

VEHICLE INTERIOR

Interior trim

The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Slight wear and soiling through normal use is accepted, as are any repairs that are not readily visible. The use of the protected carpet over-mats is mandatory and helps to avoid unnecessary wear to carpet, especially on the drivers side of high usage vehicles.

Luggage area

Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split. Where a vehicle is used for the carrying of heavy, dirty or sharp items, the use of a suitable load compartment liner is recommended.

Door aperture tread area

A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

Controls

All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, preferably of the same manufacture as the original, should have been fitted. All odometer alterations must be reported and any evidence of unauthorised odometer changes is unacceptable. Missing parts and items will be recharged.

Rubber seals

Normal wear will cause a certain amount of damage to rubber door and other seals, but any evidence of neglect or abuse is unacceptable and will result in a recharge. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

Missing Items / Parts

Any items that should be with the vehicle and are not, will be recharged at replacement cost.

What constitutes fair wear and tear?

Taking into account a vehicle's age and mileage; covering overall condition, from the mechanics, electrics, the bodywork and upholstery, fair wear and tear summarises the degree of deterioration judged to be reasonable when a fleet vehicle is returned at the end of a contract period.

Lack of attention to detail, abuse or neglect are the main reasons fleet vehicles suffer from excessive wear and tear.

Customers can expect to incur charges if a vehicle is returned with an unreasonable level of wear and tear at the end of a contract period.

The main causes of unreasonable wear and tear in a fleet vehicle are:

- Lack of regular checks by the vehicle user leading to faults and damage going undetected and unrepaired.
- Not adhering to the vehicle manufacturer's recommended maintenance and servicing schedule.
- Drivers not taking responsibility for the day to day care and maintenance of the vehicle, leading to general neglect.
- Poor quality of body repairs.

Some amount of wear and tear damage may occur through normal, everyday business use, especially for high mileage fleet vehicles.

After a typical fleet life-span of three years or 60,000 miles, for example, stone chips and minor abrasions to a vehicle's paintwork would be deemed fair wear and tear for its age and would not adversely affect the disposal price.

However, stone chip damage which exposes base metal, if left untreated allows penetrating rust to set in. This deterioration would not be accepted as fair wear and tear.

Responsibilities

By following their responsibilities, a customer can avoid excessive wear and tear and the recharges they incur. This will also mean that a driver can qualify for our reward scheme. This section outlines what these responsibilities are.

SERVICING AND DOCUMENTATION

Regular maintenance and servicing should be carried out by a franchised dealer or Interleasing approved servicing agent, according to the manufacturer's guidelines. The driver must ensure that the service book is stamped. Any defects or damage that occur during normal vehicle use should be rectified as soon as authority for the repair has been granted. Missed services could incur charges.

The vehicle instruction book, full service record and any other documents relating to vehicle equipment are the responsibility of the customer and the vehicle driver/user must ensure that they are intact and available. All documents must be in the vehicle on its return at the end of contract - including any details of radio codes. A charge will be made for any missing documentation.

TELEPHONES/PHONE KITS

If a car telephone has been installed it should be removed; any holes or damage should be made good to a professional standard. A charge will be made for all phones/kits left in vehicles. Telephones and kits will not be returned to the client, unless requested prior to the return of the vehicle. Aerials must be left in place or the hole professionally repaired. All standard equipment must be returned at the end of the contract period.

KEYS AND SECURITY

A full set of keys should be available along with a note of their numbers. If the locking system is remote, the appropriate key fobs should be available and functioning. Return of the master key (e.g. red key), which controls the vehicles engine management system, is mandatory. A charge will be made for any missing keys or remote control fobs.

If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or remote control necessary for operation. Any additional, non-standard security system must be fitted according to a recognised standard, i.e. the Vehicle Security Installation Board (VSIB).

VEHICLE INSPECTION REPORTS (VIR)

The vehicle inspection report is designed to record the condition of the vehicle at the time of handover, to the Interleasing agent. Therefore, it is in the interests of every Client / Driver to ensure that a VIR is fully completed at this time.

COLLECTION/RETURN OF A VEHICLE THAT WILL NOT START/RUN

Vehicles that will not start at collection or are transported as non-runners, may incur additional charges to cover the cost of, aborted collection fees, transportation fees and where appropriate engine repair (particularly on non maintenance vehicles).

Chargeable Items

VEHICLE EXTERIOR

Body damage

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch, or mis-alignment between panels is unacceptable.

Dents

Minor dents (up to 10mm across) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. If multiple dents occur on a single panel, no matter how small, the panel should be repaired or replaced.

Paintwork

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm) are acceptable, relative to the vehicle's age and mileage. If stone chippings have penetrated through the metal, professional repairs should be carried out immediately to prevent further paint deterioration.

Exterior paintwork should be free from major abrasions (more than 25mm) and have good gloss and colour. Colour mis-match or poorly fitting panels are unacceptable. All repairs to the bodywork must be suitably rust proofed to the manufacturers recommended standards.

Bumper sections and rubbing strips

Provided these are not broken, cracked or deformed, a limited amount of scuffing and score marks are acceptable.

Window glass

Cracks or damage to window glass is not acceptable and would require windscreen replacement. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. Provided it does not detract from the saleable value of the vehicle.

Lamp glasses/lens

All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers of lamp units are not.

Wheels and wheel trims

Dents or damage to the rim or main body of the wheel is not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. Alloy wheels should not be pitted, scuffed, or show signs of corrosion due to break dust "build up", which can be avoided by regular cleaning. If mudflaps are standard equipment they must all be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and be in good working order.