



Fair Wear & Tear

Guidelines for Cars



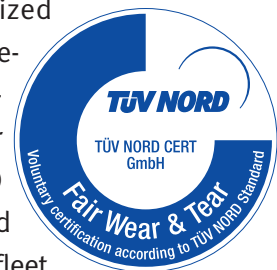
Accepted by leading European leasing companies



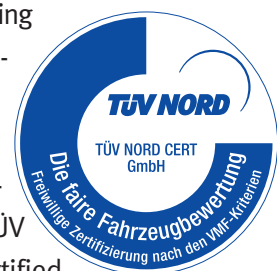
At the end of a leasing contract the leased vehicle will enter a marketing process for used cars – unless the lessee privately purchases it. And this is the special area of expertise of CarNext, a subsidiary of LeasePlan Corporation N.V.

Immediately after a vehicle has been returned we have it appraised by the SGS Group, a neutral appraisal company. To ensure that the appraisal is

completely fair and that the identified damages only result in moderate charges for you, the appraisal is conducted in accordance with guidelines set by two recognized standards. First, the guidelines set out by the new international standard “FairWear & Tear” of the TÜV NORD Group – it should be noted that LeasePlan is the first fleet



management company in the world to be certified in this field – and second, we continue to operate according to the guidelines of the Fair Vehicle Appraisal (Fairen Fahrzeugbewertung) which is the standard developed by the Association of Manufacturer-Independent Car Leasing and Fleet Management Companies (Verband marken-unabhängiger Autoleasing- und Fuhr-parkmanagement-gesellschaften e.V.). The TÜV NORD Group has also certified



the correct implementation of this process. The TÜV inspectors also conduct regular audits to check that both standards are continuously observed.



SGS is the world's leading inspection, verification, testing and certification company. The automotive services of SGS are provided to governments, manufactures, traders, financial institutions and insurance companies on four continents. www.sgs.com



EurotaxGlass is the leading provider of data, solutions and business intelligence services for the European automotive community. Through the combination of data collection, market analysis and mathematical models reliable, decision-critical information will be offered. www.eurotax.com



The TÜV NORD Group emerged in Germany from the Technischer Überwachungsverein (technical surveillance). By cross-linking the manifold know-how in examination, certification and advising, the company has developed to a competent international system service organisation. www.tuev-nord.de

Guidelines that are clear for all parties

Please note that the assessment of fair wear and tear is generally dependent upon the age and mileage of the vehicle under inspection.

Certain breakages and damage however are not acceptable, regardless of age and mileage, and these include missing items or broken glass.

In all cases, we will endeavour to assess damage recharges fairly, charging on a repair rather than replacement basis, where possible.



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As one of the world-wide largest fleet management companies, LeasePlan actually holds 1.39 million business vehicles. The annual remarketing potential comprises around 360,000 vehicles. CarNext's field of activity is to remarket the returned vehicles of LeasePlan on an international level.

Acceptable and unacceptable damages

EXTERIOR



On the following pages you will find examples of what is acceptable and unacceptable damage. By using this information, you can avoid recharge costs by knowing in advance the fair wear and tear considerations that we will apply. This information should be made available to your drivers so that they are fully aware of the appraisal process.

To help the review process, we have used colour coding for the exterior and interior elements of the vehicle. Orange is used for the exterior and grey for the interior.

INTERIOR



When SGS complete their appraisal they will prepare a report which identifies any damage on the vehicle outside the acceptance of fair wear and tear. This report will also detail the repair method and cost of repair.

In principle, the following points **should be observed**



When a vehicle is returned to the LeasePlan Group, you should ensure that everything that came with the vehicle is returned:

- all keys, including any master or workshop keys
- all vehicle documentation
- service books with applicable stamps, to show relevant servicing at correct intervals
- operating manuals
- radio code-cards (if available)
- any CDs or DVDs for the satellite navigation system
- complete onboard equipment (including the car-jack)



as well as the TravelCards/petrol cards obtained through LeasePlan by separate mail to the respective oil company (see address on the reverse side of the card).



In principle, the following points **should be observed**

If for instance winter tyres were included in the service agreement, the complete set of 4 wheels including rims and bolts have to be returned. If a vehicle is returned during winter the same applies for the summer tyres.

It is mandatory that the spare wheel must be onboard when the car is returned. Please refer to the chapter “TYRES/WHEELS”. Many manufacturers no longer include a spare wheel and instead equip their cars with a so-called “Tyre Mobility Set” consisting of a sealing compound and an air compressor (12 Volt). If your leased car is equipped with a Tyre Mobility Set then it must be onboard when the car is returned.

It should not be necessary to emphasise that property belonging to other people should be cared for as well as personally owned property. Minor wear and tear consistent with the mileage driven are completely normal (see acceptable damage). However, advertising stickers or decals, regardless of their condition, have a negative effect on marketing efforts to sell the used car after it has been returned. For this reason they must be completely and cleanly removed prior to returning the car. Unpleasant smells in the car’s interior also deter buyers of used cars. It may be worthwhile for the driver of the car to occasionally have the interior completely cleaned including valeting of the seats. Or simply turn your company car over to a professional car preparation company just before returning it.



VEHICLE BODY/PAINT



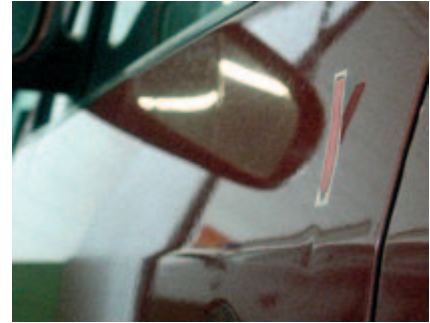
Acceptable



Light scratches (and scuffs/abrasions) up to **10 cm**, which may be removed by mechanical polishing, provided the base coat has not been penetrated or any rust has developed.



Up to 2 small “dings” per panel is acceptable (3 or more is regarded as multiple and therefore not acceptable).



In all cases, damage greater than **2 cm** is unacceptable, therefore this dent is acceptable as it is clearly within the **2 cm** tolerance.



Unacceptable



This panel has multiple dents and they are greater than **2 cm**.



Dents with corrosion developing.

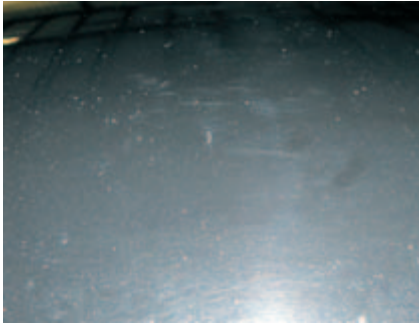


Scratches/multiple scratches or abrasions which (relative to age and Mileage) are over **10 cm** in length, have penetrated the paint and cannot be removed via mechanical polishing.

VEHICLE BODY/PAINT



Acceptable



Small areas of stone chipping are acceptable, commensurate with the vehicles age and mileage. Chips should not have penetrated the base coat and should be rust free.



Here is a small paint chip that should be "touched up" prior to rust developing. Provided the correct materials are used, this is acceptable.



Light scuffing and scratches with a maximum depth of **0,1 cm**. Also acceptable are small dents (up to **2 cm** in diameter).



Unacceptable



Scuffing and scratches, which have penetrated through to the base coat are not acceptable. Two or more scuffs or scratches on one panel/body part are not acceptable.



Excessive chipping (commensurate with the vehicles age and mileage) or chips which have penetrated through to the base coat or rusted.



Dents, scrapes, scuffs and scratches with paint damaged through to the base coat/metal and showing signs of corrosion.

GRILLE/BUMPER



Acceptable



For painted bumpers – Light scuffing and scratches which have not penetrated the paint layer.



For textured and non-painted bumpers - Light scratches and scoring are acceptable. Also acceptable are small dents (up to **2 cm** in diameter).



Unacceptable



Broken, cracked or excessive scoring of grilles is not acceptable.



Excessive scratching, cracks or dents exceeding 20mm. (Tow bars – please ensure tow bar covers and pins are intact).

GRILLE/BUMPER



Acceptable



A maximum of two small areas of damage per bumper (provided there is no penetration of the base coat/rust).



Slight discolouration of the paintwork such as fading.



Unacceptable



Excessive, apparent scratches.



Excessive damage causing deformation of the panel/part.

TYRE WEAR/WHEEL RIMS



Acceptable



Tyres with a minimum tread of 2 mm or tyres that meet local legal requirements.



Light scuffing or scratches to the wheel trim/alloy.



Unacceptable



Tyres with damage caused by 'kerbing' or other abuse. Bald tyres are unacceptable.



Bulges, cracks or cuts to the tyre or excess damage to the sidewalls or tread.



Flat tyres due to damage or penetration of a foreign object, and affecting the safety of the vehicle.

TYRE WEAR/WHEEL RIMS



Acceptable



Scuffing, scratches or deposits on rims, if the rim is not deformed.



Wheel nuts that are rust and deformation free.



Unacceptable



Deformed wheel trims due to breakages or scuffing. Cracks or breaks to the trim. Missing trims.



Rims with heavy damage, deformation of the rim or missing parts.



Missing spare wheel, if it is included as basic equipment, or a missing or only incomplete "Tyre Mobility Set."



Acceptable



Stone chipping on the surface of headlights, fog lights or indicators not breaking the glass and not harming the function.



Light stone chipping (chips under 10mm) provided they do not obstruct the view of the driver or hinder driving in rain or darkness.



Unacceptable



Chipping in lights that breaks the glass or cover, regardless of size of chip.



Cracks or chips which restrict the function of the light. Please note that all bulbs should be operational.



Acceptable



Scratches or chippings in the surface of headlights, fog lights or indicators, which do not break the glass and harm the function.



Small stickers on the glass.



Unacceptable



Self-applied sun protection or tinted strips must be completely removed from the windshield if they have not been professionally applied, are torn, or have begun to separate from the corners of the windshield.



Cracks in the windscreen, or heavy stone chipping (10mm per chip), which affects driving.



Excessive large chips, holes or cracks.



Acceptable



Light scuffing and scratches with a maximum length of **5 cm** and a maximum depth of **0,1 cm**. For painted mirror casings only scuffing and scratches which have not penetrated the base material, and where the function is not affected.



Fitted beacons or lights that are properly fitted and in full working order, without breaks in the glass. The lights must fully comply with the legal requirements and if legally necessary mentioned in the vehicle documents.



Unacceptable



Scuffing and scratches which exceed a maximum length of **5 cm**. For painted mirror casings scuffing and scratches which have penetrated the base material.



Deformation of the mirror is not acceptable.



Beacons that have damaged the structure of the vehicle through their fitment are not acceptable.

SEATS/HEADLINING



Acceptable



Seats showing wear through general usage i.e. getting in and out of the car.



Indentation in the seat.



Unacceptable



Excessive soiling and dirt which cannot be removed by general cleaning.



Torn upholstery or cigarette burns.

SEATS/HEADLINING



Acceptable



Headlining which has light abrasions or soiling.



Slight panel discolouration through day to day usage and wear.



Unacceptable



Excessively soiled headlining that cannot be removed by normal cleaning. Also unacceptable are any tears in the material.



Deformation of the material, cuts, tears or heavy soiling.



Acceptable



Phone fittings/housing units may be left in the vehicle.



Holes left in the console (as a result of phone equipment being removed) may be left providing they are in a discreet area as shown above. These holes are on the side of the console.



Unacceptable



Here we are shown holes in the front of the console where accessories/ phone kits have been removed. These holes are clearly visible and should be repaired.



Excess soiling and staining of carpets that cannot be removed by normal cleaning is not acceptable. Excess soiling and staining of carpets that cannot be removed by normal cleaning is not acceptable.

DASHBOARD/ FLOOR COVERING/DOORS



Acceptable



Signs of general usage where there is slight discoloration and scuffing.



The steering wheel is slightly worn as a result of general use. (Torn material would not be acceptable).



Unacceptable



The carpet of the vehicle shows rips, tears or heavy stains.



The interior lining is damaged by other than normal usage. Holes, tears or deforming are not acceptable.

A solution that is **highly valued** around the world

LeasePlan, a daughter company of LeasePlan Corporation N.V. is present world-wide – in Europe alone in 23 countries:

Norway, Sweden, Finland, Denmark, Ireland, Great Britain, the Netherlands, Belgium, Luxembourg, France, Germany, Switzerland, Austria, Poland, Czech Republic, Slovakia, Hungary, Romania, Portugal, Spain, Italy, Greece and Turkey.

In overseas the US, Mexico, Brazil, India, Australia and New Zealand count towards the Group, as well as the United Arab Emirates in the Near East.



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