



Driveline Fleet Management

Fair Wear & Tear Guidelines

Your guide to what's considered fair wear & tear when returning your Driveline lease vehicle



**DRIVELINE
FLEET MANAGEMENT**

www.driveline.co.nz



Fair Wear & Tear Guide

What's Fair Wear & Tear, and What's Not?

When returning your Driveline lease vehicle, it will be assessed for 'fair wear and tear'.

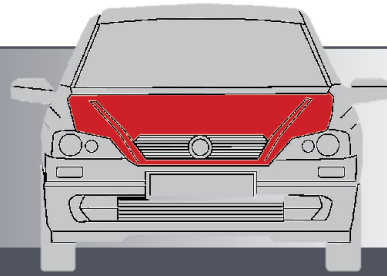
Fair wear and tear is the degree of deterioration from normal use that is considered to be reasonable whilst taking into consideration the vehicle's age and mileage. Fair wear and tear considers the vehicle's overall condition from the mechanics and electrical as well as the bodywork and upholstery.

Any refurbishment that we consider to be outside of normal wear and tear will incur charges back to the lessee, so that the vehicle may be returned to the condition expected for its age and mileage.



These guidelines are not definitive and only provide general comment and examples.

Bonnet



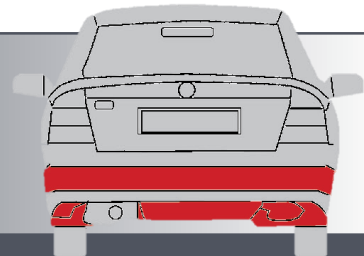
What's Fair

- Minor chipping of paintwork (eg. Stonechips)
- Small dents under 30mm
- Scratches under 100mm

What's Not

- Larger dents over 30mm
- Poor panel and paint repairs (eg. Paint runs; mismatched paint colour; poor preparation of surfaces; peeling of the clear coat)
- Scratches over 100mm that cannot be removed by machine cutting
- Scrapes over 30mm
- Excessive stone chipping that exceeds 20% of the panel

Steel Bumpers & Skirting



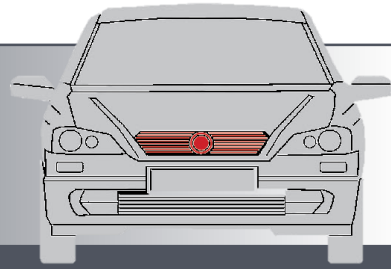
What's Fair

- Dents under 100mm and minor stone chips

What's Not

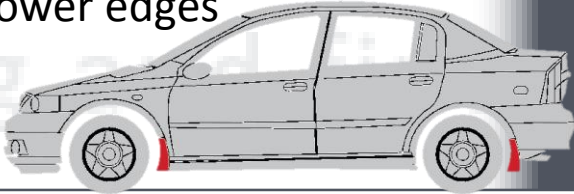
- Significant damage over 100mm in diameter
- Twisted and dented bumpers
- Bent bumper irons
- Missing or torn bumper skirting

Grilles, Trims & Mudflaps



What's Fair

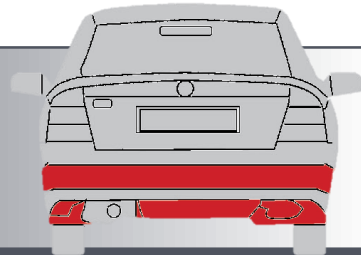
- Minor chipping of paintwork (eg. Stonechips) that can be attributed to normal use
- Mudflaps scraped on lower edges



What's Not

- Broken holed or cracked grills requiring replacement or repair
- Gouges larger than 30mm
- Mudflaps that are ripped, broken or missing
- Any other trims that are missing or broken

Plastic Bumpers & Skirting



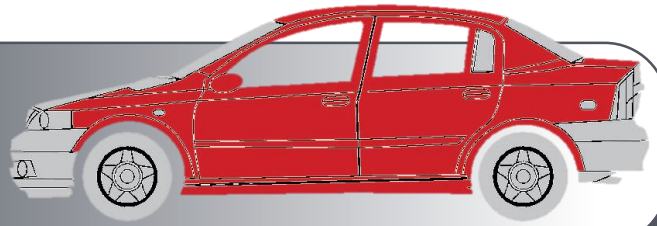
What's Fair

- Minor scrapes, scratches, scuffs and chips

What's Not

- Broken or missing bumper that requires replacement or repair
- Any impact damage where the bumper is dented or is out of shape
- Split, holed or cracked bumpers requiring painting and repair
- Missing or damaged mouldings or number plates

Other Bodywork (besides bonnet & bumpers)



What's Fair

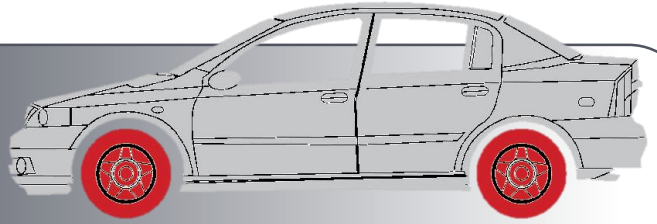
- Occasional chipping of paintwork that can be attributed to normal usage
- Small dents under 30mm in diameter
- Scratches under 100mm in length
- Small dent over 30mm in diameter that can be removed by a paintless dent removal process

We may also charge for removal of signwriting, or decals, or over-painting any corporate colours or livery that has been applied to the vehicle

What's Not

- Gouges and scrapes over 30mm in length or breadth that cannot be removed with a machine cut
- Any scratches over 100mm that cannot be removed with a machine cut (eg. has penetrated through clear coat to bare metal or primer)
- Multiple dents on any single panel
- Dents that exceed 40mm
- Scratches over 100mm in length
- Gouges and scrapes over 40mm in length or breadth
- Rust or damage around drilled holes that will require repairing and repainting of the panel
- Significant damage to decking due to loading, or where metal has been pierced
- Dents over 100mm on inner side of tailgate and cargo areas
- Canopy: cracked fibreglass due to impact damage, broken glass or broken doors
- Paint penetrated by any caustic substance that cannot be polished out (eg. Acid or bird droppings)
- Sub-standard panel and paint repairs (eg. paint etc; mismatched paint, poor preparation of surface leaving file and/or sanding marks, peeling of top coat or clear coat)
- Damage where decals have been removed but the impression remains after removal and machine cutting
- Missing, cracked or broken mouldings, badges or decals that require replacement
- Any rust that will require grinding to remove, or that had penetrated the metal, and is not claimable under warranty

Wheels, Tyres & Hubcaps



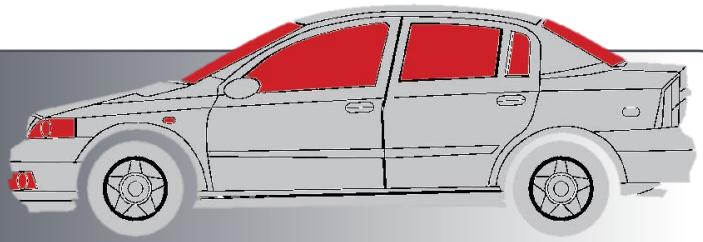
What's Fair

- Light damage to alloy wheel rims which does not exceed 25% of the circumference of the wheel
- Light scuffing to wheel rims and wheel trims

What's Not

- Steel rims that are badly bent or twisted
- Alloy rims that are gouged, bent or cracked, or where damage is in excess of 25% of the circumference of the wheel (typically caused by running up against kerbs)
- Missing spare wheels and tyres
- Wheel trims that are broken, missing or heavily scuffed or damaged
- Replacement wheels of lesser quality than those originally supplied with the vehicle
- Tyres that are damaged through misuse or negligence
- Tyres that are not of warrantable standard or mismatched on the same axle, or not of the same load rating or type originally fitted to the vehicle

Glass & Lamps



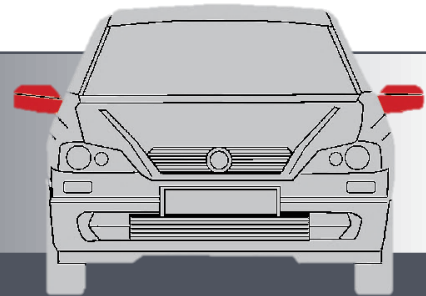
What's Fair

- General pitting provided that it does not interfere with the driver's line of sight and the vehicle is still warrantable
- Minor scratches that can be removed with a professional polish
- Minor scratches or scuffs on lamps so long as they do not affect its operation or cause the vehicle to be unwarrantable

What's Not

- Windscreen damage including cracks and chipping that would constitute a Warrant of Fitness defect
- Broken windscreens
- Scratching that has been caused by metal parts of wiper blades or foreign objects being scrapped across the glass, and that cannot be polished out
- Cracked or broken lamps

Mirrors



What's Fair

- Light chipping or scratching to mirror housing

What's Not

- Mirror assembly missing and/or requires replacement
- Mirror glass cracked or broken
- Scratches/scrapes on mirror housing over 100mm

Dashboard & Trims



What's Fair

- Light staining-provided it can be removed by shampooing
- Minor damage to hood linings in cargo/loading areas

What's Not

- Deep cuts and gouging that is longer than 20mm and has resulted in plastic material being removed
- Damage to hood linings to the extent that the hood lining needs replacing
- Damage to inside door panels (includes broken armrest, door/window handles, electric window buttons, rips in upholstery, cigarette burns, etc)
- Staining that cannot be removed by shampooing, (eg. glue, paint, grease or heavy soiling)
- Broken storage lid, glove box lid or centre console lid
- Missing items or accessories
- Missing keys or remotes
- Any other missing or damaged equipment that was originally supplied with the vehicle

Flooring & Luggage Areas



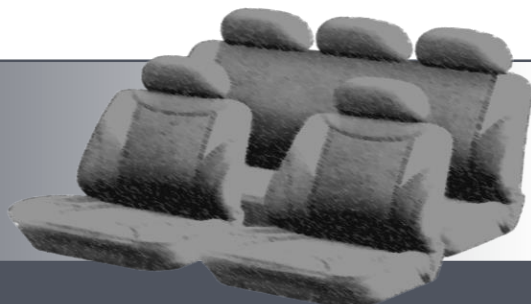
What's Fair

- Light staining-provided it can be removed by shampooing
- Any wear that is due to aging or normal usage

What's Not

- Cuts, rips or tears to carpets or lining fabrics
- Missing mats or tools
- Cigarette burns
- Permanent staining on carpets or lining fabrics that cannot be removed satisfactorily by shampooing (eg. grease, paint, glue)
- It is necessary to replace the floor coverings
- Trim panels holed or missing

Seating



What's Fair

- Wear that is due to ageing or normal use
- Light staining-provided it can be removed by shampooing and the fabric is not permanently damaged
- Fading or discolouration caused by exposure to sunlight (not contact with inappropriate substances)

What's Not

- Any staining that permanently damages the texture of the seat fabric and cannot be removed by shampooing (eg. oil, grease, paint, chewing gum, etc)
- Cuts, rips and tears
- Cigarette burns
- Missing headrests
- Removal of tobacco odours

Servicing & Maintenance



What's Fair

- Normal mechanical wear for age and/or mileage

What's Not

- Any scheduled service that is overdue including timing belts
- Any mechanical item that prevents the vehicle from being used for its normal function (eg. slipping clutch or engine overheating)
- Any damage to the underside of a vehicle (eg. excessive corrosion or major impacts or any physical damage requiring repair)
- Any previous accident damage not correctly repaired
- Any repairs required to get the vehicle to WOF standard
- Any repairs or maintenance that have come about due to exceeding the mileage allowance stated in the lease agreement