

Stonecrop Vehicles



THE AIM OF THIS GUIDE

This guide covers

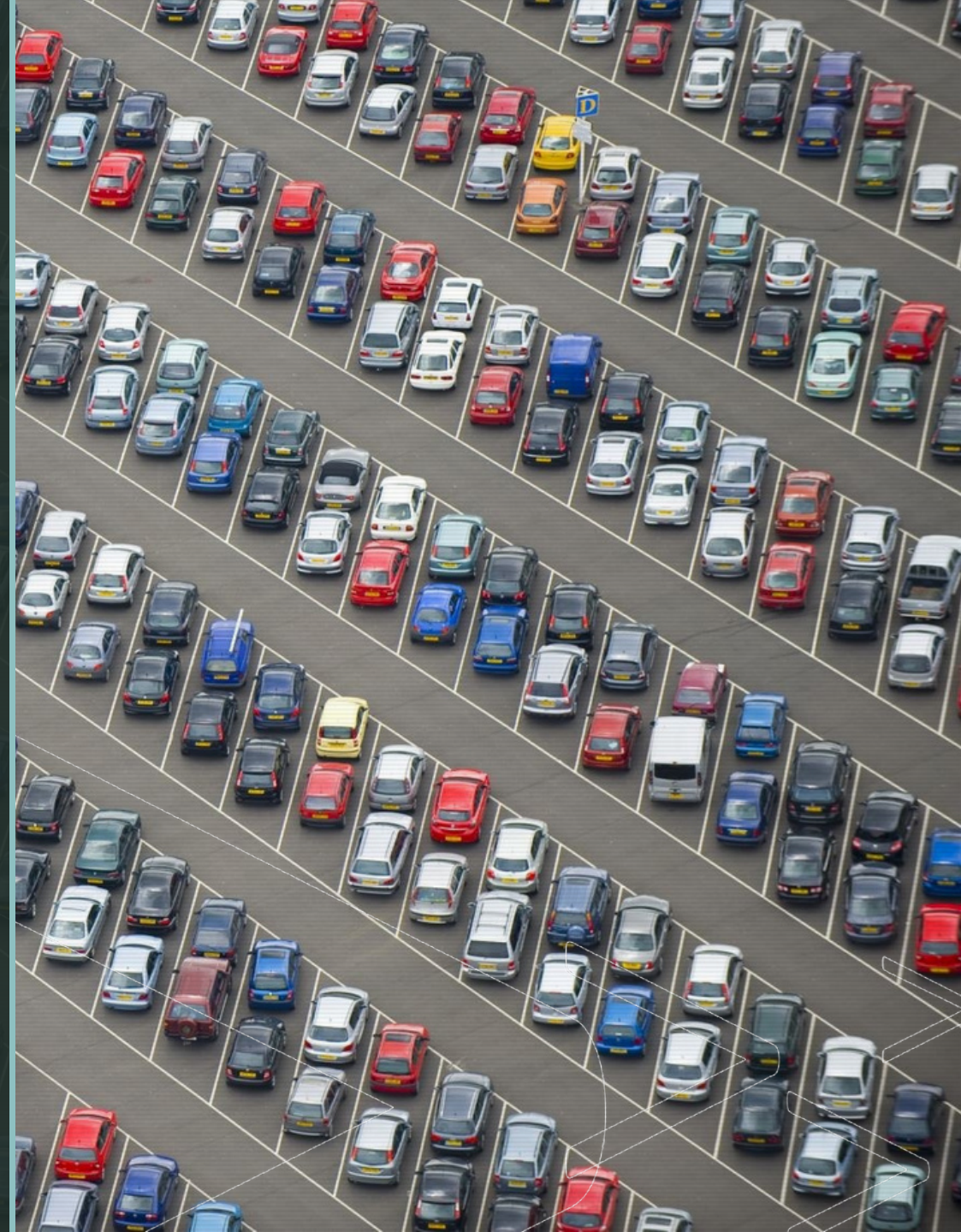
All passenger vehicles including multiple passenger vehicles (MPVs) with up to eight seats.

Fair wear and tear occurs when normal usage causes deterioration to a vehicle. It is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh-treatment, negligent acts or omissions. This guide not only provides guidance on the industry standard for fair wear and tear but also promotes best practice in vehicle maintenance and upkeep that will prevent unacceptable wear and tear from occurring.

The fair wear and tear standard

This guide defines the industry standard at return for every aspect of the vehicle's condition. For ease of reference, the condition of the vehicle is considered under the following headings:

- General appearance, documentation, keys
- Paintwork, vehicle body, bumpers and trim
- Windows and glass
- Tyres and wheels
- Mechanical condition
- Vehicle interior
- Equipment and controls



Stonecrop Vehicles are obliged to trade fairly and responsibly in all dealings with their customers.

Why do we have end of contract charges? End of contract charges reflect the loss of value in the vehicle to the leasing company when it is returned in a poorer condition than originally contracted. Stonecrop Vehicles will not necessarily carry out any damage repair or refurbishment prior to selling the vehicle. We will clearly explain at end of lease return procedure to our customers.

At the end of the lease when the vehicle is to be collected, We will check and agree on the vehicle condition. All readily apparent damage to the vehicle will be noted on the vehicle collection sheet. If, for whatever reason, the customer is not present, or the vehicle cannot be inspected due to poor weather or if the vehicle is too dirty, the customer should be advised of the reason for non-inspection in writing, together with a clear statement that the vehicle will undergo a full inspection at the Member's nominated site.



ADVICE TO THE DRIVER



Preparing your vehicle for its return If you are nearing the end of your lease agreement, it is a good idea to start to think about preparing your vehicle properly for inspection. It is suggested in the BVRLA's fair wear and tear guide to start return preparations between 10 - 12 weeks before collection. This will allow you to arrange for any damage and/or repairs to be fixed and ensure that you don't have to pay any end of lease penalty charges. Be sure to carry out your own inspection on the vehicle within those recommended 10 - 12 weeks. Here are our tips:

- Make sure the vehicle is clean inside and out - having a clean vehicle will make it easier when looking for damage to the paintwork and upholstery.
- Inspect in natural daylight - when inspecting, make sure it is parked in a position that is in good natural daylight and avoid trees and shadows. Natural daylight will make it easier to spot dents and scratches.
- Inspect the vehicle when it is dry - inspecting a vehicle when it is wet will make it much harder to spot any dents or scratches on the bodywork and paint.

Always makes sure the vehicle is thoroughly dried before the inspection if it has been raining.

- Be objective and as honest as possible - be as objective and honest as you can when inspecting the vehicle. If you need a second opinion why not ask a family member or friend to help you.
- Tips for your own inspection
- Walk around the whole of your vehicle and check all panels carefully for any unacceptable damage. This includes the body, doors and bonnet. Remember to check the roof for damage as well.
- Check the bodywork and paintwork for any scratches and dents that may be difficult to spot. The best way to do this is to crouch in front and at the rear of the vehicle and look down each side.
- Look for any chips, cracks and holes in all mirrors, lamps and windows.
- Inspect your tyres, this also includes the spare tyre if you have one. Look out for damage to the wheels like: scuffs or scratches caused by kerbing. Also check the tread on all tyres for even wear.
- Insure you clean and valet the interior of the vehicle and check for any damage to the upholstered areas. This includes wear, tears, burns, stains and odours.
- Finally check that all of the controls inside the vehicle are present and in fully working order. This includes audio equipment and accessories.
- Key documents and items

You will also need to make sure that you have got the following items ready for the return of your lease vehicle:

- Service book - this must show the service history of the vehicle and be date-stamped by an authorised repairer.
- Vehicle manual - the manual along with any other forms of documentation must be returned.
- MOT certificate - this is only required if applicable to your lease terms.
- VSC registration certificate - this is only required if applicable to your lease terms.
- Full set of keys - all keys, including masters and spares, must be returned at the end of your lease agreement.

Advice to the driver

This guide also contains advice to the driver with details of maintenance routines and preventative action necessary to keep the vehicle in acceptable condition and minimise de-hire charges at end of lease. Dependent on the circumstances of the driver, some duties and responsibilities covering risk assessment of the vehicle's use in the context of work-related driving may be set out by employers and these should be referred to also.

Taken together, each section provides a comprehensive view of the necessary vehicle upkeep and the resulting vehicle condition.

Drivers and fleet operators will benefit from a robust maintenance system and good practices in fleet management because they promote compliance and road safety, lower operating costs and reduce the likelihood of incurring de-hire charges on the vehicle's return.

Acceptable



Scratches up to 25mm are **acceptable**

Unacceptable



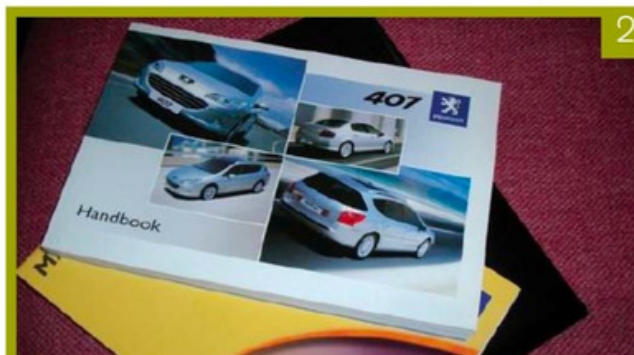
Scratches over 25mm are **unacceptable**

GENERAL APPEARANCE, DOCUMENTATION AND KEYS

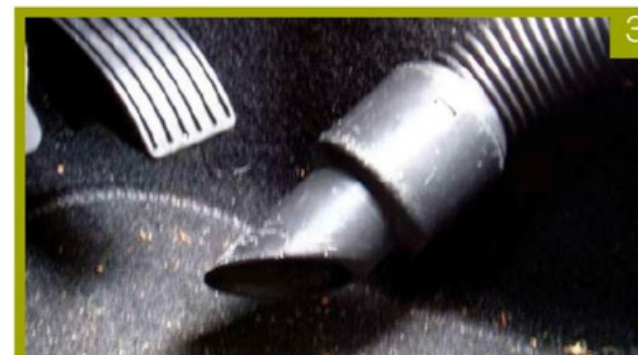
Acceptable^Z



The service book must be date-stamped by the authorised repairer



All documentation must be in the vehicle on return



The interior of the vehicle must be valeted and cleared of rubbish

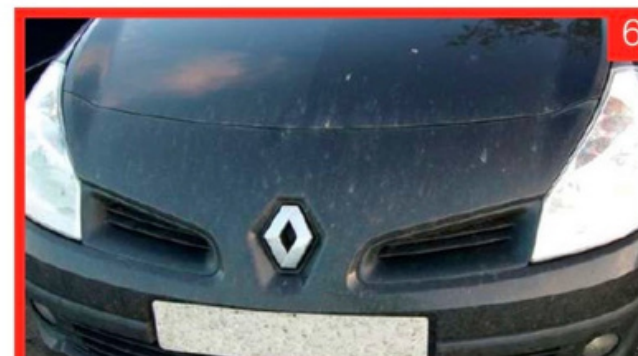
Unacceptable



A full set of keys, including master and spares, should be available at return



Un-repaired impact damage



Inspection is difficult if the exterior is not clean

PAINTWORK, BODY, BUMPERS AND TRIM

Acceptable²



Small areas of chipping are acceptable if there is no corrosion present



Scratches up to 25mm are acceptable except where primer or bare metal is showing



Small areas of chipping on door edges are acceptable

Unacceptable



Adhesive residue following removal of company badges and logos



Dents and abrasions as a result of impact



Large area of chipping requiring boot lid to be re-painted

WINDOWS AND GLASS

Z Acceptable



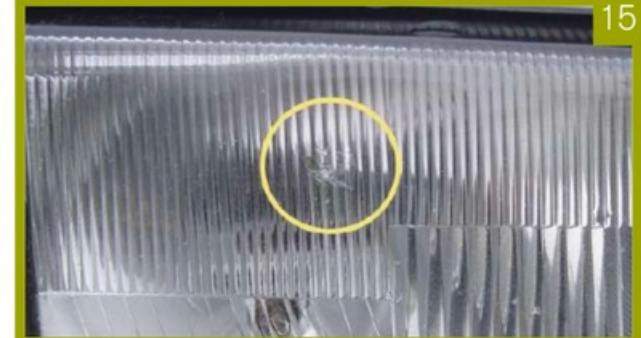
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Scratch does not interfere with driver line of sight



14

Light scratch on passenger window



15

Damage to lens has not broken glass – no water ingress

Unacceptable



16

Windscreen chip



17

Damaged door mirror



18

Lamps must work – holes in plastic covers not acceptable

TYRES AND WHEELS

Acceptable^Z



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Scuffs up to 25mm on alloy wheels are acceptable



20

Tyres must meet minimum UK legal requirements



21

Surface deterioration on alloy wheel

Unacceptable



22

Wheel damage due to kerbing



23

Hole in wheel trim



24

There must be no damage to side wall of tyre

INTERIOR

Acceptable^Z



25

Light staining to driver seat area



26

Controls and mechanisms for raising the hood must be intact and operational



27

Interior fittings e.g. rear view mirrors must be present and intact

Unacceptable



28

Unrepaired cigarette burn



29

All original equipment must be present and operate correctly



30

Torn covering and trim in boot area

The vehicle must be returned in a safe, legal and reliable mechanical condition, capable of passing an MOT test. All electronic safety

features and device

driver e.g. parking sensors, adaptive cruise controls, etc. must be in working order.

General Maintenance and servicing

The vehicle must have been serviced according to the manufacturer's servicing schedule. The service book must be date-stamped by the authorised repairer so that it can be inspected. In addition, all necessary maintenance and repairs must be carried out by an authorised agent and where the leasing company is not responsible for such items, a proper record must be kept and be available for inspection the vehicle's return.

Documentation

All vehicle documentation including the V5C (where appropriate), MOT, operation manual, service book and any other documents relating to vehicle equipment, must be intact and available. All documents must be in the vehicle on its return – including details of all audio equipment security codes. Any odometer alterations must have been reported to the leasing company. Unauthorised odometer changes are not acceptable.

Appearance

The vehicle's exterior should be sufficiently clean to allow a detailed inspection. The inside should have been valeted, cleared of rubbish and the ashtrays emptied.

Vehicle keys

A full set of keys including the master key, spares and locking wheel-nut keys, should be returned if originally supplied. If a remote locking system is fitted, the appropriate remote controls should be available and functioning.

Paintwork, body, bumpers and trim

There should be no rust or corrosion on any painted area including painted bumpers, body moulding and mirrors. Obvious evidence of poor repair is not acceptable.

Chips

Small areas of chipping, including door edge chipping, are acceptable relative to the vehicle's age and mileage. If the areas of chipping require the entire panel to be re-painted, the damage is not acceptable.

Dents

Dents (up to 10mm) are acceptable provided there are no more than two (2) per panel and the paint surface is not broken. Dents on the roof are not acceptable.

Scratches

Scratches and abrasions (up to 25mm) are acceptable, relative to the vehicle's age and mileage. And provided the primer or bare metal is not showing.

Moulding, wheel arch trims

Scuffs and scratches are acceptable provided the moulding or trim is not broken, cracked or deformed.

Badges and labels

Badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed unless originally fitted with the agreement of the leasing company and any damage caused by their attachment or removal must be made good. Any difference in paintwork colour noted following the removal of advertising, labelling or logos is not acceptable.

Soft top convertibles

Convertible roofs must be fully operative and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied, e.g. tonneau cover, must be present and in good condition.

Mechanical condition

The industry fair wear and tear standard for drivers of leased and financed cars:
The vehicle must meet current MOT standard. The following items are not acceptable fair wear and tear because the driver has neglected to service the vehicle and/or failed to action warnings from the vehicle management system;

- brakes: grooved brake discs or drums caused by excessive wear or metal to metal contact from worn out disc pads
- engine: seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components
- manual transmission: clutch slipping, noisy clutch or gearbox, excessively worn or ineffective synchromesh
- automatic transmission: noisy gearbox or torque converter, abrupt gear changes, loose gear linkage

Vehicle underside

Any significant impact damage to the vehicle's underside is not acceptable. Catalytic converters not working because of obvious abuse or damage are not acceptable.

Vehicle interior

Passenger area, seats and trim

The interior upholstery and trim must be clean and odorless with no visible burns, tears or staining. All seats originally supplied must be present. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc. must be present and intact. Door aperture, boot and luggage area
Scratches on treads, sills and seals that reflect normal use are acceptable. Torn or split floor coverings or surrounding trim panels are not acceptable.

Equipment and controls

In-car entertainment equipment, telephones and navigation systems

All original equipment, accessories and controls (including satellite navigation CDs) must be present and operate correctly. If accessories such as car telephones and other non-standard equipment have been wired-in or mounted on the dashboard, any holes or other damage must be neatly repaired when they are removed. Aerials must be left in place or the hole must be neatly repaired.

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Tow barsz

A tow bar, if fitted, must be in good, rust-free condition with electrical connections working properly. A ball cover must be in place.

Windows, glass, door mirrors and lights

Windows/windcreens

Light scratching is acceptable provided it does not interfere with the driver's line of sight and any heating elements still work properly. Chips, cracks or holes are not acceptable

Door mirrors

Missing, cracked or damaged door mirrors are not acceptable. If adjustable and/or heated door mirrors, they must work correctly.

Lights and lenses

All lights must work. Minor scuff marks or scratches are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tyres and wheels Tyre wear and damage

All tyres, including the spare, must meet minimum UK legal requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating for the vehicle. There must be no damage to sidewalls or tread.

Wheels and wheel trims

Dents and holes on steel rims and the main body of the wheel, are not acceptable. Scuffs up to 25mm on the outside edge of wheel trims and on alloy wheels are acceptable. The spare wheel, (including 'spacesaver') jack and other tools (including emergency tyre inflation canister) must be intact, stowed properly and in good working order.



MAINTENANCE

All of the maintenance packages provided by our finance partners include routine services, replacement tyres and other repair costs which may be required to ensure that you remain mobile 365 days of the year.

What's typically included within a fully maintained contract?

- All manufacturer's scheduled servicing in addition to any routine and unexpected maintenance issues
- Mechanical and electrical repairs and replacements, including associated parts and labour due to fair wear and tear
- Bulbs, batteries, exhausts, cam belts, wiper blades, alternators and starter motors
- MOT tests
- Unlimited premium branded tyre replacements including valve and balance
- Free mobile tyre fitting service - at a convenient location for you by appointment
- Tyres - no recharges for punctures or damaged tyres
- Free service booking management
- Free collection and delivery from your home or work address
- Preferential booking times arranged, urgent repairs prioritised
- Courtesy car upon request
- Road Tax (VED)

What are the benefits to you?

- Planned fixed cost budgeting
- No unexpected maintenance costs
- Protection from rising inflation costs
- Dedicated qualified technical team to deal with problematic vehicles and manage all issues to a successful resolution
- On business contract hire, VAT is 100% recoverable in the maintenance element of your contract

What are the typical exclusions?

- Repairs or replacements due to driver error or driver induced faults • Repairs due to accident damage
- Missing or broken items e.g. bent aerials, missing hub caps • Vandalised and stolen wheels and/or tyres
- Damaged windscreen and/or glass replacement
- Misfueling
- Lubricant and fluid top ups between service intervals (e.g. oil and screenwash top ups)

Summary

Accidental damage such as scratches, bodywork damage and punctures are not covered. Replacement tyres for when the treads are worn away are included as maintenance, punctures are considered accidental damage, and are not covered.

If your car requires a service, call your local Kwik Fit or Formula 1 Auto centre, and book it in for a service.

The garage will be in touch with us for approval, and we will pay for the service.

Roadside assistance is included in your subscription. If you are in need of roadside assistance, please call us.

Any work on your vehicle must also be carried out by qualified technicians at accredited garages approved by us to assured that our vehicle is in safe hands.



Kwik Fit

**formula one
autocentres**