



Fair Wear & Tear

Guidelines for Vans

Accepted by leading European leasing companies



LeasePlan recognises the importance of managing the return vehicle process. That is why it has a dedicated Remarketing divisions who specialise in this activity.

Prior to any Remarketing activities, the vehicle is appraised as quickly as possible after its return to the LeasePlan Group, and this is carried out by the independent inspection and verification organisation group, SGS. We use SGS because it is independent and has extensive inspection expertise. The assessment is fair and adheres to guidelines that are transparent to our customer base and endorsed by the leading European leasing organisations.

To help our customers determine what is fair wear and tear, we have produced these guidelines. Any damage arising from routine, normal use of the vehicle will be regarded as fair wear and tear. These examples are framed with green borders.



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



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 TÜV NORD Group 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.tuev-nord.de

Guidelines that are clear for all parties

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 include missing items or broken glass.

In all cases, we will endeavour to assess damage recharges fairly, charging on a repair rather than replacement basis, where possible.



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As one of the world-wide largest fleet management companies, LeasePlan actually holds 1.39 million business vehicles. The annual remarketing potential comprises around 360,000 vehicles. CarNext's field of activity is to remarket the returned vehicles of LeasePlan on an international level.

Acceptable and unacceptable damages

LOADING AREA



EXTERIOR



INTERIOR

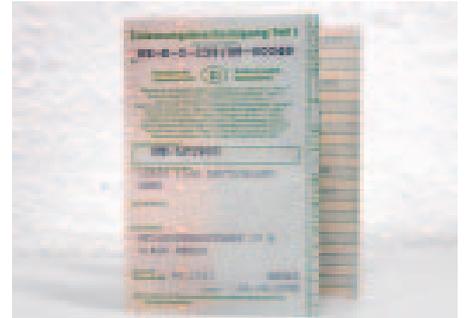


On the following pages you will find examples of what is acceptable and unacceptable damage. By using this information, you can avoid recharge costs by knowing in advance the fair wear and tear considerations that we will apply. This information should be made available to your drivers so that they are fully aware of the appraisal process.

To help the review process, we have used colour coding for the exterior and interior elements of the vehicle. Dark grey is used for the loading area, orange for the exterior of the van and light grey for the interior.

When SGS complete their appraisal they will prepare a 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.

In principle, the following points **should be observed**



When a vehicle is returned to the LeasePlan Group, you should ensure that everything that came with the vehicle is returned:

- all keys, including any master or workshop keys
- all vehicle documentation
- service books with applicable stamps, to show relevant servicing at correct intervals
- operating manuals
- radio code-cards (if available)
- any CDs or DVDs for the satellite navigation system
- complete onboard equipment (including the car-jack)



as well as the TravelCards/petrol cards obtained through LeasePlan by separate mail to the respective oil company (see address on the reverse side of the card).



In principle, the following points **should be observed**

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.

It is mandatory that the spare wheel must be onboard when the car is returned. Please refer to the chapter “TYRES/WHEELS”. 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 leased car is equipped with a Tyre Mobility Set then it must be onboard when the car is returned.

It should not be necessary to emphasise that property belonging to other people should be cared for as well as personally owned property. Minor wear and tear consistent with the mileage driven are completely normal (see acceptable damage). However, advertising stickers or decals, regardless of their condition, have a negative effect on marketing efforts to sell the used car after it has been returned. For this reason they must be completely and cleanly removed prior to returning the car. Unpleasant smells in the car’s interior also deter buyers of used cars. It may be worthwhile for the driver of the car to occasionally have the interior completely cleaned including valeting of the seats. Or simply turn your company car over to a professional car preparation company just before returning it.



LOADING AREA



Acceptable



Scuffing/scratches and/or deformation of the loading area, providing this does not interfere with the function of the door.



General dents/bumps in the walls of the loading area, caused by loading of goods, providing this does not interfere with the function of the 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 severe deformation due to improper loading.



Damaged, dented or broken interior lining limiting the use of doors, windows or fitting.

LOADING AREA



Acceptable



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



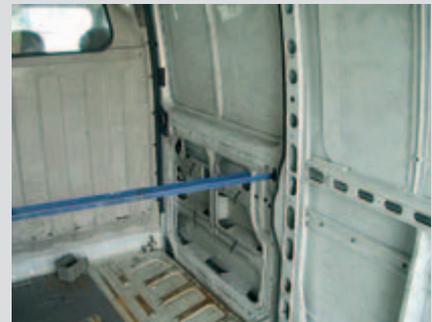
Additional fittings left in the vehicle, provided they are properly built-in and comply with the regulations for the vehicle.



Unacceptable



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



Missing interior linings & partition walls are not acceptable. Temporary “fixes”, as demonstrated above, should be made good. It is not acceptable for the vehicle to be returned in this condition.

DOOR SILL



Acceptable



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



Light damage to the sills of the loading area providing said damage has not affected the function of the bumpers, lights etc.



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



Unacceptable



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



Excess damage in the loading area causing deformation or rust.



Damage which has deformed the sill.



Acceptable



Scuffs and scratches in the paint which can be removed by mechanical polish.



Maximum of 2 dents per panel/body part.



Unacceptable



Bumps, dents or deformation of the vehicle body where the diameter of the damage exceeds 20mm ...



... regardless of whether or not the paint layer has been penetrated.



Damage which has corroded.



Acceptable



Here we see an example of acceptable, light damage which has not penetrated the paint through to the base coat.



Scuffing or scratches with a maximum length of 10 cm.



Patches of scuffing up to a diameter of 2 cm, as shown.



Unacceptable



Any deformation over 2 cm in diameter, regardless of whether the paint has been penetrated.



Here we see an example of excessive scuffing which has penetrated through to the metal.



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



Acceptable



Light scuffs or scratches (up to 10 cm in length) or light stone chipping in one area, not exceeding 25% of the panel.



Bumps or dents up to a maximum diameter of 2 cm.



Unacceptable



Excessive scratches or paint damage that may have arisen from activities other than proper loading.



Here we see an example of excessive scuffing which is apparent, as there is more than one scuff area on the panel.



Here we see an accumulation of bumps and dents in one panel.

GRILLE/BUMPERS



Acceptable



Scuffing and scratches with a maximum length of 10 cm. For painted grilles only scuffing and scratches which have not penetrated the base material.



Up to 2 areas of light scuffs or scratches on the bumper(up to a maximum length of 10 cm) with the same rules as for grilles in respect of paint/material penetration.



Unacceptable



Broken grilles.



Deformed or missing parts.



Acceptable



Light scuffing and scratches with a maximum depth of 0,1 cm. For painted grills only scuffing and scratches which have not penetrated the base material.



... provided there is a maximum of two areas of damage per bumper.



Unacceptable



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



Broken, deformed or severely damaged bumpers are not acceptable. Please ensure tow bars are returned with covers and detachable trailer couplings.

TYRE WEAR/WHEEL RIMS



Acceptable



Tyres with a minimum tread of 2mm. Please note that all tyres, including the spare, must be in legal condition and conform to the manufacturer's recommendations regarding tyre size & type.



Light scuffs or scratches on wheel trims.



Unacceptable



Tyres with damage caused by "kerbing" or other abuse. Bald tyres are unacceptable.



Bulges, cracks or cuts to the tyre or excess damage to the sidewall or tread.



Flat tyres due to damage or penetration of a foreign object, and affecting the safety of the vehicle.

TYRE WEAR/WHEEL RIMS



Acceptable



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



Wheel nuts that are rust and deformation free.



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.



Missing spare wheel, if it is included as basic equipment, or a missing or only incomplete "Tyre Mobility Set."



Acceptable



Light chipping, scuffing or small breaks to indicator or number plate lights, provided this does not influence the function.



Here we see a small crack in the lighting unit which is acceptable as it does not impair the use of the unit.



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.



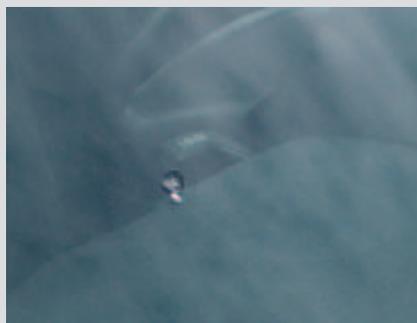
Small stickers on glass.



Unacceptable



Large chips (over 1 cm), broken or cracked windscreens or stone chips which are in the driver's line of sight, and by volume hinder safe driving.



Numerous stone chips over the windshield or large chips which are not in line with MOT standards.



Self-applied sun protection or tinted strips must be completely removed from the windshield if they have not been professionally applied, are torn, or have begun to separate from the corners of the windshield.

MIRRORS/EXTERNAL FITTINGS



Acceptable



Light scuffing and scratches with a maximum length of 5 cm and a maximum depth of 0,1 cm. The function must not be affected.



For painted mirror casings only scuffing and scratches with a maximum length of 5 cm which have not penetrated the base material. The function must not be affected.



Unacceptable



Scuffing and scratches which exceed a maximum length of 5 cm. For painted mirror casings scuffing and scratches which have penetrated the base material.



Glass should be intact. This picture clearly shows cracked glass. Deformed mirrors are also unacceptable if the function of the mirror is compromised.



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, rusted or damaged in any way that would affect safety.



Shown here is a beacon which has not been correctly fitted. Badly fitted beacons or lights with breaks are not acceptable. These do not comply with road safety.

SEATS/HEADLINING



Acceptable



Wear and tear through general usage.



Again an example of acceptable wear.



Unacceptable



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



Holes/cigarette burns or tears in the upholstery.



Heavy stains on the seat that cannot be removed by normal cleaning.



Acceptable



The partition wall separating the cab from the load area shows a dent, which is acceptable as the function of the panel has not been compromised and is intact.



Minor damage, as shown above, to the headlining is acceptable.



Unacceptable



Here we are shown an example of unacceptable staining, which is excessive and cannot be removed by normal cleaning.



Panel headlining which is heavily deformed, torn or has cuts in the material is not acceptable.

DASHBOARD FLOOR COVERING/DOORS



Acceptable



Correctly fitted mobile phone equipment, adhering to safety standards, may be left in the vehicle.



Holes left as a result of telephone equipment removal are acceptable, provided these are in a discreet area (side of console) as shown above.



Unacceptable



Clearly visible holes in the centre console. These should be repaired professionally.



The dashboard is clearly damaged – torn, ripped or deformation of the dashboard is not acceptable.

DASHBOARD FLOOR COVERING/DOORS



Acceptable



The foot well area shows signs of wear due to day to day usage.



Abrasions, light staining & minor tears are acceptable in the most used areas of the carpet.



Unacceptable



Large tears, holes and excess dirt are not acceptable.



Tears or breaks in the dashboard or storage compartments are not acceptable.

A solution that is **highly valued** around the world

LeasePlan, a daughter company of LeasePlan Corporation N.V. is present world-wide – in Europe alone in 23 countries:

Norway, Sweden, Finland, Denmark, Ireland, Great Britain, the Netherlands, Belgium, Luxembourg, France, Germany, Switzerland, Austria, Poland, Czech Republic, Slovakia, Hungary, Romania, Portugal, Spain, Italy, Greece and Turkey.

In overseas the US, Mexico, Brazil, India, Australia and New Zealand count towards the Group, as well as the United Arab Emirates in the Near East.



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