repair kit, the wheel nut spanner, locking wheel nut (if any), rear parcel shelf, partition walls and nets, as well as all additional accessories and equipment without missing parts. The Lessor also undertakes to notify the Lessor of any damaged or lost factory equipment.

Optional equipment

Optional equipment means those non-standard items installed by the manufacturer or at the car dealer's request. The pricing of optional equipment is included in the lease fees. Examples of optional equipment are the CD changer, the GPS, the audio-video equipment, roof rack or extra seats. All optional equipment must be used for their intended purpose and be returned intact and in working order.

Other accessories

Fitting additional equipment, such as hands-free kits, CB radios or screens, beyond the factory and optional equipment is permitted, as long as their installation, for example the use of special clamps, does not cause any damage to the vehicle. The installation of such accessories requires approval in order to ensure their presence does not



interfere with the functioning of other equipment of the vehicle and that users are not endangered. After the expiry of the lease/rental contract, all such accessories must be removed without leaving any permanent traces. The installation of any additional items that affect the bodywork of the vehicle – e.g. towing hooks, larger tyres, spoilers – requires the consent of the fleet manager and the written permission of the Lessor due to the costs of tests/servicing and their effect with regard to the intervals between the tests/servicing.

Stickers

All stickers and labels must be removed prior to the return of the vehicle, which must not leave any marks or cause damage or discolouration on the surfaces. If the Lessee fails to remove the stickers, the costs of removal must be borne by the Lessee.

Returning the vehicle

The date and time of the vehicle return is determined by the Lessee and the Fleet Manager. The Lessee must take all necessary measures before return - the vehicle must be washed and left to dry before the inspection of the bodywork. The interior of the vehicle must be cleaned and any lasting unpleasant odours (tobacco smoke, odours of animal or human origin) must be eliminated. Vehicles not prepared for the return procedure will be washed with a detailed assessment performed prior to subsequent inspection. The costs incurred any damage found during the assessment must be covered by the Lessee. The expenses related to the damage will be assessed in accordance with the instructions in the detailed Vehicle Return Guide of the Lessor.

Vehicle in roadworthy condition

In the case of vehicles serviced at an external site designated by the Lessor, the extent of the maintenance as well as any service works and

major repair works will also be assessed when the vehicle is returned.

The vehicle must be in a roadworthy condition when it is returned. The engine must be able to start and none of the warning lights must indicate any fault. If these conditions are not met, the lessor will carry out further inspections and assessments to clarify the condition of the vehicle.

GENERAL NOTES ON THE USE OF THIS GUIDE

The purpose of this Guide is to help the Lessee understand which damages, wear and defects are deemed acceptable or unacceptable by the Lessor. That is, unacceptable means those issues that are considered to incur additional expenses. The examples below illustrate the most common cases, but they do not comprise an exhaustive listing.

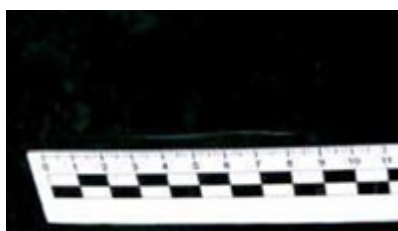
The basic principle is that the vehicle must be in a condition appropriate to its age and mileage, based on normal use for the intended purpose. Therefore, an instance of damage or the overall damage will be deemed acceptable if the vehicle's condition remains in line with the overall condition as explained above.

Essentially, as far as the lessee is concerned, additional costs will be those incurred to a degree over and above this reasonable amount.

This guide only covers possible damage to the bodywork and interior space of the vehicle and only such damage that may be visually identified. Furthermore, the lessor is entitled to carry out additional technical and mechanical inspections (engine, undercarriage, braking system, electronics, etc.) if deemed necessary by the lessor or if the lease contract so requires.



BODYWORK / PAINTING / SCRATCHES

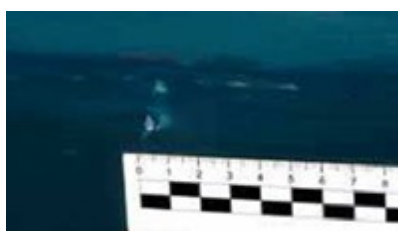


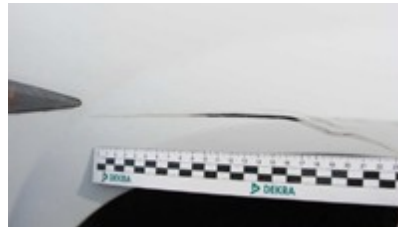
Acceptable

Scratches on the surface of the bodywork, regardless of size, as long as shallow depth allows for their easy removal by polishing.

Scratches on the surface of the vehicle which cannot be removed by polishing but which do not result in damage to the anti-rust coating, as long as there is only one such scratch on the particular bodywork element and if the length of the scratch does not exceed 100 mm while its width does not exceed 5 mm or the diameter is at most 20 mm.

A total of 3 instances of damage are acceptable with regard to the entire bodywork, if they correspond to the above description.





Not acceptable

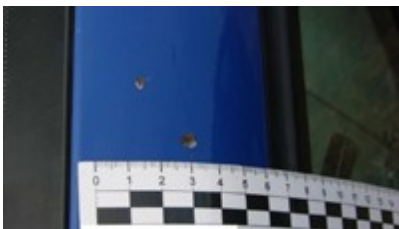
Scratches on the surface of the bodywork, regardless of their size, which damage the anti-rust coating. Scratches that are not removable by polishing and which exceed 100 mm in length and 5 mm in width or 20 mm in diameter.

BODYWORK / PAINTING / DAMAGE TO THE SURFACE OF THE VEHICLE



Acceptable

Scratches on the surface of the vehicle due to gravel, as long as they do not exceed 3 mm in diameter and do not result in damage to the anti-rust coating. A maximum of 3 such scratches in an area of 10 cm x 10 cm and a maximum of 3 such scratches or areas affected by gravel on the entire bodywork are acceptable.



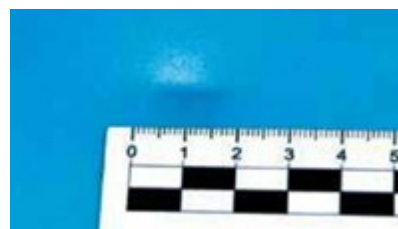
Not acceptable

Damages to the painting of the vehicle (due to gravel) with a diameter of over 3 mm. Marks from gravel on the surface of the vehicle which also damaged the anti-rust coating.

Any damage to the painting (e.g. bird excrements, marks left by the CB radio antenna), regardless of their size, which cannot be removed by polishing.

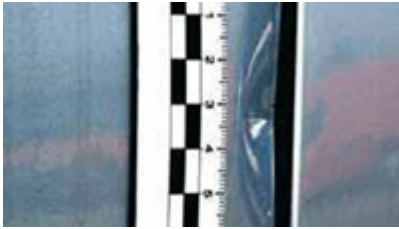


BODYWORK / DENTS, MARKS LEFT BY ACCESSORIES



Acceptable

A dent or bump (without damage to the painting) not exceeding 20 mm in diameter. The maximum allowed number of dents or bumps visible on the entire bodywork of the vehicle (e.g. doors, sides) is 3.



Not acceptable

Dents, which extend to the vehicle's painting (e.g. major tears) and have a diameter greater than 20 mm.
Cases where the vehicle shows more than three dents all over the bodywork.
Marks left by accessories installed by the Lessee and/or after removal of such accessories.

BODYWORK / CORROSION



Not acceptable

Any signs of corrosion are unacceptable, regardless of size and origin.



BODYWORK / BODYWORK REPAIR AND PAINTING WORK



Not acceptable

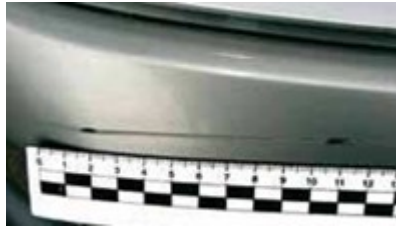
All types of bodywork repairs and painting works that were carried out in a negligent manner or not in accordance with the manufacturer's current technical specifications (e.g. cracking or peeling paint, uneven application of paint).

BUMPER / SCRATCHES



Acceptable

scratches on the bumper without causing loss of material (up to one scratch per element), even if the scratch cannot be removed by polishing. Such scratches must not exceed 100 mm in length, 5 mm in width or 20 mm in diameter.
Scratches on the underside of the bumper (until 50 mm from the lower edge of the bumper) if such scratches did not cause any cracks or dents.



Not acceptable

Scratches causing loss of material. Scratches exceeding 100 mm in length, 5mm in width or 20 mm in diameter. Scratches which are lower than 50 mm from the lower edge of the bumper and which resulted in dents, cracks or cannot be removed without polishing, as long as there is more than one scratch visible per bodywork element.



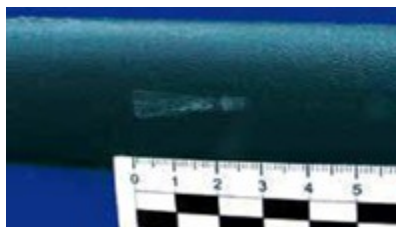
BUMPER / STRUCTURAL DEFORMATION



Not acceptable

Any deformation of the bumper structure. Deformations resulting in additional damage, such as peeling of the painting. Marks caused due to bumper deformation or cracking of the painting.

BODYWORK / PANELS, SILLS / SCRATCHES



Acceptable

Scratches that occurred on external parts (maximum one scratch per element) as long as they did not cause any loss of material, provided that the damage does not exceed 50 mm in length, 5 mm in width or it is less than 20 mm in diameter.



Not acceptable

Scratches that occurred on external parts, which: cannot be removed by polishing, caused loss of material, exceed the acceptable number of one scratch per element, are more than 50 mm in length, 5 mm in width or more than 20 mm in diameter.



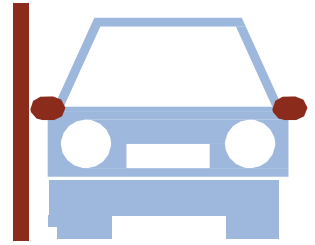
Scratches and deformations that occurred on the bodywork elements of the vehicle. Marks on the bodywork of the vehicle due to improperly positioned equipment, or damaged weld fasteners.

MIRRORS / MECHANICAL DAMAGE



Acceptable

Scratches on the exterior mirror housings (maximum one scratch per element), as long as no part of the mirror housing is broken and the damage does not exceed 50 mm in length, 5 mm in width or is less than 20 mm in diameter.



Not acceptable

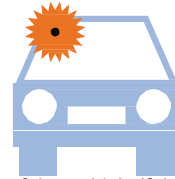
Scratches on the exterior mirror housings, which: cannot be removed by polishing, resulted in loss of material, exceed the acceptable number of one scratch per element, are more than 50 mm in length, 5 mm in width or 20 mm in diameter. Any breakage of the exterior mirror housings. any mechanical damage to the mirror surface (scratches, cracks).

WINDOWS / STICKERS, CRACKS, SCRATCHES



Acceptable

Stickers that were not removed from the windows of the vehicle if they do not obstruct the view and do not adversely affect the comfort of the vehicle or the safety of the driver. Surface damage and lighter stone marks that are not in the field of vision on the windscreen.



Not acceptable

Damage in the field of vision of the windscreen. Any type of damage to the windscreen or the vehicle windows, regardless of their size or location, which may cause a crack in a layer of the glass. Spots of damage to the window surface, e.g. damage caused by pebbles, may also fall into this category.

DOOR, BOOT AND WINDOW INSULATION



Acceptable

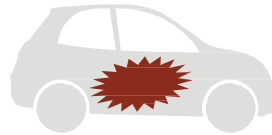
Door and boot insulation showing signs of normal use.





Not acceptable

Incomplete, torn or deformed window insulation, regardless of the size or the location of the damage. Missing or damaged (e.g. torn) door and luggage compartment insulations.



BODYWORK / STICKERS



Not acceptable

Any films or stickers (including promotional stickers) on the surface of the vehicle that were not removed by the Lessee, or marks (including damage to the painting) left after removal of such stickers.

Dull or discoloured painting, uneven colour shades or light caused by stickers or films applied to the surface of the vehicle. Marks left by unknown substances (e.g. tar) that are difficult to remove from the bodywork or any part of it.



HEADLIGHTS AND LAMPS



Acceptable

Damage to the surface of headlights and lamps without cracking of the glass or the transparent shield so that it does not interfere with the proper functioning of the lamps.

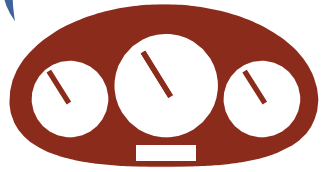


Not acceptable

Any damage to headlights or lamps, irrespective of their size, which interferes with their proper functioning. (e.g. broken fasteners, even if they were glued back).

Signs of scratches or pebble marks on the surface of the shield. Cracked glass surface. Cracked transparent shield. broken headlight height adjuster.





INTERIOR SPACE / SIGNS OF NORMAL USE



Acceptable

Equipment installed in the interior space of the vehicle (e.g. dashboard, centre console, door upholstery and carpets) which show signs of normal use – for example, faint stains on the door upholstery – but without contamination that can only be removed by special procedures.



Not acceptable

Equipment installed in the interior space of the vehicle (e.g. dashboard, centre console, door upholstery and carpets) which show stains that may only be removed by special procedures (e.g. sticker adhesive residues).



Any scratch, crack visible on the dashboard. Any damage to screens, touchscreens or cracks, scratches to them, or if they are out of order.

Any malfunction, defective operation or mechanical damage of various electronic equipment, such as the on-board computer, navigation system, audio system, lighting.

INTERIOR SPACE



Not acceptable

Damage to equipment installed in the interior space of the vehicle (e.g. dashboard, centre console, door upholstery and carpets). Scratches on the centre console, burnt holes.



INTERIOR SPACE / MECHANICAL DAMAGE



Not acceptable

Damage to equipment installed in the interior space of the vehicle (e.g. dashboard, centre console, door upholstery and carpets). Shields, covers and fasteners which reduce or limit the comfort of the vehicle. Damage to the roof lining or to the door pillar trim surround, e.g. burns or tears.

SEATS, SAFETY SEAT BELTS



Acceptable

Seats with signs of normal use, for example: slightly worn upholstery (if not torn), deformed upholstery foam (if not caused by overload of the vehicle), stains (if easily removed).



Not acceptable

Seat upholstery that is damaged, e.g. has cracks, tears, cuts or burnt holes in its surface. Seat upholstery with stains that require a special procedure for removal. Seat upholstery with permanent stains. Seat upholstery contaminated with substances (e.g. chewing gum) that require a special procedure for removal. Inadequate seat belts, defective locking mechanism, or damaged belt material, for example due to burns, cuts or tears.



INTERIOR SPACE / OTHER ACCESSORIES



Not acceptable

Marks left by the Lessee after the installation of additional accessories, such as drill holes (even if the installed device remains part of the vehicle), adhesive residues, dents. Fittings left inside the vehicle.

LUGGAGE COMPARTMENT



Acceptable

Luggage compartment and pillar trim surround with signs of normal use, such as slightly worn surfaces or scratches from normal transport of goods.

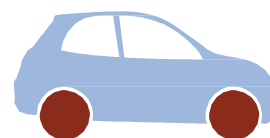


Not acceptable

Damaged elements of the interior of the luggage compartment (including the upholstery), such as: stains, cracks, tears, burnt holes and dents.

Any damage to the luggage compartment that prevents it from functioning properly. Stains on the interior of the luggage compartment (stains and odours left by animals).

WHEELS / WHEEL DISCS / SCRATCHES, MECHANICAL DAMAGE



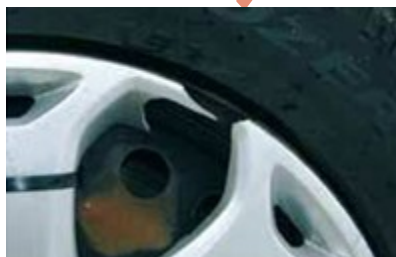
Acceptable

Scratches on the edge of the wheel disc or peeling of the coating, if it does not result in loss of material. Scratches on the surface of the hubcap and peeling of the protective coating.



Not acceptable

Damage to the edges or to the wheel disc (e.g. deformation or missing parts). Damage to the hubcap, such as cracks, deformation, dents. Defective or incorrectly fitted hubcap. any mechanical damage to the tyres, such as bumps, holes, misplaced pads, signs of repairs at the side.



VEHICLE / EQUIPMENT



Not acceptable

The absence of any item belonging to the original vehicle equipment provided by the Lessor, such as shelves, grilles, shields. Missing grilles such as the radiator grille or that of the radio shelf. Missing antenna. Missing door handle.



Not acceptable

Any missing or different parts in the engine compartment (if compared to the factory equipment provided by the Lessor), any damage to the equipment located in the engine compartment or any part of them if this results in lack of conformity with the manufacturer's technical specifications.



Any recent damage to the vehicle - if compared to the condition in which the vehicle was received - e.g. cracks, tears, poorly fitted grilles on the chassis (lower mudguard, inner mudguard arches, etc.). Any missing original parts provided to the Lessee, e.g.: missing grilles on the inner mudguard arches. Incomplete repair kit, e.g. missing jack, wheel nut spanner, locking wheel nut or spare wheel.

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