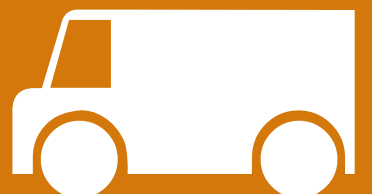




Fair Wear & Tear Guideline for Vans



ENGLISH

GUIDELINE

Accepted by major European car-institutions

The logo for SGS, consisting of the letters 'SGS' in a bold, sans-serif font. A vertical line is positioned to the right of the letters, and a horizontal line is positioned below the letters, forming a partial frame.

SGS is the world's leading inspection, verification, testing and certification company. The automotive services of SGS are provided to governments, manufactures, traders, financial institutions and insurance companies on four continents. www.sgs.com

The logo for EurotaxGlass's, featuring a blue arrow pointing right followed by the text 'eurotaxGLASS's' in a bold, sans-serif font. Below this, the tagline 'Automotive Business Intelligence' is written in a smaller, lighter font.

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



The European Car and Truck Association was founded in 1964 and represents the vehicle short term rental (daily) and long term rental (contract hiring/leasing) industries of 15 European countries. Behind ECATRA stand more than 7,200 companies, the secretariat is based in Brussels. www.ecatra.org



RWTÜV Systems GmbH emerged in Germany from the Technischer Überwachungsverein (technical surveillance). By cross-linking the manifold know-how in examination, certification and advising, the company has developed to a competent international system service organisation. www.rwtuev.de

At the end of the contracted period the leased vehicle, unless it is taken over by the driver, is entered into the Car Remarketing – which CarNext, a company of LeasePlan Corporation N.V. has specialised in. Right after the return of the car, we are having an independent company, as the SGS Group, make a vehicle appraisal. To ensure that things are handled most fairly and unavoidable depreciations are charged as moderately as possible, we keep to the guidelines of leading organisations.

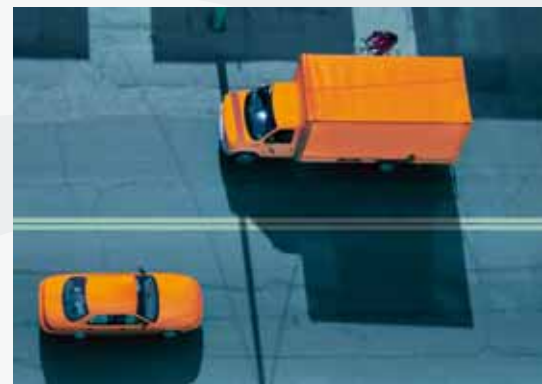
Which criteria are valid for vehicle appraisals? There are acceptable damages, resulting from the normal use of the car. These damages are not depreciating and lie in the green sector.

GUIDELINE

www.carnext.com



Then there are damages that are absolutely in the red sector and which cannot be resulting from the normal use and thus cannot be accepted. Here we differentiate between damages that have a 100% effect on the depreciation and damages that are charged according to the vehicle age. The first of which are accident damages and damages that affect the operational and road safety, e.g. damages on breaks, steering and major body parts. The latter are damages affecting the optical condition of the car and thus the price a potential customer is willing to pay for the used car.



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As one of the world-wide largest fleet management companies, LeasePlan actually holds 1.2 million business vehicles. The annual remarketing potential comprises around 330,000 vehicles. CarNext's field of activity is to remarket the returned vehicles of LeasePlan on an international level.

GUIDELINE

Acceptable and unacceptable damages

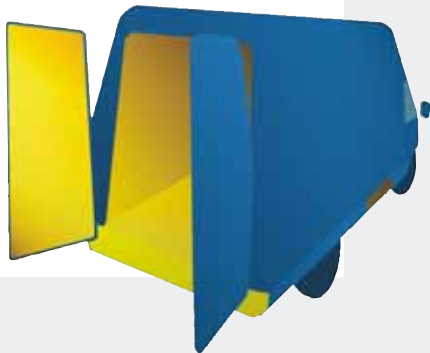
Loading Area



On the following pages, you will find examples for acceptable and unacceptable damages. Like this you can avoid many a tear and you know in time before the return of the vehicle how the appraisal will be ending. Result: Your drivers drive well in treating their business car like their own.

We have facilitated the review on acceptable and unacceptable damages and provided a colour code for the individual examples: yellow stands for the loading area, blue for the exterior of the van and green for the interior. The exterior comprises body, paint, tyres, roof fittings, glazing and lighting. The interior consists of e.g. dashboard including instruments, seats, upholstery, headlining, floor coverings, build-in fittings as well as the full scale of electric, electronic and mechanical equipment.

Exterior



By the way: Should we have found unacceptable damages in the appraisal, we will inform you in writing about their kind and cost. If the result of the appraisal leaves open questions, we will find answers together with you that will surely satisfy both parties. One thing is for sure - we do everything to make you drive best with us.

Interior



GUIDELINE

Generals

Generally, a simple rule should be followed when returning the van: everything that came with the van in the first place must be returned, e.g.

- all keys (also work-shop keys)
- vehicle document
- service booklet and manual(s)
- radio code-cards
- software CDs for a possibly built-in navigation system

as well as the TravelCards/petrol cards obtained through LeasePlan by separate mail to the local headoffice.

If for instance winter tyres were included in the service agreement, the complete set of 4 wheels including rims and bolts have to be returned. If a vehicle is returned during winter the same applies for the summer tyres.



ACCEPTABLE



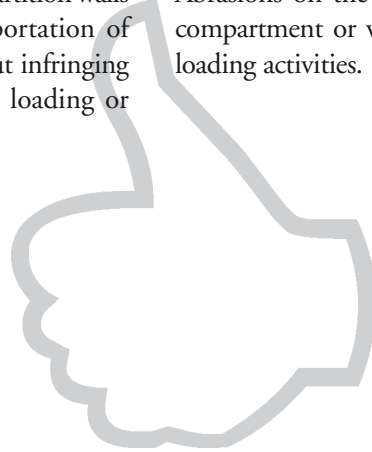
Scuffing or scratches or deformations in the interior lining of the loading compartment as long as they do not influence the function of the doors.



Dents or bumps in the partition walls being caused by transportation of goods or loading without infringing on the function of the loading or passenger compartment.



Abrasions on the sills of the loading compartment or walls due to normal loading activities.



UNACCEPTABLE



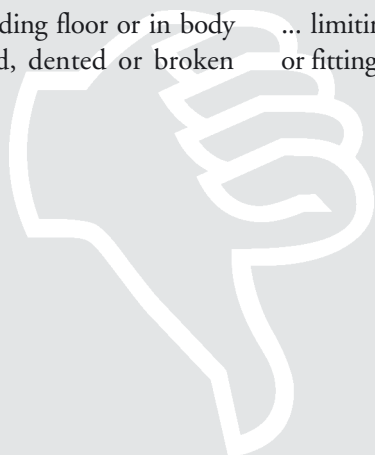
Heavy deformations of the wheel casing and signs of improper loading or insufficient securing of loaded goods.



Holes in the loading floor or in body parts. Damaged, dented or broken interior lining ...



... limiting the use of doors, windows or fittings.



ACCEPTABLE



Abrasions, scuffing and scratches on the loading floor caused by transportation of goods or loading activities.



Additional fittings remaining in the vehicle as long as they are properly built-in and comply with the regulations for the vehicle.



UNACCEPTABLE



Deformation of body parts, partition walls, doors or windows.



Parts that have been kept in place through emergency repair or do not serve their original function any longer. Missing interior lining or partition walls.

ACCEPTABLE



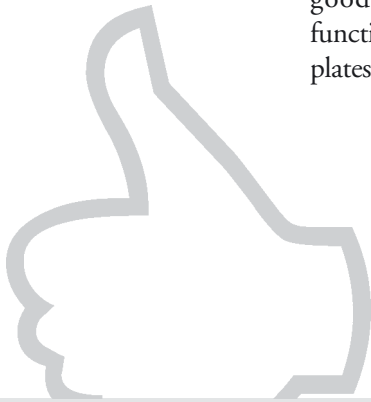
Scuffing and scratches or abrasions on sills of loading compartments or bumpers in that area.



Damages to the sills of the loading compartment caused by loading of goods and not infringing on the function of bumpers, lights, number plates, etc.



Abrasions on the sills of back or sides doors of the loading compartment caused by loading of goods.



UNACCEPTABLE



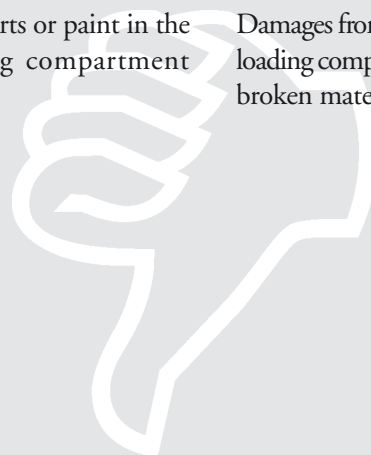
Rips or tears or missing parts on the loading floor or lining in the area of the loading compartment.



Damages to body parts or paint in the area of the loading compartment causing rust.



Damages from impacts in the area of the loading compartment. Deformed sills or broken material of the sills.



ACCEPTABLE



Scuffing and scratches in the paint, which can be removed by polishing and do not make paintwork necessary.



Dents or bumps should not exceed the number of two per body part, e.g. door or fender.



UNACCEPTABLE



Bumps or dents or deformation of the vehicle body ...



... with or without damages to the paint with a diameter of more than 20 mm = size of the 1 Euro coin.



Damages to the paint through to the metal and/or having caused rust.



Vehicle Body/Paint

ACCEPTABLE



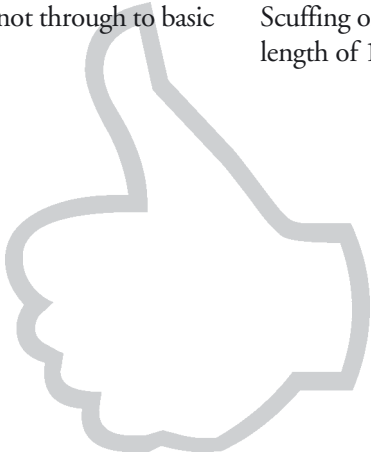
Damages in paint not through to basic material.



Scuffing or scratches with a maximum length of 100 mm.



Scuffing or scratches even with damages to the paint, if the diameter does not exceed 20 mm each (size of the 1 Euro coin).



UNACCEPTABLE



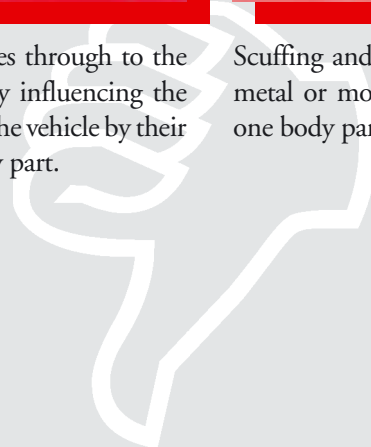
Deformation of the vehicle body with or without damages to the paint with a diameter of more than 20 mm each (size of the 1 Euro coin).



Scuffing and scratches through to the metal or substantially influencing the optical condition of the vehicle by their number on one body part.



Scuffing and scratches through to the metal or more than two scratches on one body part.



ACCEPTABLE



Scuffing, scratches or deviations with a maximum length of 100 mm or stone chipping if not more than 25% of the part (e.g. hood) is concerned.



Bumps or dents even with damages on the paint if the diameter is not exceeding 20 mm each (size of the 1 Euro coin).



UNACCEPTABLE



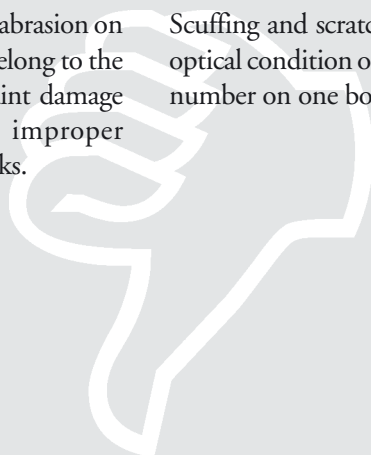
Scratches, paint damage or abrasion on body parts, which do not belong to the normal area of loading. Paint damage on Roof sills caused by improper loading on and off roof racks.



Scuffing and scratches influencing the optical condition of the vehicle by their number on one body part.



Accumulation of bumps, dents or scratches on body parts e.g. doors or hoods caused by impact when opened or improper secured loads on the roof.



ACCEPTABLE



Scuffing or scratches with a maximum length of 100 mm not through the paint in case of painted grille. In case of unpainted grille the scratches are not to go through to the basic material.



Scratches or scuffing with a maximum length of 100 mm not going through the paint in case of painted bumper.



UNACCEPTABLE



Grille broken by impact of chipping.



Bumper or sills showing deformations or tears.



ACCEPTABLE



In case of unpainted bumper, the scratches are not to go through to the basic material ...



... and exceed the number of two per bumper.



UNACCEPTABLE



Painted bumpers showing scratches through to the basic material or are deformed by impact.



Bumpers with tears or cuts caused by impact. Missing covers on towing bars or detachable trailer couplings.



ACCEPTABLE



All summer tyres should show a minimum tyre depth of 2 mm.



Scuffing or scratches on wheel caps not causing breaks in the material or deforming the wheel cap.



UNACCEPTABLE



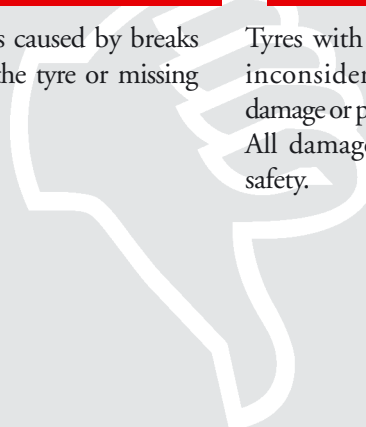
Tyre with damage caused by impact known to happen through 'kerbing'.



Clearly visible dents caused by breaks in the sidewalls of the tyre or missing material.



Tyres with inappropriate air pressure inconsiderable whether caused by damage or penetration of foreign particle. All damages influencing the vehicle safety.



ACCEPTABLE



Scuffing or scratches or deposits on rims not deforming the rim.



The wheel nuts or wheel bolts show clear signs of rust, but they are not round and can be detached.



UNACCEPTABLE



Deformation of the bead of the rim, missing material or rust.



Breaks or missing material on wheel caps. Scuffing and scratches causing a deformation of the wheel cap.



ACCEPTABLE



Tears or smaller breaks in indicators or number plate lights not influencing the function or vehicle safety.



Tears or smaller breaks in lightings not influencing the function or vehicle safety.



UNACCEPTABLE



Chippings in the headlights, fog lights or indicators having broken the glass or the transparent covers.



As before: The damages show as a tear or a hole and influence the technical function.



ACCEPTABLE



Scratches or chippings in the surface of the headlights, fog lights or indicators not breaking the glass and not influencing the function or vehicle safety.



Any stickers on glass on inside or outside.



UNACCEPTABLE



Tears in the whole area of the windscreen. Stone chippings causing reflections by their number or kind or influence the view of the driver when driving in darkness or rain.



Stone chippings in the whole area of the windscreen damaging at least the outer glass layer. Also stone chippings, which will not pass the technical examination following the legal requirements of road safety.



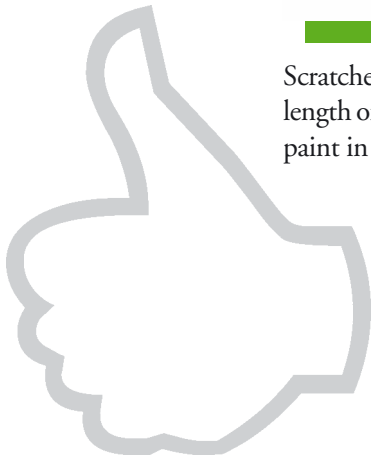
ACCEPTABLE



Scratches or scuffing with a maximum length of 50 mm not going through the paint in case of painted mirrors.



In case of unpainted mirrors, the scratches are not to go through to the basic material. The function must not be influenced.



UNACCEPTABLE



Scratches or scuffing exceeding the maximum length of 50 mm or going through the paint in case of painted mirrors - in case of unpainted mirrors going through to the basic material.



No breaks in the glass. The mirrors must not show deformations or be influenced in their function.



ACCEPTABLE



Fitted beacons or lights must not show breaks in the glass and the function must comply with the legal requirements of road safety and if necessary must be registered in the vehicle documents.

Additional antenna or roof fittings can be built-in, but must be fully functional and comply with the road safety as well as be approved for the type of vehicle.



UNACCEPTABLE



Fitted roof racks must not be broken and must be fitted correctly. The rack must not be influenced in its safety by rusted material.



Fitted beacons or lights showing breaks in the glass or not fitted correctly. These lights do not comply with the legal requirements for road safety or are influenced in their function.



ACCEPTABLE



The seats show signs of heavy usage. The upholstery has given way. The cover is uneven and/or the seats show typical abrasions through getting in and out.



The upholstery is compressed and the sides of the seat are bulbous.



UNACCEPTABLE



The seats covers are torn or material is missing from the upholstery.



The upholstery is burned or cut. The use is influenced through clearly distinctive smells.



The seats are heavily stained. The staining is not only on the surface and cannot be removed by normal cleaning.



ACCEPTABLE



The partition wall shows dents but is not influenced in its function.



The headlining of the driver's cabin shows minor damage, but is not influenced in its function.



UNACCEPTABLE



The headlining of the driver cabin is stained. The staining is not only on the surface and cannot be removed by normal cleaning. The material or its seams are torn.



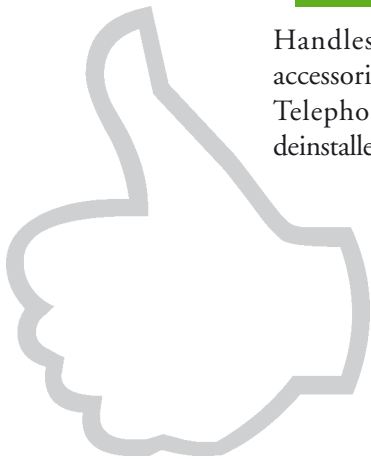
Panel headlinings are deformed or show cuts in material or are heavily stained.

ACCEPTABLE



Handles of additionally build-in accessories remained in the vehicle. Telephones or handles have been deinstalled, ...

... and the holes are either invisible or in the sides of the middle console.



UNACCEPTABLE



Handles for accessories, telephones or telephone handles have been deinstalled. The holes are clearly visible in the driver or passenger area.

The dashboard is visibly damaged and the surface material is damaged or material is torn out.



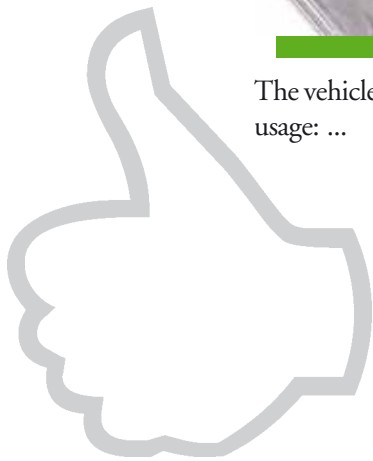
ACCEPTABLE



The vehicle carpet shows signs of heavy usage: ...



... There are abrasions, discolourings and tears in the most used areas.



UNACCEPTABLE



The vehicle carpet shows clear tears, holes or visible stains and dirt marks.



Storage areas in the doors or at the dashboard are torn or material is broken.



Across Europe, around the world



Affiliated with autonomous daughter companies of LeasePlan Corporation N.V., the LeasePlan Group is present world-wide with 21 countries in Europe: Sweden, Norway, Finland, Denmark, Great Britain, Ireland, Germany, the Netherlands, Belgium, Luxembourg, France, Poland, Czech Republic, Slovakia, Austria, Switzerland, Hungary, Greece, Italy, Spain and Portugal. In overseas the US, Brazil, India, Australia and New Zealand count towards the Group.



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