Fair wear & tear

Guidelines for cars

Better with every move.

ayvens
SOCIETE GENERALE GROUP

Partner overview

SGS is the world's leading inspection, verification, testing and certification company. We help every player in the automotive industry improve performance and reduce risk. Our services focus on the design, construction and operation of motor vehicle inspection solutions all over the world. Governments, manufacturers, financing and insurance companies, as well as consumers, rely on our independent, accurate, secure solutions to limit damages and increase automotive safety. www.sgs.com

DEKRA Automotive Solutions

DEKRA is one of the world's leading expert organisations: the company currently operates in 50 countries and more than 29,000 employees are committed to ensuring long-term safety, quality and environmental protection. The DEKRA Business Units "Automotive", "Industrial" and "Personnel" provide professional and innovative services in the fields of inspections, expert appraisals, claims management, consulting, certification, industrial and product testing. DEKRA Automotive Solutions, Service Unit of DEKRA Group company and key component of DEKRA Automotive business unit, is an international organisation with specialist skills in defleet and remarketing management of used vehicles. It has extensive experience in delivering bespoke used vehicle management solutions to the automotive motor industry as well as rental and leasing companies. www.dekra.com

EurotaxGlass is the leading provider of data, solutions and business intelligence services for the European automotive community. Through the combination of data collection, market analysis and mathematical models reliable, decision-critical information will be offered. www.eurotax.com

Audatex, a Solera company, is the only global provider of claims solutions. We deliver the industry's most comprehensive, integrated suite of applications for claims processing, estimating, shop and yard management, and business analytics for performance management. Our solutions help insurance carriers, collision repair shops and automotive recyclers automate core business processes, streamline workflow with industry partners, and manage performance. www.audatex.com

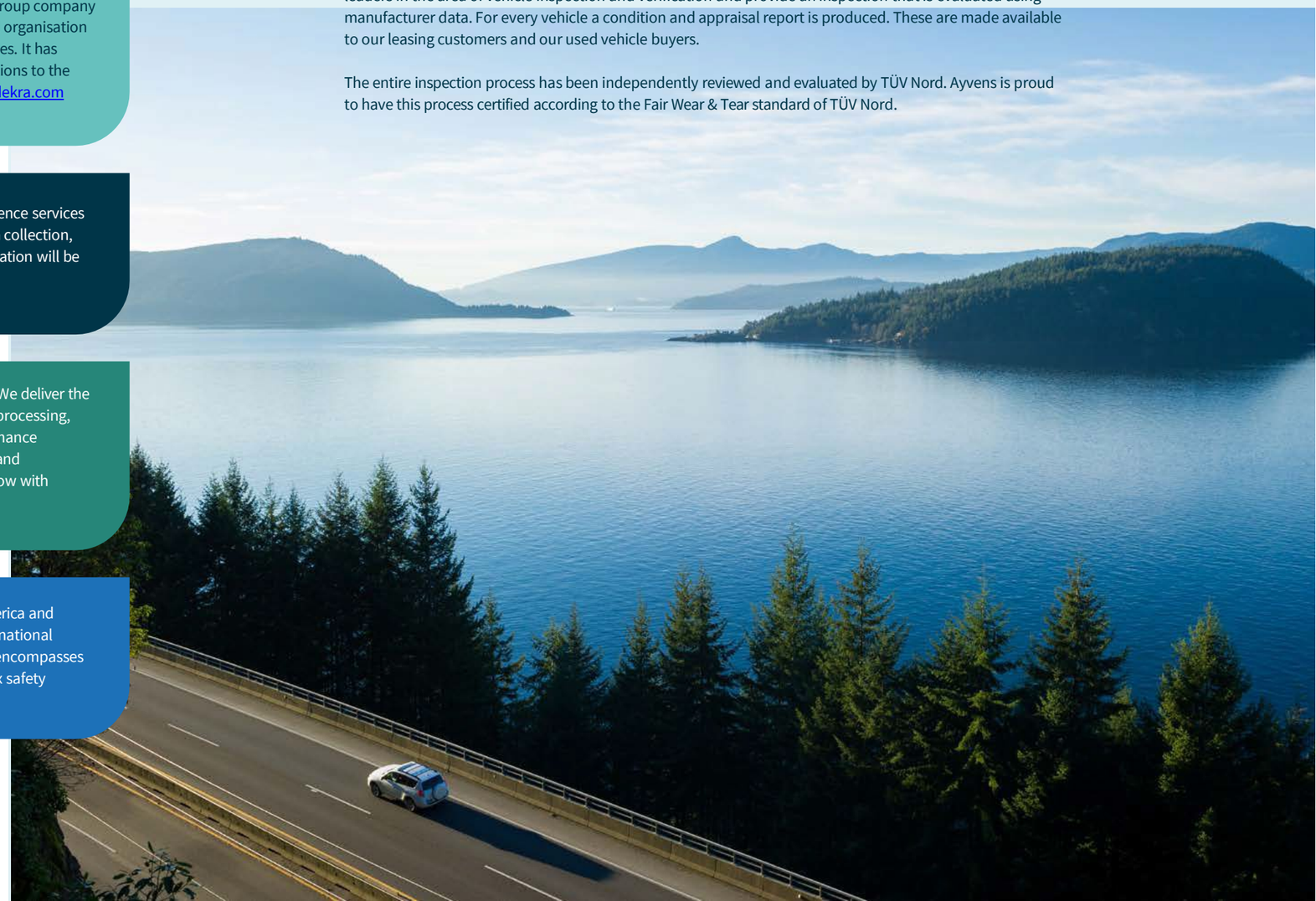
With over 10,000 employees in more than 70 countries of Europe, Asia, America and Africa, the TÜV NORD GROUP is actively committed to its national and international customers. Its broad certification, service and testing/inspection portfolio encompasses both specific individual tests/inspections and also management of complex safety solutions. www.tuv-nord.com

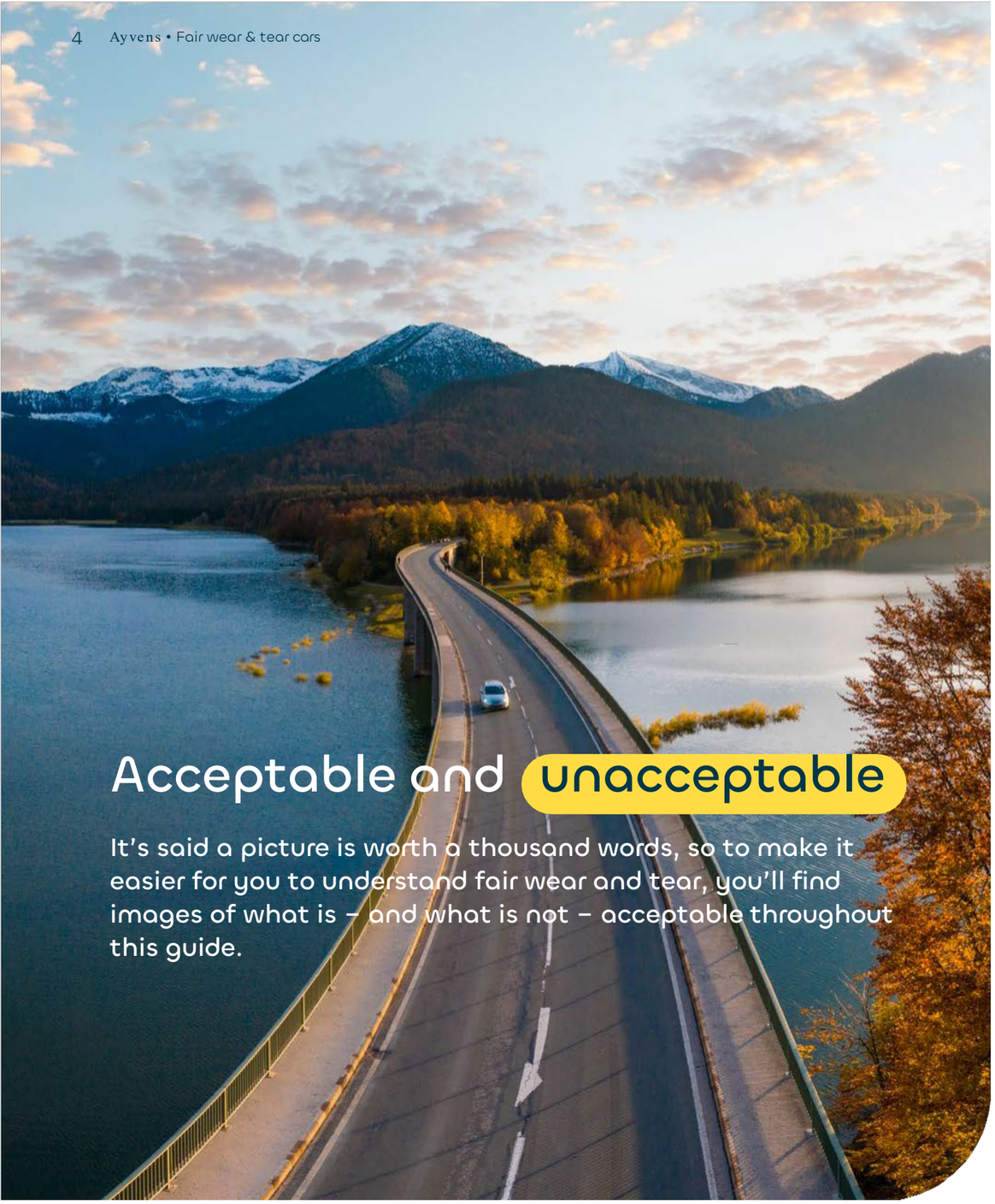
Introduction

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 SGS Automotive and DEKRA Automotive Solutions to carry out these inspections. Both of these companies are market leaders 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

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

This includes, but is not limited to:

- All sets of keys, including master and spare keys.
- All original documents such as the owner's manual 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 kid 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

Please also remember to remove all personal effects from your vehicle prior to its return such as:

- Personal documents
- Phone chargers
- Sunglasses
- Fuel cards

Remember to check all storage areas in your vehicle, including the boot, glove box, door pockets, seat back pockets and all other storage spaces. We are unable to return personal effects left in the vehicle after the vehicle has been collected.

The car must be restored to factory condition and cleared of personal information before the return. This means the removal of:

- Personal profiles
- Addresses in the navigation system
- Bluetooth pairings

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.

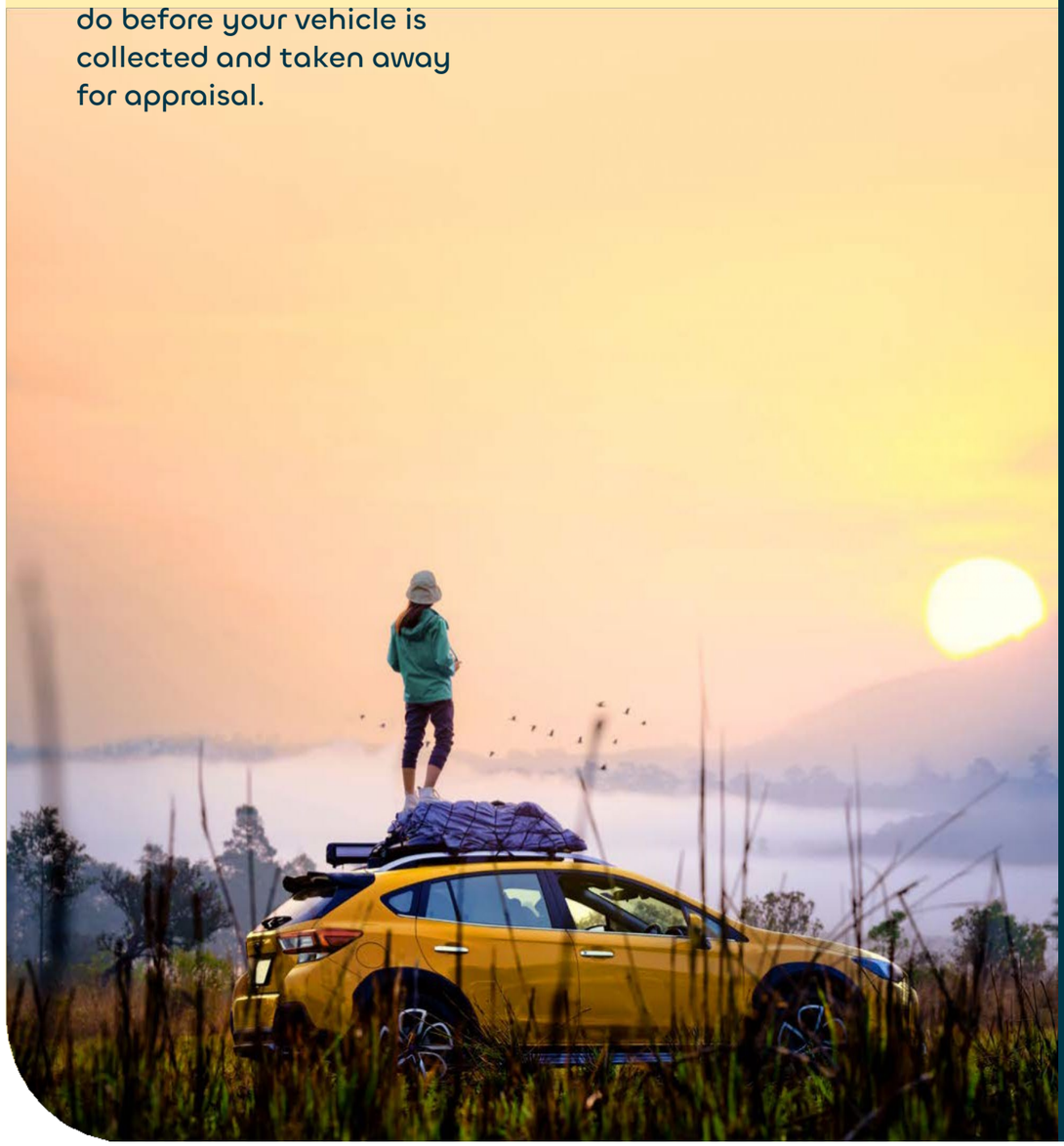
Inspect your vehicle when it is dry:
A wet car will make it much harder for you to spot and make note of any scratches and dents. If the car has just been washed, or it has been raining, make sure it's dried thoroughly before inspection.

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.

To avoid any unforeseen damage charges, there are a few things you can do before your vehicle is collected and taken away for appraisal.



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. Eventual tire storage must be discontinued upon return and the associated tires must be loaded in the car, Ayvens does not cover the transportation costs of tires.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 selling 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. Please refer to your local Ayvens contract for the specific agreements regarding the method of returning in relation to stickers.

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.

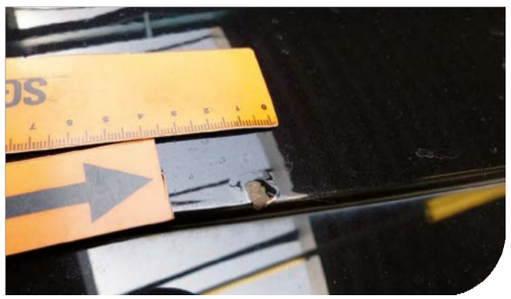
Exterior
Vehicle body and paint

Acceptable

- Scratches on the surface up to 10 cm that can be removed by mechanical polishing
- Damage through the paint up to 2 cm
- Dents up to 2 cm, given that there are no more than two dents per panel.
- Areas of stone chipping, given that less than 25% of the panel is affected, and no corrosion has developed.
- Chips that have properly been touched up prior to corrosion development.

Unacceptable

- Scratches larger than 2 cm.
- Damage through the paint, larger than 2 cm.
- More than two dents per panel.
- Dents larger than 2 cm
- (Stone) chipping, covering more than 25% of the panel.
- Incorrect repaint work, showing a colour difference.
- Incorrect repair work.
- Corrosion development on any type of damage.
- Paint discolouration through external impacts, such as incorrect chemical usage.



Exterior
Grille and bumper

Acceptable

- Scratches on the surface up to 10 cm that can be removed by mechanical polishing.
- Damage through the paint up to 2 cm.
- For textured or non-painted bumpers: scratches and scores up to 10 cm are acceptable.
- For textured or non-painted bumpers: scuffs and abrasions up to 2 cm are acceptable.
- Dents up to 2 cm, with a maximum of 2 dents per bumper or grille.
- Discolour through external impacts, e.g. weather condition.

Unacceptable

- Scratches longer than 10 cm.
- For painted bumpers: any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing.
- Damage through the paint larger than 2 cm.
- Dents larger than 2 cm.
- More than two dents per grille or bumper .
- Broken or cracked or deformed grilles and bumpers.
- Damage due to incorrect usage of chemicals.

Exterior

Tyre wear and wheel rims

Acceptable

- Summer tires with a minimum tread of 3 mm.
- Winter tires with a minimum tread of 4 mm.
- Damage to the rim other than rim scuffs, up to 2 cm.
- Rim scuffs, up to 10 cm.

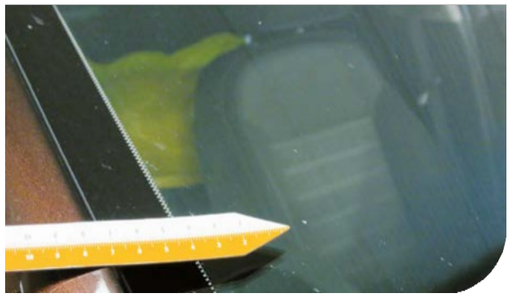
Unacceptable

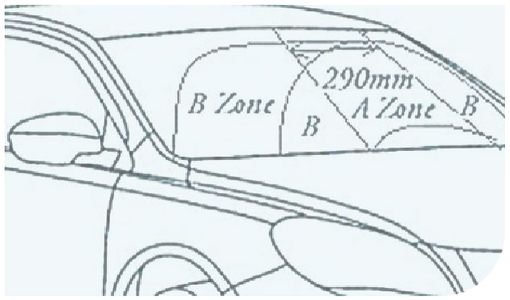
- Rim scuffs, larger than 10 cm.
- Deformed tyres, e.g. caused by kerbing.
- Bulges, cracks or cuts to the tyres.
- Damage to the sidewalls or tread.
- Tyres penetrated with a foreign object.
- Broken or deformed wheel trim, rim or alloy.
- Corrosion development on the wheel trim, rim or alloy.
- Returns without the original wheel caps, tyre mobility kit and/or spare wheel.
- Summer tires with tread under 3 mm.
- Winter tires with tread under 4 mm.
- Damage to the rim other than rim scuffing, larger than 2 cm.

Exterior
Glazing and lights

Acceptable

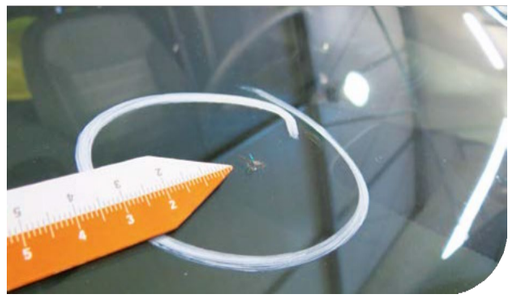
- Stone chipping, with a maxiumum of 2 chips, provided that they are no larger than 1 cm and not in the A Zone of the windscreen.
- Stone chipping on the surface of headlights, fog lights or indicators not breaking the glass and not harming its function.
- Small stickers on the glass required by local legislation.

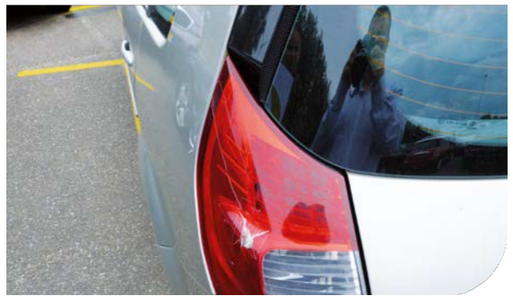


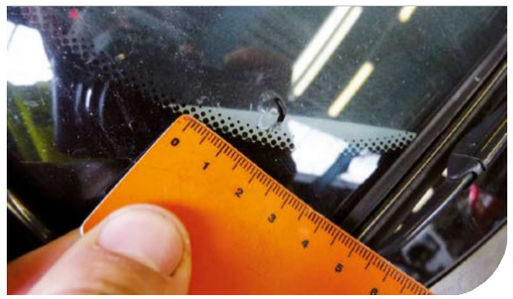


Unacceptable

- Broken glass or lights.
- Cracks or chips in the lights, which restrict the function of the light. All bulbs should be operational.
- Self-applied sun protection or tinted strips must be completely removed from the windscreen if they have not been professionally applied, are torn, or have begun to separate from the corners of the windscreen.
- Chips or cracks larger than 1 cm.
- Chips smaller than 1 cm in the A zone of the windscreen.
- More than 2 stone chips.







Exterior

Mirrors and external fittings

Acceptable

- Mirror cases: scuffing and scratches up to 10 cm, provided that they may be removed by mechanical polishing.
- Damage through the paint, up to 2 cm.
- Returning a vehicle with intact tow bars and pins.
- Fitted beacons or lights that are properly fitted and in full working condition, without any damage. The lights must fully comply with the legal requirements, and if required by local law, mentioned in the vehicle documents.

Unacceptable

- Mirror cases: scuffing and scratches larger than 10 cm, or any scuffing and scratches not possible to be removed via mechanical polishing.
- Damage through the paint larger than 2 cm.
- Deformation or breakage of the mirror and/or mirror case.
- Beacons that have damaged the structure of the vehicle through their fitment or removal.
- Damage due to tow bar removal.

Interior

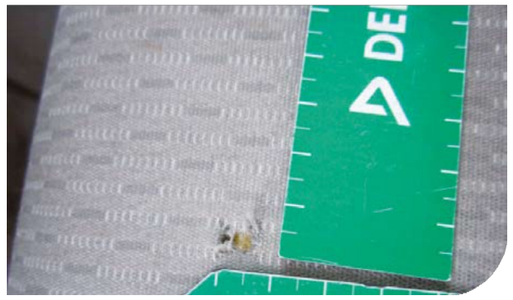
Interior of the vehicle

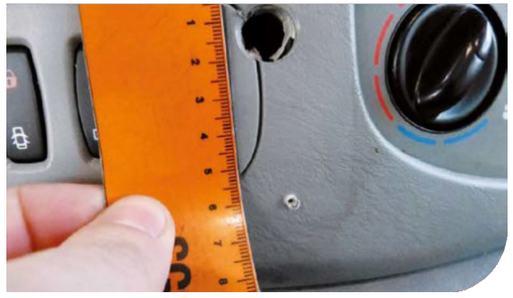
Acceptable

- Soiling and stains on seats, interior lining, floor mats or carpets, which can be removed by general cleaning.
- Seats showing wear and indentation through general usage.
- Panel discolouration through day to day usage and wear.
- Phone fittings/cradles may be left in the vehicle.

Unacceptable

- Soiling and stains on seats, interior lining, floor mats or carpets, which can not be removed by general cleaning, but require specialist cleaning.
- Cuts, abrasions, tears and damage to the material of the interior lining, carpets and floor mats
- Holes left in the console as a result of equipment removal.
- Cuts, gouges or loose threads on the steering wheel.
- Unpleasant odours which require specialist cleaning to remove.
- Returning the vehicle with seats missing.





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