

What's fair in wear and tear?

Light Commercial 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 vehicles less than 3.5t GVM (according to original manufacturer's specifications) at lease end. To help reduce exposure to wear and tear on your vehicle, we have included some recommendations for some simple precautions and practices.

By taking reasonable steps to ensure your vehicle is properly cared for, you can avoid possible repair-related costs when the time comes to return the vehicle.

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

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

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Staining which has damaged fabric texture



Cuts, rips or tears



Burns



Excessive wear to seat base

## Acceptable

- **Light staining or discolouring**

- as long as the texture of the fibre is not permanently damaged.

## Unacceptable

- **Any staining that permanently damages the texture of the fabric**

Typical causes: tar, oil, grease, paint.

- **Cuts, rips or tears**

Typical causes: carrying inappropriate goods or equipment, wearing unsuitable clothing, carrying keys on belts, incorrectly restraining loads.

- **Burns**

Typical causes: cigarettes, corrosive substances on clothing.

- **Any damage to seat structure (internal or external)**

Typical causes: carrying inappropriate goods or equipment, applying excessive force on seating, failing to inform us that the fabric surface is damaged or threadbare and requires attention, permanent or temporary removal of seats.

- **Excessive wear to seat base**

## Recommendations

- Fit appropriate seat covers when drivers work in an environment where their clothing becomes soiled. Be aware that seats are designed to carry people, not heavy materials, tools or equipment.
- Do not allow seats to be removed. If seating is authorised to be removed it should be refitted on return of the vehicle.
- Where additional seating is provided, such as a crew cab vehicle, ensure that the seating is not used for storage of tools and materials.

# Dashboard, fascia, trim

## Acceptable

- **Light scratches**
  - that are visible but cannot be felt.  
Typical causes: clipboards, map-binders, pens etc.
- **Moderately heavy scratches**
  - up to 50mm in length - provided that they are isolated.



Untidy holes and wiring where after-market fitting has been removed



Door trims missing



Removal of any accessory supplied with the vehicle or fitted at FleetPartners' expense

## Unacceptable

- **Moderately heavy scratches over 50mm in length**  
Typical causes: storage of tools or equipment, accident damage, vandalism and negligence.
- **Multiple scratches under 50mm in length which can be felt as well as seen**
- **Cuts, rips or tears**
- **Burns**  
Typical causes: cigarettes, corrosive substances on clothing.
- **Permanent staining**  
Typical causes: tar, oil, grease, paint, concrete.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at FleetPartners' expense**
  - unless done with our prior written approval.
- **Holes or untidy/unsecured wiring where after-market fitting has been removed**
- **Door trims missing, damaged or unsecured**

## Recommendations

- When fitting accessories e.g. phones, ensure that the latest fitting techniques are used to minimise damage. We can assist in providing preferred fitting options.
- If you wish to fit or remove an accessory or component while a vehicle is leased by you, seek FleetPartners' prior written approval.
- An accessory that has been fitted at your expense may be removed before the vehicle is returned to us, provided any damage caused by the removal of the item is corrected.

### Acceptable

- **Wearing away of paint on surfaces**
  - as this is unavoidable in load bearing areas.
- **Dents under 30mm in depth**
  - as long as the floor and wheel arch retain their original shape and metal is not pierced.
- **Light substance residues**
  - such as earth, oil, dust and cement powder.



Dents over 30mm in depth or that have changed the overall shape of panelling

### Unacceptable

- **Dents over 30mm in depth or dents that have changed the overall shape of panelling**
  - Typical causes: collision or impact damage.
- **Any piercing of interior panels**
- **Panelling that is bent or distorted**
  - Typical causes: carrying inappropriate weights or failing to secure loads correctly.
- **Any dent that is visible on the exterior**
  - Typical causes: collision or impact damage caused by unsecured loads.
- **Panelling or roof lining that is bent or otherwise distorted**
  - Typical causes: carrying inappropriate loads.
- **Excessive substance residue which cannot be removed**
  - Typical causes: tar, concrete, paint, spills.
- **Excessive scratching or damage to paintwork down to bare metal**
  - Typical causes: inappropriate use, unsecured loads or caustic substances.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at FleetPartners' expense**
  - unless done with our prior written approval.
- **Cracking to body**

### Recommendations

- Do not allow vehicles to carry inappropriate loads.
- Tub linings, shoring bars and tie rails should be installed to reduce excessive damage to panelling.
- All loads should be fully secured.

# Load area - Side panels, doors, roofs



Damaged roof lining



Any dent that is visible on the exterior

## Acceptable

- **Minor scratches or dents**
  - provided that they are not visible on the exterior of the vehicle.

## Unacceptable

- **Any dent that is visible on the exterior**  
Typical causes: collision or impact damage caused by unsecured loads.
- **Panelling or roof lining that is bent or otherwise distorted**  
Typical causes: carrying inappropriate loads.
- **Multiple minor scratches and dents in a localised area**  
Typical causes: unsecured or inappropriate loads.

# Floor - Driver & passenger area

## Acceptable

- **Marks to the floor and lining fabric provided that it can be easily removed**



Excessive wear to floor coverings

## Unacceptable

- **A high level of wear and tear to the floor covering**  
Typical causes: heavy duty working boots.
- **Excessive staining of materials**  
Typical causes: tar, oil, grease, paint, concrete.
- **Holes or tears**

## Recommendations

- Where appropriate use commercial floor mats and replace these as frequently as necessary to protect floor coverings.
- Ensure floor coverings are cleaned as often as is necessary to prevent build up of substances.
- Encourage your staff to remove any excess of substances from their footwear before they get into the vehicle.

## Acceptable

- **Stone chips**
  - occasional chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones from the road surface to the frontal area, intake canisters and mirror surrounds).
- **Isolated minor dents up to 25mm in diameter**
  - provided that the paintwork or other surface finish remains unbroken.
- **Isolated scratches up to 50mm in length**
  - provided not through to bare metal and primer.
- **Heavy scratching below loading doors/floors**
  - if attributed to appropriate loading practices.



Scratches over 50mm in length that penetrate to bare metal or primer



Any dent over 25mm in diameter



Cabin - damaged step

## Unacceptable

- **Scratches over 50mm in length that penetrate to bare metal or primer**
- **Any dent over 25mm in diameter**
- **Multiple minor dents in a localised area that are up to 25mm in diameter**
  - whether to the interior or exterior of the vehicle.
- **Any minor dent and excessive scratching that has broken through the paint to show primer or bare metal**
- **Any repair work that has been carried out to an unacceptable standard**
- **Any damage where a fitting has been removed**
- **Missing or broken cab steps or step pads**
- **Wear due to misuse or negligence**
- **Any stains on paintwork**
  - Typical causes: stains caused by birds, bats, tree sap, chemicals, tar etc.

## Recommendations

- Do not allow the vehicle to carry inappropriate goods or to operate in environments which they are unsuited.
- Ensure that all reasonable precautions are taken to protect any bodywork that is at risk of damage.
- Monitor the condition of vehicles. Have your staff complete annual inspections. Inspection sheets can be provided by FleetPartners.
- Ensure repairs are carried out to industry standard.
- Ensure that staff do not walk on any van roof (e.g. when securing loads to roof racks).
- Ensure signwriting or decals are professionally removed, or charges will be incurred.

## Bumpers

### Acceptable

- **Scratches and scuffs up to 50mm in length**
- **Scratches and scuffs that are attributable to normal loading practices**
  - provided the bumper is not cracked or deformed.
- **Dents over 50mm in diameter on any bumper that is adjacent to a loading area**
  - provided that it is still fully functional and retains its original shape.
- **Dents up to 50mm in diameter**
  - provided the bumper retains its original shape and rigidity.



Bumper cracked and deformed



Any bumper that is incomplete, cracked, twisted or misaligned

### Unacceptable

- **Any bumper that is incomplete, cracked, twisted or misaligned**
- **Substantial damage to a bumper, rendering it no longer suitable**
- **Any scratch or dent over 50mm in length**
  - unless the damage is adjacent to the loading area and is caused by normal loading practices.

## Recommendations

- Install appropriate protection bars.
- Install peeper windows.
- Install fisheye mirrors.



Extensive rust

## Acceptable

- **Minor scratches and chipping of paintwork to exposed areas of chassis (e.g. wheel arch area)**
- **Surface rust to chassis flange or body contact area**
- **Chassis with minor scuffing and dents**

## Unacceptable

- **Any significant damage**
- **Extensive rust**
  - undercarriage damage.
- **Any bent or twisted chassis rails**
  - for example caused by abuse or inappropriate use of the complete cab/chassis e.g. cracking of chassis rail or body subframes.
- **Cracking**
- **Modifications to the chassis without an engineer's certificate or FleetPartners' authorisation**

## Recommendations

- Anti-corrosion treatment to chassis and driveline (if appropriate).
- Only use vehicle for its designed purpose.

# Glass, lamps, mirrors

## Acceptable

- **Light scratching or chipping of any windscreen or window glass**
  - provided it does not interfere with the driver's line of sight and no heating elements are affected.
  - provided the vehicle would pass a road safety inspection.
- **Light scratching of any lamp glass**
  - provided the lamp(s) remain water tight.



Any damage to mirror glass surround, framework or support



Any damage to windscreen glass within the driver's line of sight



Any hole or crack in a lamp or glass lens

## Unacceptable

- **Any damage to the windscreen or glass that would be unacceptable in a Roadworthy Certificate (RWC) / Safety test, as per the vehicle's State registration regulations**
- **Any damage that affects heating elements on a windscreen or glass surface (e.g. heated mirrors)**
- **Any hole or crack in a lamp or glass, surround, framework or support**
- **Installation of non-genuine mirrors without prior approval**
- **Missing tail light assemblies**

## Recommendations

- Fit headlight/light protectors.
- Fit windscreen stone guards if appropriate.



Bald tyres



Missing wheel guards

### Acceptable

- Minor scratches and scuffs to trims

### Unacceptable

- **Any significant damage to the rim or main body of a wheel**
  - including spares.
- **Missing wheel tools, jack or spare tyre**
- **Damage to tyre sidewall**
  - Typical causes: kerbing.
- **Tyres that do not meet recommendations of the vehicle manufacturer or would not be found acceptable in a RWC / Safety test as per the vehicle's State registration regulations**
  - including spares.
- **Damaged and missing wheel guards**
- **Retread or recap tyres**
- **Missing wheel nuts**
- **Fitting non standard wheels or tyres** (without prior written approval from FleetPartners)

### Recommendations

- Ensure tyre pressures are regularly maintained.
- Ensure qualified tyre experts carry out regular tyre inspections.
- Fit tyre pressure decals to each arch.

# Accessories, signwriting

## Acceptable

- **Removal of any accessory, signwriting or livery fitted at the client's expense**
  - provided that any damage caused by its removal is corrected.



Any damage caused by the removal of signage or decals



Bent, broken or missing aerials



Damaged Roo Bar

## Unacceptable

- **Any signwriting or livery that has been added to the vehicle**
  - this must be removed before it is returned at the end of the lease, unless specific arrangements have been made.
- **Any damage caused by the removal of signwriting or decals**
- **Damage caused through incorrectly fitted accessories**
  - such as roof racks.
- **Removal of any accessory supplied with the vehicle or subsequently fitted at FleetPartners' expense**
- **Damage caused by the removal of accessories**
- **Holes due to the removal of any two-way aerials fitted to cab roof**
- **Bent, broken or missing aerials**

## Recommendations

- All accessories supplied with the vehicle are returned with the vehicle at end of lease.
- Where possible, fit rubber aerials or aerials with quick removal stems to avoid the cost of replacing the entire aerial and base.
- Fit two-way aerials to gutter mounts or appropriate body locations (such as roof bar) in lieu of drilling holes in the cab roof.

# Bodies & ancillary equipment

## Bodywork - excluding the cab

The terms described elsewhere in this guide also apply to cab chassis vehicles, with the following exceptions and additions.

### Acceptable

- Scratches and small dents
- Minor dents to paintwork
- Surface corrosion to load area
- Neat holes under 10mm in diameter resulting from removal of an accessory



Bodywork - distortions



Bodywork - bent

### Unacceptable

- Any damage where bodywork is pierced
  - or where the surface finish is broken.
- Any tear or rip to tonneau cover
- Dropside or tailgates that will not open and close without undue force or cannot be closed securely
- Bodywork distortions
- Holes caused by misuse of tray floor
- Damaged tailgates
- Bent or broken tie rails
- Rear or side 'under run' damage
- Pierced headboard
- Non functional or broken locks
  - all keys must be returned.
- Neat holes over 10mm in diameter

## Acceptable

- **Minor scratches to exterior bodywork under 50mm in length**
  - as long as the surface is not pierced, split, broken or creased.
- **Dents under 50mm in diameter**
  - as long as the surface of the Fibre Reinforced Plastic (FRP) or alloy is not broken.
- **Minor scratches or dents to shutter doors**
  - as long as the mechanism operates properly, opening and closing fully without the use of excessive or undue force.

## Unacceptable

- **Scratches over 50mm in length**
- **Dents over 50mm in diameter**
- **Damage that allows water to penetrate a van's load area**
- **Doors that are too badly damaged to close properly causing load seepage**
- **Excessive localised scratching to exterior bodywork**
- **Door hardware that is rusted or broken (e.g. catches, hinges, locks etc)**
- **Impact damage to roller door**

## Recommendations

- If load area of the vehicle develops a leak, ensure that the leak is repaired as a matter of priority.
- Fit height decals inside windscreen to make driver aware of load height.
- Incorporate the inspection of the body as a part of the vehicle's regular servicing regime.
- Ensure that roller shutters and doors are always closed when vehicle is in transit.
- Ensure that all loads are properly restrained with suitable straps, ties and other devices.
- Encourage drivers to be observant when a third party loads goods. Negligence in loading can cause panel distortion.
- Ensure that any damage to the surface finish of bodywork is repaired promptly to prevent water seeping into the bodywork. This is especially important for refrigerated vehicles, as water seeping into body panels will affect their ability to maintain temperature.
- Ensure that all vehicles never carry inappropriate loads, bearing in mind axle weight limits, body strength and floor type.

# Bodies & ancillary equipment

## Ancillary equipment

Ancillary equipment is supplied with the vehicle and includes refrigeration units, devices for measuring and controlling temperature, cranes, power take off, tail-lift platforms and winches.

### Acceptable

- **All ancillary equipment should be returned in full working order**
- **Minor rust**
- **Minor scratches, chips and dents**



Damaged and missing components

### Unacceptable

- **Any damaged equipment that cannot be operated correctly**
- **Leaks due to damage**
- **Rust and damage**
- **Missing or broken components**
- **Leaking hydraulics and cable damage (including kinks)**
- **Tail-lift platforms must not be pierced, bent or distorted and all switch-gear (internal and external) must be in place and in full working order**
- **Installation of incorrect battery replacements**
- **Impact damage to platforms**
- **Damage due to a forklift**

### Recommendations

- Ensure that equipment is always correctly stored when the vehicle is in transit (e.g. tail-lifts and cranes).
- Fit wear-strips to the exterior panel of rear tail-lift platform.

# End of lease issues

## Returns

- All keys and remote devices must be returned with the vehicle, including spares, at the same time that the vehicle is returned. Special care should be taken of red keys and other master keys for engine management systems.
- Other items including spare tyres, service books, badges, jack, tools, etc need to be included when the vehicle is returned.
- Vehicles must be clean enough to properly assess damage - otherwise there may be further charges at some later stage.

## Routine maintenance

On-going routine management of the vehicle is a critical component in preventing excessive wear and tear.

- Routine servicing and maintenance record keeping is essential and must be available upon the vehicles return.

## Vehicle inspections

- All return vehicles must be in a condition that would pass a RWC / Safety test as per the vehicle's State registration regulations.
- Mechanical condition e.g. engine wear and tear, ancillary equipment, must reflect the age and use of the vehicle.
- When a vehicle is returned to either FleetPartners' preferred supplier or nominated drop off location, a Vehicle Inspection Report must be requested and completed. Ensure that it is signed by you or your representative and that you receive a copy prior to release of the vehicle.
- The vehicle inspection may not identify all damage. Any damage subsequently assessed may be charged.

## Summary

This guide highlights our expectations regarding end of lease wear and tear. Our aim is to provide you with guidance to help you ensure that your vehicle is returned with minimal damage.

We can make various arrangements to assist in reducing your end of lease costs:

- Pre-return inspections
- Driver awareness and training
- Defensive driver education
- Recommendation on vehicle specifications including accessories
- Use of our accredited supplier network for vehicle servicing and repairs.

Your Relationship Manager can also assist with the management of your vehicle at lease end.

# Notes



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