



Pendragon
VEHICLE MANAGEMENT

A BRIEF GUIDE TO VEHICLE FAIR WEAR AND TEAR





What Is Fair Wear and Tear?

‘Fair wear and tear’ is when a vehicle’s condition deteriorates over time. This is not considered to be damage to the vehicle; after all, repeated use is bound to have an effect.

As a member of the British Vehicle Rental and Leasing Association (BVRLA), we follow the guidelines given in the BVRLA Fair Wear and Tear Guide. These are outlined below.

Things to do before returning your vehicle:

- › 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
- › Check that the vehicle will start, is roadworthy, and that the MOT has been carried out (if due)
- › Check that the vehicle is clean inside and out
- › Clear all personal data stored on any SD card and Satellite Navigation system
- › Make sure you can provide a valid MOT certificate
- › Check you have evidence of a full service history
- › Check that there is at least a quarter of a tank of fuel

General Requirements

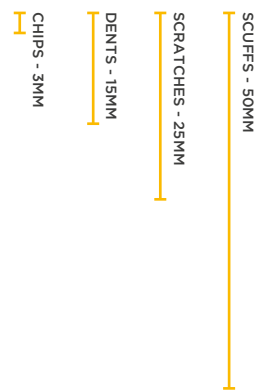
You should return the vehicle clean inside and out, without any rubbish or personal belongings. All original documentation and equipment should be inside, with the service book stamped. Don’t forget to bring your complete set of keys, including spare keys.

Make sure there isn’t any rust or corrosion on the car. We do allow minor imperfections (relative to the vehicle’s age and mileage), as long as they fit the below criteria:

- › **Scratches up to 25mm** (As long as the paint surface is not broken)
- › **Small areas of chipping**
- › **Dents up to 10mm** (as long as there are no more than two per panel and the paint surface is not broken)
- › **Scuffs up to 50mm** (As long as the paint surface is not broken)

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





Unacceptable examples of wear and tear

Scratches example



Scratches example



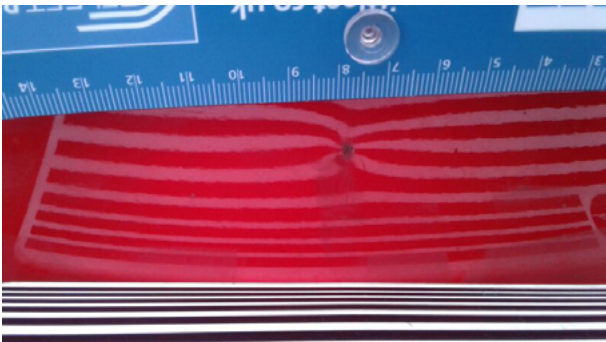
Chipping example



Chipping example



Dent example



Dent example



Windows and Glass

Some light scratching is not an issue, unless it's interfering with the driver's line of sight. Chips, holes and cracks are not acceptable though. Lights must work, and missing, cracked or damaged door mirrors are not acceptable.

Chip example



Crack example



Tyres and Wheels

The tyres must all meet the minimum UK legal requirements and meet the manufacturers' recommendations of tyre type, size and speed rating. We can accept scuffs of up to 50mm on the total circumference of the wheel trim or on alloy wheels. There cannot be damage to sidewalls or tread, however.



Mechanical Condition

The vehicle must meet current MOT standard. If any of the below are applicable, it suggests that the driver has neglected to service the vehicle and/or not dealt with warnings for the vehicle management systems. This sort of damage is not considered to be fair wear and tear.

- › **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

All of the seats must be present and clean, with no visible burns, tears or staining. If you've removed any accessories and this has left a hole or other damage, you must repair this neatly. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc must be present and intact.



Equipment and Controls

All of the original equipment, accessories and controls (including satellite navigation disks) must be present and working properly. The aerial must be left in place or the hole neatly repaired.

Important Information

To avoid being charged, you should get the vehicle checked 10 - 12 weeks prior to return. This will leave time for any damage to be dealt with. Pendragon Vehicle Management will inspect the vehicle at the end of its contract a few days before its collection. An independent inspection company will carry this out.

Further Details

If you have any questions you can get in touch with telephone:

01332 292777

or visit our website: www.pendragonvehiclemanagement.co.uk

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

 info@pendragon.uk.com

 01332 267330



Registered office: Loxley House, 2 Oakwood Court, Little Oak Drive, Annesley, Nottingham, NG15 0DR. Registered in England & Wales No: 141388. Pendragon Vehicle Management Limited is a credit broker/intermediary that can introduce you to a limited number of lenders to provide funding for your vehicle. They may incentivise us for introducing you to them. Pendragon Contracts trading as Pendragon Vehicle Management is an appointed representative of Pendragon Finance and Insurance Services Limited which is authorised and regulated by the Financial Conduct Authority.

