



A brief guide to vehicle fair wear and tear

An overview of BVRLA guidelines



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What is fair wear and tear?

Fair wear and tear occurs when normal usage causes deterioration to a vehicle, and is not to be confused with damage. To assist you in reducing or preventing end of contract charges, we have provided a brief summary, with examples of what is not considered fair wear and tear.

As a member of the British Vehicle Rental and Leasing Association (BVRLA), Pendragon Contracts follows the guidelines given in the BVRLA Fair Wear and Tear Guide, a copy of which is available upon request.

To avoid unnecessary end of contract charges, you should appraise the vehicle 10 – 12 weeks prior to return. This will allow time for any damage to be rectified. Pendragon Contracts will inspect the vehicle at the end of its contract a few days before its collection, using the services of an independent inspection company.

For LCV guidelines please also refer to our document "LCV fair wear and tear - Additional notes for van fleets."

→ General Appearance, Documentation and Keys.

The vehicle should be returned in a clean condition inside and out, with the interior free of rubbish and personal belongings. All original documentation and equipment should be present, with the service book stamped. A complete set of keys (including spare keys) should be available at return.

→ Paintwork, Body, Bumpers and Trim

There should be no rust or corrosion on any painted areas. Relative to the vehicle's age and mileage, the following is acceptable:

- Scratches up to 25mm,
- Small areas of chipping,
- Dents up to 10mm (provided no more than two per panel and the paint surface is not broken)

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→ Windows and Glass

Light scratching is acceptable if it is not interfering with the driver's line of sight. Chips, holes and cracks are not acceptable. Lights must work. Missing, cracked or damaged door mirrors are not acceptable.

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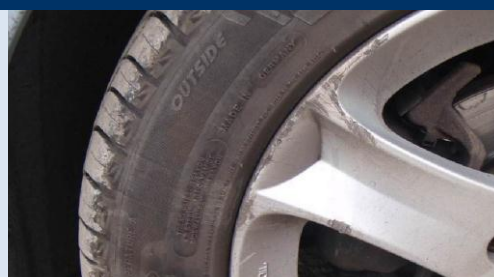
→ Tyres and Wheels

All tyres must meet minimum UK legal requirements and comply with manufacturers recommendations of tyre type, size and speed rating. Scuffs totalling up to 50mm on the total circumference of the wheel trim or on alloy wheels are acceptable. There must be no damage to sidewalls or tread.

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→ Mechanical Condition

The vehicle must meet current MOT standard.

The items listed on the right are **not acceptable** fair wear and tear, this is because the driver has neglected to service the vehicle and/or failed to action warnings for the vehicle management systems

Brakes: grooved brake discs or drums caused by excessive wear or metal to metal contact from worn out 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 Interior

Upholstery must be clean and odourless with no visible burns, tears or staining. All seats originally supplied must be present. Holes and other damage left by the removal of accessories must be neatly repaired. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc must be present and intact.

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→ Equipment and Controls

All original equipment, accessories and controls (including satellite navigation disks) must be present and operate correctly. Aerial must be left in place or the hole neatly repaired.

Damage Definitions

Abrasion – Multiple scratches in the material surface

Chip – Removal of the surface material (glass or paintwork) in a concise area

Dent – Deformation of the surface usually caused by impact

Light scratch – A scratch with no raised edges – can be polished out using SMART repair techniques.

Scratch – A single line mark or score in the material surface

Scuff – Light scraping of top surface not penetrating base material

IMPORTANT

- To avoid unnecessary end of contract charges, appraise the vehicle 10 – 12 weeks prior to return. This will allow time for any damage to be rectified
- Remove all personal belongings from the vehicle
- Detach your house keys from the vehicle key fob and locate any spare keys
- Ensure that all tools and the spare wheel/space saver are present
- The vehicle will start, is roadworthy and MOT has been carried out (if due)
- The vehicle is clean inside and out

More details available on request

Telephone: **01332 292777** website: **www.pendragon-contracts.co.uk**

Further information is also available from the BVRLA website **www.bvrla.co.uk**