

Guidelines for Light Commercial Vehicles



Better with every move.

Partner overview



With it's 500,000 members, NAF is the largest consumer organization in the Nordics. By offering services in the areas of assistance, technical services, traffic education and financing/insurance, NAF works to increase safety for everyone in traffic. Ayvens has used NAF as a partner for the assessment of fair wear and tear since 1995.



With more than 10,000 employees in more than 70 countries in Europe, Asia, America and Africa, TÜV NORD GROUP is actively engaged in serving all its national and international customers. Their wide range of solutions for certification, service, testing and inspection includes both specific individual tests/inspections and management of complex safety solutions.

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Introduction

Ayvens adopts a professional approach in respect of the end-of-lease return process. We offer both our leasing and remarketing customers a service that is fully independent, fair and transparent. We have created minimum standards in relation to the expected condition of each returned lease vehicle.

These standards are widely known as fair wear & tear and are comprehensively detailed in our Fair Wear & Tear Guidelines.

Following its return to Ayvens each vehicle will undergo a detailed inspection in relation to its interior and exterior condition. In order to maintain independence Ayvens has engaged the services of NAF to carry out these inspections. NAF is market leader in the area of vehicle inspection and verification and provide an inspection that is evaluated using manufacturer data. For every vehicle a condition and appraisal report is produced. These are made available to our leasing customers and our used vehicle buyers.

The entire inspection process has been independently reviewed and evaluated by TÜV Nord. Ayvens is proud to have this process certified according to the Fair Wear & Tear standard of TÜV Nord.

Acceptable and Unacceptable



It's said a picture is worth a thousand words, so to make it easier for you to understand fair wear and tear, you'll find images of what is – and what is not – acceptable throughout this guide.

Naturally, it is a challenge to cover every single form of damage that could occur. But by the time you've finished this guide, you'll have an excellent idea of the minimum standard expected for returned vehicles.

Please note that the assessment of fair wear and tear is generally dependent upon the age and mileage of the vehicle under inspection.

Certain breakages and damage however are not acceptable, regardless of age and mileage, and these, amongst others, include missing items or broken glass, accident and impact damage. In all cases, we will endeavour to assess damage recharges fairly, charging on a repair rather than replacement basis, where possible.

When our independent partners complete their inspection they will prepare a condition report which identifies any damage on the vehicle outside the acceptance of fair wear and tear. This report will also detail the repair method and cost of repair. An appraisal report is prepared for our used vehicle buyers.

Returning the vehicle



This includes, but is not limited to:

- All sets of keys, including master and spare keys
- All original documents such as the usermanual etc.
- Evidence of the signed/stamped service history
- Valid MOT certificate (if applicable)
- Radio code cards
- SDs, CDs or DVDs for satellite navigation (delete stored locations for security, such as your home address)
- All removable audio equipment (such as 'face off' units)
- All optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, rear door sun shades etc.)
- All emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc.)
- The spare wheel must be on-board and meet legal requirements
- In case your vehicle has a 'tyre mobility set', it must be in a working condition (sealing compound and a 12v compressor that plugs into the cigarette lighter)
- The original wheel caps

Remove all personal items



Tyres, stickers and cleaning

Tyres

The fair wear & tear appraisal also includes the inspection of tyres. If winter wheels were included in the agreement, the vehicle must be delivered with 2 complete set of wheels including rims and bolts, also applies to wheels that are stored at a tire hotel. If the vehicle is delivered with a spare wheel, this must accompany the vehicle upon delivery, if the vehicle is delivered with a "tyre repair package" containing sealant and air compressor, this must accompany the vehicle upon delivery.

Cleaning/stickers

After submission, the car will review a cosmetic upgrade based on an individual assessment of condition/needs. Stains in the vehicle's interior and unpleasant odors will affect the resale value of the returned vehicle. The same applies to insufficient paint maintenance (polishing, and that any decore/glue residues will be removed with subsequent paint cleaning/polishing. The customer covers these costs.



Exterior Cargo Area



Acceptable

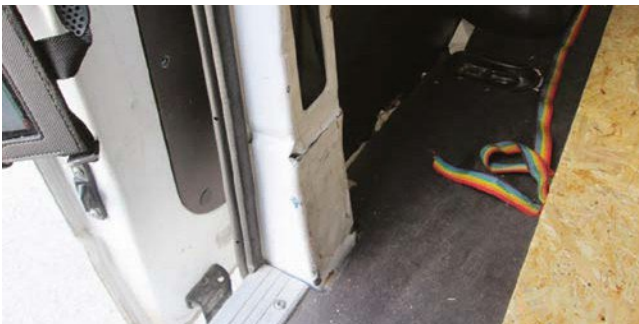
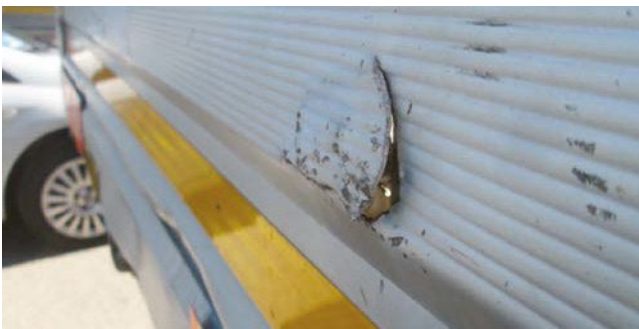
- Any scratches, scrapes and/or deformation of loading area, assuming this does not affect opening and closing the doors, or can be seen from the outside.
- Wear, dents and unevenness on the frames or the walls in the loading area, as long as it does not affect the function of the hold, or can be seen from the outside.
- Extra equipment left in the car, assuming it is properly installed and complies with the car's regulations.





Unacceptable

- Deformations in the wheel housing and signs of incorrect loading or insufficient securing of loaded goods.
- Any dents, scrapes or scratches in the loading area with signs of rust formation.
- Holes in the bottom of the loading area or severe deformations.
- Damage, dents or damage to the interior lining, which restricts the use of doors, windows or fixtures.
- windows, which affects the use of the load compartment.
- Damage to the inside of the loading area, which can be seen from the outside.
- Missing internal lining or partitions.
- Scratches, cracks or missing parts in the bottom of the cargo area or in the lining of the cargo compartment.



Exterior

Door frames and door seals



Acceptable

- Scrapes and scratches on the door frames in the cargo area, assuming it does not affect the function of bumpers, lights or license plates, etc.
- Scrapes and scratches on the door frames of the back- or side doors of the cargo spaces, provided it does not affect the opening and closing of the doors.





Unacceptable

- Damage that has led to deformed frames.
- Scrapes and scratches on the door frames in the cargo area, which affect the function of bumpers, lights or license plates etc.
- Scrapes and scratches on the door frames of the back- or sidedoors of the cargo spaces, which affect the opening and closing of the doors.
- Damaged door seals.



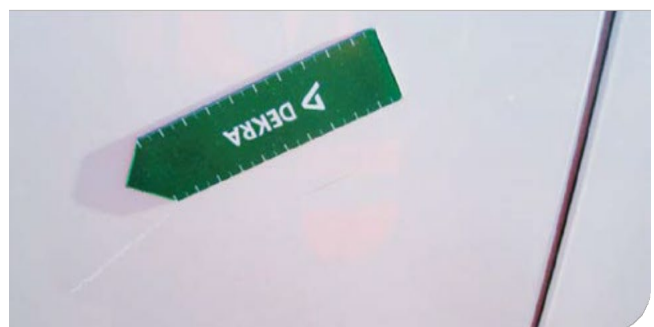
Exterior

The vehicles chassis and paint



Acceptable

- Scrapes and scratches assuming they can be removed by mechanical polishing.
- Dents up to 2 cm, assuming that there are no more than two dents per panel.
- Areas with stone chip damage, assuming that it only applies to less than 25% of the panel.
- Dents that have been properly repaired before rusting occurred.





Unacceptable

- Scrapes and scratches that cannot be removed by mechanical polishing.
- Dents larger than 2 cm.
- More than two dents per panel.
- Rust formation in all types of damage.
- Damage from stone chips that covers more than 25% of the panel.
- Wrong repainting of the car, wrong shade of colour.
- Incorrectly performed repair work.
- Discoloration of the paint due to external conditions.



Exterior Grilles and bumpers



Acceptable

- For painted bumpers: Scrapes and scratches assuming they can be removed by mechanical polishing.
- For unpainted bumpers: Scratches and scrapes up to 2 cm in diameter are acceptable.
- Dents of up to 2 cm in diameter, maximum 2 dents per bumper and grill. Must not exceed a diameter of 2 cm each.
- Discolouration due to external factors, e.g. weather conditions.





Unacceptable

- Riper og oppskrapinger som er større enn 2 cm i diameter.
- For lakkerte støtfangere: Riper og oppskrapinger som ikke kan fjernes med mekanisk polering.
- Ødelagte, sprukne eller deformerte griller og støtfangere.
- Bulker som er større enn 2 cm i diameter.
- Mer enn to bulker per grill eller støtfanger.
- Skader forårsaket av feil bruk av kjemikalier.



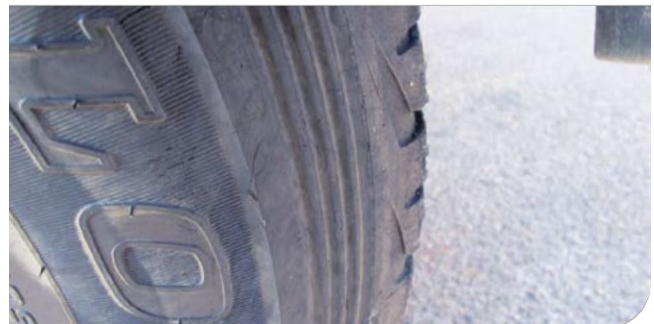
Exterior

Tire wear/rims



Acceptable

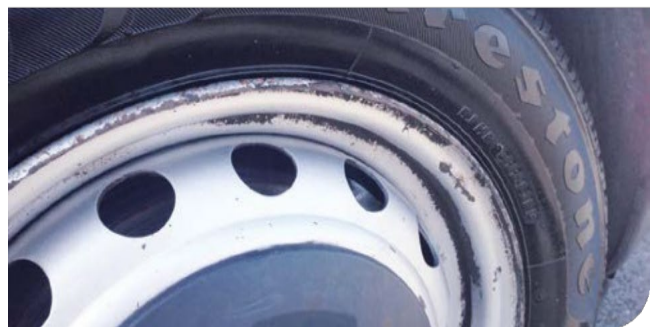
- All summer tires must have a pattern with a minimum depth of 2 mm. For winter tires the corresponding minimum depth is 4 mm.
- Scratches and scrapes on the wheel caps and/ or rim without the material being damaged or deformed.





Unacceptable

- Scratches or scrapes where the material is damaged or deformed.
- Deformed tires, e.g. caused by curbs.
- Dents, cracks or cuts on the tyres.
- Damage to side walls or pattern.
- Tire is penetrated with a foreign object.
- Damaged or deformed wheel cover or rim.
- Rust formation on the capsule or rim.
- Return without tire repair package and/or spare wheel.

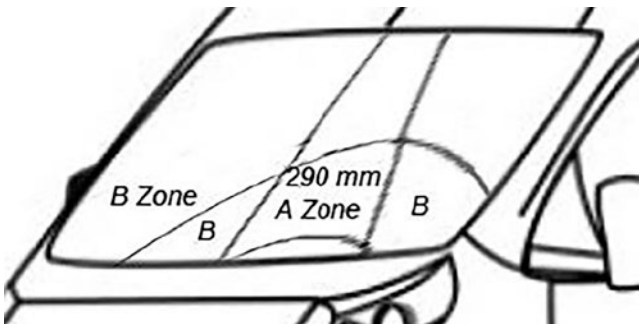
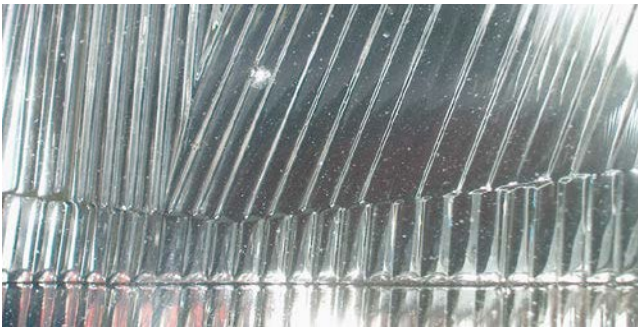


Interior

Interior of the car

Acceptable

- Stone chip damage up to 1 cm and within approved requirements (PKK) in part A on the windscreen.
- Damage from stone chips on the front of the headlights, fog lights and turn signals, which do not damage the glass and do not affect the function of the lights
- Small stickers on the windscreen.
- Wear on the windscreen which means that the car will be approved at the Periodic Vehicle Inspection (PKK).





Unacceptable

- Broken glass or broken lights
Cracks in the lights, which affect the function of the light. All bulbs must work.
- Wear on the windscreen which means that the car will not be approved at the Periodic Vehicle Inspection (PKK).
- Self-applied sunscreen or tinted strips must be completely removed from the windshield if they have not been applied by a professional, are torn, or have begun to separate from the corners of the windshield.
- Stone chip damage that is larger than 1 cm and/or in part A.



Exterior

Mirrors and other fittings on the exterior



Acceptable

- Scratches or scrapes of up to 5 cm, assuming they can be removed by mechanical polishing.
- For unpainted mirrors: Scratches and scrapes of up to 5 cm are acceptable.
- Special lights or rotating lights that are correctly mounted and in full working order, without damage. The lights must comply with the applicable laws and regulations, and if required by local legislation, they must be mentioned in the license plate.
- The car is returned with the towbar and bolts intact.
- Additional aerials or roof equipment must be in full working order, comply with road safety, and be approved for the type of car in question.
- When removing external equipment, the relevant areas must be repaired in the correct manner.





Unacceptable

- Painted mirrors: Scratches or scrapes of more than 5 cm, or any scratches and scrapes that cannot be removed by mechanical polishing.
- For unpainted mirrors: Scratches and scrapes of more than 5 cm.
- Rotating lights that have damaged the car body when they were installed or removed.
- Roof racks and/or trailer hitches that are damaged, destroyed or show signs of rusting.
- Deformed or broken mirrors.



Interior Inside the car / Interior of the car



Acceptable

- Dirt and stains on interior covers, seats, carpets and floor mats, which can be removed with normal cleaning.
- Seats showing signs of wear and tear caused by normal use.
- Discoloration of interior panels caused by daily use and wear.
- Telephone equipment can be left in the car.





Unacceptable

- Dirt and stains on interior upholstery, seats, carpets and floor mats, which cannot be removed with normal cleaning, but require specialized cleaning.
- Scratches, scrapes, burn marks, cracks and deformation of the material on the interior lining, seats, carpets and floor mats.
- Hole in console/dashboard caused by removed equipment.
- Cuts, holes or loose threads on the steering wheel.
- Unpleasant odors that require specialized cleaning to remove, e.g. dog/dog hair and smell of smoke.
- Missing seats when returning.





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