

What's fair in wear and tear?

Passenger Vehicles





Defining what's fair wear and tear

When your vehicle comes to the end of its lease, we'll need to appraise it for wear and tear.

This guide clearly and simply shows what is normally expected of a vehicle at lease end. To help reduce exposure to wear and tear on your vehicle, we have included recommendations for some simple precautions and practices.

You can avoid possible repair related costs when the time comes to return your vehicle by taking reasonable steps to ensure it's properly cared for during the term of your lease.

The type of protection your vehicle needs will depend on the nature of your business and the purpose of the vehicle. Vehicles used for transporting goods or equipment usually require more protection than those that are used for passengers only. When assessing what's fair wear and tear we take into consideration the purpose of the vehicle, however we also expect that you take all reasonable precautions to limit damage.

When a vehicle is returned to FleetPartners, a Vehicle Inspection Report is completed which documents the vehicles condition at end of lease.

Please contact FleetPartners at any time for assistance with the protection of your vehicle, on **1300 666 001**.

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Contents

Interior	Seating	3
	Dashboard, console, trim	4
	Flooring, luggage areas	5
Exterior	Glass, lamps, mirrors	5
	Bodywork	6
	Bumpers, bumping strips, number plates	7
	Signage	7
	Wheels, tyres - including trim & tools	8
	Accessories	8
	Mechanical condition and vehicle repair	9
End of Lease	Returns	9

Acceptable

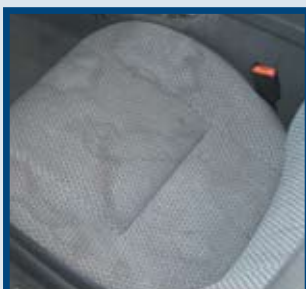
- **Light staining**
 - provided it can be removed by steam cleaning and the seat fabric is not permanently damaged.
- **Fading or discolouring**
 - provided it has been caused by exposure to sunlight and not through contact with inappropriate substances (e.g. corrosive cleaning solvents).
- **Any wear that is due to ageing or normal usage**

Unacceptable

- **Any staining that permanently damages the texture of the fabric**
Typical causes: oil, paint, chewing gum.
- **Any stain that cannot be removed by steam cleaning**
- **Cuts, rips or tears**
Typical causes: carrying inappropriate items on seats, failing to inform us that the worn fabric requires immediate repair.
- **Burns**
Typical causes: cigarettes.
- **Any damage to seat structure (internal or external)**
Typical causes: carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that the worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.

Recommendations

- Ensure that all seating that is at risk of excessive wear and damage is adequately protected. Please contact FleetPartners if you would like us to supply heavy-duty seat covers. After market heavy-duty seat covers should remain with the vehicle and be thoroughly maintained.
- Ensure your staff recognise that seating is not designed to carry heavy materials or equipment.
- Encourage your staff to treat seating with respect and ensure that they understand that your company will be liable for damage.



Staining which has damaged fabric texture



Cuts, rips or tears



Burns



Holes



Missing items including radios

Acceptable

- **Light staining**

- provided it can be removed by steam cleaning.

Typical causes: spilt drink.

Unacceptable

- **Cuts, tears, dents, deep scratches**

Typical causes: carrying inappropriate loads (e.g. tools and equipment).

- **Holes made to accommodate any accessory**
(e.g. car phone, navigation kits).

- **Removal of any accessory supplied with the vehicle or subsequently fitted at our expense**

- unless done with our prior written approval (e.g. glove box, ashtray, cup holder, door pocket, radio, security device).

- **Excessive damage caused by removal or repositioning of any accessories**

- including car phones and navigation kits.

- **Burns**

Typical causes: cigarettes.

- **Any staining that cannot be removed by steam cleaning**

Typical causes: oil, grease, paint.

Recommendations

- When fitting accessories e.g. phones, ensure that the latest fitting techniques are used to minimise damage. FleetPartners can assist in providing preferred fitting options.
- An accessory that has been fitted at your expense must be removed before the vehicle is returned to us. Any accessory supplied with the vehicle must be refitted in its original position. Care should be taken when the accessories are fitted or removed.

Acceptable

- Any wear that is due to ageing or normal usage
- Staining and dirt on carpets and lining fabrics
 - provided that steam cleaning would remove it satisfactorily.



Excessive wear to floor coverings

Unacceptable

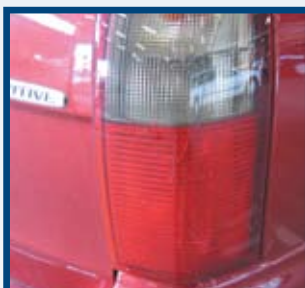
- Cuts, rips or tears to carpets or lining fabrics
- Burns to carpet or lining fabrics
 - Typical causes: cigarettes.
- Permanent staining on carpets or lining fabrics
 - which would not be removed satisfactorily by steam cleaning.
 - Typical causes: oil, grease, paint, excessive dirt.

Recommendations

- Ensure that any floor mats supplied with the vehicle remain in the footwell and are returned with the vehicle. Replace them if they wear through.
- Ensure that the interiors, whether fitted or removable, are cleaned regularly.

Acceptable

- Light scratching and minor chipping of any windscreen or window glass
 - provided it does not interfere with the drivers line of sight and no heating elements are affected.



Any crack in lamps glass



Any crack or hole in lamp glass that allows water to penetrate

Unacceptable

- Any damage that affects heating elements on a rear windscreen
- Any hole or crack in a lamp glass or lens
- Any damage to mirror glass surround

Recommendations

- Fitting of headlight protectors can minimise damage to lamps.



Isolated scratches over 20mm in length which penetrate to metal or primer



Multiple scratches in localised area where bare metal or primer is exposed



Isolated dents over 20mm in diameter



Damage caused by bird/bat stains



Excessive chipping

Acceptable

- **Occasional chipping of paint work that can be attributed to normal usage**
 - e.g. chips caused by stones flying off road surfaces, chips to door edges and surrounds.
- **Isolated dents under 10mm in diameter**
 - provided the paint work or other surface finish is unbroken and there is no visible crease in the dented panel.
- **Isolated scratches under 20mm in length that can be removed by buffing**

Unacceptable

- **Excessive or uneven paint fading**
- **Excessively dirty vehicle**
- **Tree sap or other organic stains**
- **All hail damage**
- **Bird/bat stains**
- **Multiple dents within a localised area (ripple)**
- **Isolated dents over 10 mm in diameter**
- **Any dent where primer or bare metal is exposed**
- **Any scratch over 20mm in length that penetrates to bare metal or primer**
- **Any tear or rip to panels**
- **Any repair work that has been carried out to an unacceptable standard**
- **Excessive chipping**

Recommendations

- Advise staff not to drive vehicles on any terrain for which the vehicle is unsuited.
- Enrol staff in a driver training program. Please contact FleetPartners to arrange.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently. We recommend you utilise our accredited repair centres.
- Wash vehicle regularly.



Dents over 10mm in diameter



Bumper with excessive scuffing



Bumpers or rubbing strips that are cracked, broken, missing or severely damaged



Excessive vehicle signage

Acceptable

- **Areas of scratching and scuffing that are under 25mm in length**
 - provided there are no cracks or dents and the basic structure is unchanged.
- **Isolated minor dents up to 10mm in diameter**
 - provided that the paintwork or other surface finish remains unbroken and there is no visible crease.

Unacceptable

- **Any areas of scratching and/or scuffing that is over 25mm in length**
 - where primer or basic material is exposed.
- **Any dent over 10mm in diameter**
- **Multiple dents under 10mm in diameter within a localised area**
- **Bumper with excessive scuffing**
- **Bumpers, bumping strips or number plates that are cracked, broken, missing or severely deformed**

Signage

Unacceptable

- **Inconsistent paint finish where areas that have been under business signage have faded significantly**
- **Damage to paint work caused by negligent removal of trade/business signage**

Recommendations

- At the end of the lease, leave the removal of any company signage to FleetPartners. The cost of this service will be charged back to you, however it will ensure the job is completed satisfactorily.

Wheels, tyres - including trim and tools



Wheel trims that are badly damaged or missing



Damage to sidewalls of tyres

Acceptable

- **Light damage to wheel rims**
 - must meet Road Worthy Certificate (RWC) standards.

Unacceptable

- **Any significant damage to the rim or main body of a wheel**
 - including the spare tyre.
- **Any missing item(s)**
 - including the spare wheel, tools and wheel rims.
- **Any significant damage to sidewalls of tyres**
 - Typical causes: kerbing.
- **Replacement tyres that do not meet the recommendations of the vehicle manufacturer for type, size and speed rating**
- **Replacement wheels that do not match those originally supplied with the vehicle or unroadworthy tyres**
- **Wheel trims that are badly damaged**

Accessories

Acceptable

- **Removal of any accessory fitted at your expense e.g. towbar**
 - provided that any damage caused by its removal is corrected.



Damaged aerials

Unacceptable

- **Any damage to an aerial**
- **Damage caused through incorrect fitting of an accessory**
 - such as roof rack or towbar.
- **Damage caused by the removal of an accessory**
- **Removal of any item that was supplied with the vehicle subsequently fitted at FleetPartners' expense**

Recommendations

- Ensure aerials are lowered when vehicle is unattended.

Mechanical condition and vehicle underside

Acceptable

- **Underside**
 - minor damage as long as no corrosion exists.
- **Exhaust**
 - minor dents.
- **Oil leaks**
 - minor misting or dampness around the seals or gaskets.

Unacceptable

- **Brakes**
 - Brake discs that are grooved.
- **Engine**
 - Not being maintained (including sufficient coolant or lubricating oil and not repairing broken internal components).
- **Transmission**
 - Noisy gears or slipping transmission.
- **Underside**
 - Impact damage.
- **Exhaust**
 - Gas leaks and blowing from joints.
- **Oil leaks**
 - Oil drips or leaks.
- **Missing routine maintenance recommended services**

Recommendations

- The standard of the vehicle must be maintained so that the vehicle is deemed roadworthy by the statutory bodies. This is achieved by ensuring that the vehicle is routinely checked by the drivers and regularly serviced by an approved repairer in accordance with manufacturers' instructions.
- Routine servicing and maintenance record keeping is essential and must be available upon request before or after vehicle is returned.
- Routine care by drivers, inspecting water, air pressure, coolant and other additional checks stipulated by the manufacturer will ensure that mechanical wear and tear is minimised.

End of lease returns

- All keys (including spares), remote devices, service books and operators manuals must be returned with the vehicle.
- Other items including spare tyres, badges, jack, tools, etc must be included with the vehicle when it is returned.
- FleetPartners is not responsible for any personal items left in the vehicle eg. Etags, CD's, medication, household keys.

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