

**1. INSPECTION ON RETURN OF VEHICLE**

The purpose of the inspection is to ensure that the Vehicle meets the required return standards as specified in this Appendix 1. The Vehicle must be presented in a clean condition both inside and outside and with the same level of fuel in it as when it was delivered.

**2. ACCIDENT DAMAGE NOTIFICATION**

All accident damage to the Vehicles must be repaired by a repairer approved by us.

**3. MINIMUM RETURN STANDARDS**

The following standards assume that the Vehicle is complete, structurally sound, all mechanical and electrical components are in working order and that it complies with all current construction and use legislation.

**3.1 Body & Paint****3.1.1 Acceptable**

3.1.1.1 Minor body dents, typically those caused by door-to-door contact, provided that:-

3.1.1.1.1 Less than 25mm (1") in diameter - maximum 1 dent per panel to a maximum of 3 per Vehicle.

3.1.1.1.2 Access to Cold Dent Repair / Smart Repair

3.1.1.1.3 Not caused paint to crack or flake

3.1.1.2 Light surface scratches not through the top coat which will be removed by polishing/touch up.

3.1.1.3 Stone chips up to 2mm, if not rusty, to a maximum of 5 per panel.

3.1.1.4 Touch in repairs to a standard that matches the existing colour of the Vehicle.

3.1.1.5 Previous repairs to an acceptable standard.

**3.1.2 Not Acceptable**

3.1.2.1 Paint and body work carried out by a repairer that we have not approved.

3.1.2.2 Dents on swage lines, folded edges and insufficient access to cold dent repair.

3.1.2.3 Previous body repairs and paint rectification will be rejected if evidence of poor colour match, ripples, preparation marks, visible overspray, masking lines or excessive dirt in paint, dents on panels 25mm (1inch), or greater in diameter.

3.1.2.4 All paint chips greater than 2mm. All paint chips over 5 per panel.

3.1.2.5 Industrial/chemical fall out or other forms of contamination such as bird lime.

3.1.2.6 Scratches that penetrate the top coat, and will not easily polish out.

3.1.2.7 Body panel misalignment.

3.1.2.8 Underbody damage affecting the structural integrity of Vehicle or warranty.

3.1.2.9 Damaged aerials.

**3.2 Bumpers & Body Mouldings****3.2.1 Acceptable**

3.2.1.1 Scuff marks up to 75mm (3 inches) which do not break the paint or adversely affect the overall appearance of the Vehicle.

**3.2.2 Not Acceptable**

3.2.2.1 Discoloured, loose, cracked, distorted, gouged or split bumpers and mouldings that require replacement, plastic welding or painting.

3.2.2.2 Dented bumpers and/or any dents penetrating through to the base material - where painted.

3.2.2.3 Repairs not conforming to original finish and specification.

### 3.3 Tyres & Wheels

#### 3.3.1 Acceptable

- 3.3.1.1 Vehicle must have matching tyres of the same brand, size, type and wheels on each axle (on both axles for four wheel drive Vehicles). Replacement tyres must be of the same quality as the originals and of a known reputable brand.
- 3.3.1.2 Scuffed sidewalls which can be cleaned. Minor kerb damage that does not affect the tyre seating up to 25mm.
- 3.3.1.3 Light scuffs to wheel trims.
- 3.3.1.4 Alloy wheels - minor damage which could be repaired without removing the wheel.
- 3.3.1.5 All Vehicles must be returned complete with spare wheel, which must be of matching type and quality as the others or, space saver spare wheel if provided with Vehicle.

#### 3.3.2 Not Acceptable

- 3.3.2.1 Tyres showing uneven wear indicating steering damage, i.e. tyre tread feathering.
- 3.3.2.2 Remoulds and other sub-standard tyres.
- 3.3.2.3 Any gouge or crack, cut, torn, plugged tyre side wall.
- 3.3.2.4 Less than 3mm tread depth remaining across the centre 75% of the tyre width on all tyres including the spare.
- 3.3.2.5 Cracked or distorted wheel trims.
- 3.3.2.6 Damage to alloy wheels causing rim distortion or gouging.

### 3.4 Glass

#### 3.4.1 Acceptable

- 3.4.1.1 A maximum of 3 chips per windscreen, of less than 5mm providing they do not obscure the Driver's line of vision.
- 3.4.1.2 Windscreen 'smart' repairs must comply with current M.O.T. legislation.
- 3.4.1.3 Lenses with minor chips which do not detract from the overall appearance of the Vehicle or affect the efficiency of the lamp.

#### 3.4.2 Not Acceptable

- 3.4.2.1 Scratches and cracks in glass or stone chips with signs of cracking.
- 3.4.2.2 Chips greater than 5mm.
- 3.4.2.3 Incompatible window etchings.
- 3.4.2.4 Lenses with chips and cracks.

### 3.5 The Vehicle Interior

The interior must be in good standard condition, commensurate with the age and mileage of the Vehicle.

#### 3.5.1 Acceptable

- 3.5.1.1 Normal wear and tear to carpets, trim, upholstery etc.
- 3.5.1.2 Seat cover/trim repairs to a high standard.
- 3.5.1.3 High quality texture repairs or colour matching plugs resulting from the removal of telephone/accessory equipment.

#### 3.5.2 Not Acceptable

- 3.5.2.1 Burns to trim, seat covers, headlining and floor coverings.
- 3.5.2.2 Stains or discoloration of a permanent nature. All other stains must be removed.
- 3.5.2.3 Tears, cuts, rips and holes through seat covers, headlining and floor coverings.

- 3.5.2.4 All broken or damaged interior mouldings, panels and components.
- 3.5.2.5 Holes resulting from the removal of telephone/accessory equipment.
- 3.5.2.6 Cigarette smoke or excessive pet odour.
- 3.5.2.7 Spare keys, transmitters and codes, alarm system, locking wheel nuts, handbook, service books must be complete and left in the Vehicle. If such items are missing at de-fleet then the Customer will be charged for their replacement cost.

### 3.6 **In-Car Audio Equipment and Satellite Navigation Units**

The Vehicle must be returned with

- 3.6.1 *in-car audio equipment.* Should it be necessary to replace a unit through breakage or theft then it should be of the same quality and specification as the original.
- 3.6.2 *In-car satellite navigation units and associated SIM cards.* Should it be necessary to replace a unit through breakage or theft and/or any SIM cards through loss, damage or theft then it should be of the same quality and specification as the original equipment supplied with the Vehicle (if any) at the start of the Rental Period.

### 3.7 **Spurious Parts & Substituted Items**

Wherever replacement parts have been necessary, genuine parts must have been used.

### 3.8 **Service Details**

All Vehicles must be serviced in accordance with manufacturer's instructions at an approved centre.

### 3.9 **Vehicle Options & Accessories**

All Vehicle options and accessories supplied with the Vehicle must be on board and working correctly. If such items are missing or not working at the time you return the Vehicle to us then you will be charged for their replacement cost.