



Guide to Fair Wear and Tear

If you drive a lease vehicle as part of your employment, or through private arrangement you may well be subject to end-of lease charges. Keeping these charges to a minimum therefore makes financial sense, for you and the organisation you work for.

Most leasing companies follow the BVRLA's guide to fair wear and tear. All vehicles will have the odd scratch here and there on return but it is important to note what is considered fair wear and tear and what isn't.

Defining Fair Wear and Tear

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 an impact, harsh-treatment, or a negligent act.

End-of lease charges

These charges will occur when the vehicle, its equipment or accessories are not used, maintained or looked after as originally agreed at the start of the contract. The charges compensate the leasing company for the cost of rectifying damage or replacing missing items such as keys.

Service History

Many vehicles have set servicing intervals, while others have variable intervals that flag up on the car's trip computer, as and when needed. Ensuring that you get the vehicle serviced on time and in accordance with the manufacturer recommendations will help to ensure you have a full service history and that your vehicle is maintained correctly.

Preparing for the end of your contract

Before handing your vehicle back it is advisable to carry out an appraisal yourself, this should be done 10-12 weeks before contract end so that you can arrange for any repairs for unacceptable wear and tear to be rectified.

Appraise the vehicle as honestly as you can and be objective.

Choose place with good light, this is how the leasing company will examine your vehicle. Appraisals carried out in poor light invariably miss some faults.

Before appraising the vehicle, make sure that it has been washed and is thoroughly clean but remember to allow time for it to dry. Water on the paintwork can mask faults.

To establish the best option, you may want to ask your leasing company how much they'd charge for a scraped alloy wheel or a big dent – or whatever damage your car may have – so you can compare that with getting it repaired yourself.

Your contract length will influence any inspection and what is considered to be acceptable fair wear tear. If you're returning it after a two-year, 5,000-mile-per-year contract it should still look pretty new. If, however, you are handing the car back after a four-year, 80,000-mile contract then wear to the seats from years of use are likely to be perfectly acceptable.

In most cases the collection agent is not a qualified vehicle inspector and will not be able to tell you if damage falls outside the BVRLA 'Fair Wear and Tear' conditions, so it is important for you to point out any damage you have noticed and to keep your own record of this for reference.

Customers are not charged at end of lease for any refurbishment that arises from normal wear and tear.

Returned vehicles must have a current MOT certificate.

A charge will be levied for vehicles returned without a current MOT certificate.

Lastly before collection, remove your personal items from the vehicle and ensure all personal data is wiped from any on-board systems. Ensure you hand back to keys and that all accessories that were included and fitted within the vehicle are back in the correct place.

The following page provides examples as a guide.

Examples of what is acceptable and not acceptable Fair Wear and Tear



Bodywork and Bumpers

Walk all the way around the vehicle and examine closely each panel including the roof, bonnet, doors, and body for significant damage. Observe where the light is reflected differently from dents and scratches.

X NOT ACCEPTABLE: Large stone chips or scratches.

✓ACCEPTABLE: Small areas of chipping. Light scratches up to 25mm in length, relative to the vehicle's age. Dents up to 10mm providing paint is not broken.

X NOT ACCEPTABLE: Dented or cracked areas on bumper. Deep scuffs where paint surface has been broken.

✓ACCEPTABLE: Minor scuffing up to 25mm in length on the bumper.



Windscreen, Lenses and Mirrors

Inspect lamps, lenses, windows and mirrors for chips, cracks and holes.

X NOT ACCEPTABLE: Any damage to the windscreen within the driver's direct line of sight.

✓ACCEPTABLE: Small scratches to the windscreen outside of the driver's line of sight.

X NOT ACCEPTABLE: Door Mirrors missing, cracked or damaged

✓ACCEPTABLE: Door Mirrors with minor scuffing, providing paint is not broken



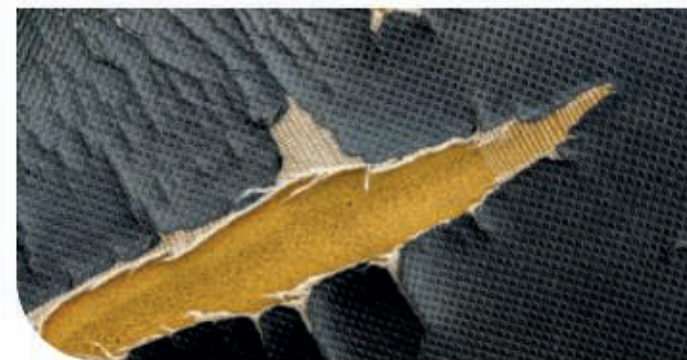
Wheels and Tyres

Check the tyres (including spare) for damage. Check that the wear on the tread across each tyre is even.

Inspect wheels, wheel trims and wheel spokes for scratches and deterioration.

X NOT ACCEPTABLE: Scoring and other damage to wheel surface. Damage to side walls or uneven tread wear.

✓ACCEPTABLE: Minor scuffing is acceptable up to 25mm in length. Tyres must meet minimum legal requirements.



Upholstery

Clean and valet the interior and check upholstered areas for odours, tears, burns, stains and wear.

X NOT ACCEPTABLE: Burns, tears or permanent staining. Any damage caused by fitting of equipment such as mobile phones.

✓ACCEPTABLE: Appearance should be clean and tidy with only slight wear and soiling through normal use.

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