

Reasonable wear and tear exhibited by light commercial vehicles

Product leaflet



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 **ayvens**
SOCIETE GENERALE GROUP



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Rules for determining the level of wear and tear exhibited by/damage to a vehicle after the end of a lease contract - light commercial vehicles.

Introduction


Dear Client,

Thank you for using the services of Ayvens s.r.o. In order to provide you with the highest possible level of convenience while using these services, we have prepared material for you with recommendations on how best to take care of the vehicle during its operation and how to prepare it for handover at the end of the lease contract so that everything goes smoothly and to our mutual satisfaction.



One of the important parameters when handing over the vehicle is assessment of its reasonable wear and tear. The level of wear and tear or damage can affect the residual value of the vehicle, so it is very important to correctly determine whether the vehicle you are returning exhibits reasonable wear and tear/damage, i.e. corresponding to the age and mileage of the vehicle, and we refer to this as

 acceptable,

or whether the wear and tear/damage is greater, will negatively affect the residual value of the vehicle and is therefore

 unacceptable.

In this case, we will be forced to re-invoice you for this wear and tear/damage – as loss in value of the vehicle.

The purpose of this material is to determine the level of wear and tear/damage which determines whether it is  acceptable or  unacceptable. At the same time, we provide recommendations here on how to approach the issue of maintenance of the vehicle during its operation and how to properly prepare it for handover at the end of the lease contract to avoid additional financial costs and unnecessary worries.

Wishing you happy and safe travels with our vehicles.

Ayvens.

Maintenance of the vehicle during its period of operation

Regular maintenance and repairs must be performed by an authorised or contractual Ayvens service centre according to the settings of the specific contract - unless determined otherwise. All defects or damage which arise or exhibit themselves during regular use must be remedied without unnecessary delay. These conditions also apply to maintenance and repair of any additionally installed equipment/bodies, which must be performed by the designated service centre.

Preparation before returning the vehicle

Documentation and condition of the vehicle

- ▶ Vehicle operation manual, a complete record of vehicle maintenance (maintenance log book/ statement from the electronic maintenance log book) and other documents relating to the vehicle and its equipment must be handed over intact and properly kept.
- ▶ You must check that the documents are complete before returning the vehicle. This also applies to the documentation for any additional body which may be fitted to the vehicle.
- ▶ The vehicle must meet the legal conditions for roadworthiness, including having a valid MOT.

Appearance

- ▶ The vehicle must be properly washed and have a clean interior at the moment of handover, as a dirty vehicle cannot be inspected objectively.

Additional equipment

- ▶ If an accessory such as a hands-free kit, radio or other non-standard equipment was installed and removed prior to return, any holes or damage caused by its installation must be restored to their original condition.
- ▶ All standard equipment, such as a towbar, must be returned together with the vehicle.





- ▶ These conditions also apply to other additional equipment such as winch, a fixed roof rack, beacon light bar or GPS module, etc.
- ▶ If you have your own vehicle accessories fitted, such as a hands-free kit, car seats or bike racks, be sure to remove them and return the vehicle to its original condition before handing it over.
- ▶ Before handing over the vehicle, be sure to remove all personal user accounts and disconnect user applications (such as Apple CarPlay, Android Auto, FordPass, MyŠkoda, etc.). We recommend performing a factory reset on the vehicle, to ensure that all your personal data is securely deleted.

Company branding and advertising stickers



- ▶ Company branding and advertising stickers on the bodywork or glass of the vehicle must be removed. Any damage caused by sticking them on, attaching or removing them must be repaired.
- ▶ There must be no adhesive residue left on the vehicle bodywork.
- ▶ The advertisement must not be sprayed directly on the vehicle unless an exception has been agreed subject to request by the client.

Keys and security features

- ▶ Please remember to return the complete set of keys together with the vehicle, including the keys to any additionally installed devices (towbar, gear stick lock, etc.).

Check that all damage to the vehicle has been reported using the insurance claim form. Recorded defects will be included in the standard insurance claim process and will not be assessed as excess wear and tear.

Return of the vehicle – description of its condition

On the following pages you will find illustrative examples to give you a better idea of wear and tear exhibited by/damage to vehicles which is  acceptable and  unacceptable so that you can properly prepare in advance for smooth handover of the vehicle.

Exterior of the vehicle

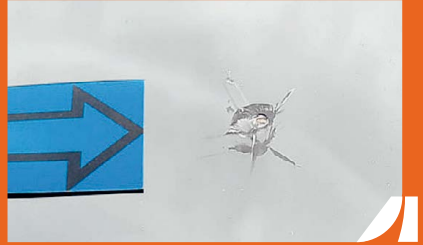
Windscreen

☑ Acceptable



- Surface damage to the glass to an extent which does not restrict the view from the driver's seat.
- A repaired windscreen if the repair is supported by the relevant certificate from the repair shop.

☒ Unacceptable



- Any damage which interferes with the driver's view or the structure of the glass.

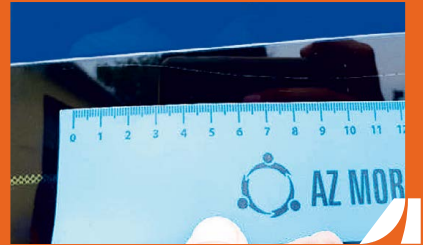
Other glass

☒ Unacceptable



- Surface damage to the glass to an extent which does not restrict the view from the driver's seat.

☒ Unacceptable



- Damage to the glass which obstructs the view from the vehicle or interferes with the structure of the glass.

Tyres

✔ Acceptable



- Tyres, including the spare, must have identical dimensions to the tyres with which the vehicle's roadworthiness was approved.
- There must be a minimum tread depth as defined in the applicable legislation on the contact area of all tyres around the whole circumference and across the whole width.

✘ Unacceptable



- Obvious damage to the side walls (bulges, peeling, tearing, worn material).
- Any other damage to the tyres which compromises the safety of the vehicle.
- Under-inflated or flat tyres, including the spare.
- Tread depth according to the current legislation (measured at the wear indicator – TWI).
- Different tyres (make, model, type) on the same axle.
- Missing spare or tyre repair kit.

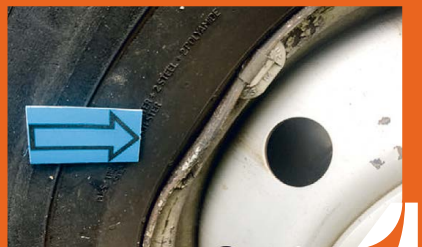
Wheels

✔ Acceptable



- Steel wheels: scuffed, scratched, corroded, not deformed.
- Alloy wheels: slightly scuffed or scratched, no more than 200 mm of damage overall, not deformed.

✘ Unacceptable



- Deformed steel wheels or if parts are broken off.
- Alloy wheels scuffed to a greater extent (more than 200 mm), deep grooves, deformed or broken off parts.
- Missing bolts or nuts securing the wheels.

Wheel covers (hubcaps)

☑ Acceptable



- Surface grooves, scratches, locally damaged paintwork.

☒ Unacceptable



- Missing cover.
- Broken off parts, cracks or peeling.

Bodywork - paint

☑ Acceptable



- Shallow grooves which do not penetrate down to the base paint and do not exceed 50 mm on any one body part.

☒ Unacceptable



- Deep grooves which exceed 50 mm on one part of the bodywork and penetrate down to the base paint.
- Other damage to the paintwork (e.g. from gravel or stones).
- Corrosion, surface contamination which cannot be removed by standard washing (paint, asphalt, ...).

Bodywork - dents and deformations

☑ Acceptable



- Dents, bulges or other deformations up to a total of 100 mm per body part where the paintwork is not damaged.

☒ Unacceptable



- Dents, bulges or other deformations of more than 100 mm in total per body part.
- Some of the bodywork in a different colour than the original.
- Bent/broken trim.

Door sills and frames - cabin

☑ Acceptable



- Grooves and scratches not penetrating down to the metal and with no signs of corrosion.

☒ Unacceptable



- Deformation of the sill or door frame.
- Grooves and scratches penetrating down to the metal or with signs of corrosion.
- Door seal torn or damaged.

Door sills and frames - cargo area

☑ Acceptable



- Grooves and scratches caused by regular cargo handling which may penetrate down to the metal, with no sign of corrosion.
- Deformations/dents in a scope of at most 1 deformation/dent per sill/frame up to 50 mm in diameter, damage can penetrate down to the metal, with no sign of corrosion.

☒ Unacceptable



- Grooves, scratches and other damage which exhibit signs of corrosion.
- Door seal torn or damaged.
- Deformations/dents larger than 50 mm in diameter.

Bumpers, grille and plastic parts

☑ Acceptable



- Grooves, scratches (up to a maximum total length of 200 mm) on protective trim and unpainted plastic surfaces.
- Deformation up to 50 mm and paint damage up to a total of 50 mm on the painted surface.

☒ Unacceptable



- Grooves, scratches and abrasions larger than 200 mm on protective trim and unpainted plastic surfaces.
- Deformation greater than 50 mm.
- Paint damage to a total extent of more than 50 mm on the painted surface.
- Cracked or broken plastic parts.
- Missing headlight washer or towbar covers, or towbar attachment.

Headlights and exterior lighting

☑ Acceptable



- Fine grooves, scratches on the surface, with no limitation of the functionality of the lights.

☒ Unacceptable



- Holes, deep grooves, scuffed surface, cracks, broken off glass or plastic light cover regardless of size and quantity.

Mirrors

☑ Acceptable



- Grooves and scratches up to 50 mm which do not penetrate down to the base paint in the case of painted mirrors.
- Surface damage to plastic (due to external influences – rain and wind) on unpainted parts of mirrors.

☒ Unacceptable



- Grooves and scratches longer than 50 mm or those which penetrate down to the base paint in the case of painted mirrors.
- Cracks in the mirror glass or other damage that limits its functionality.
- Broken, cracked, otherwise deformed or loose mirror cover.

Other exterior features (wipers/washer nozzles/badges/antenna)

✔ Acceptable



- Minor surface damage.

✘ Unacceptable



- Missing or malfunctioning wipers/washer nozzles.
- Cracked, deformed or broken off wipers and washer nozzles.
- Deformed, cracked or torn off vehicle badges and markings.
- Missing or broken antenna (if fitted).



Bodies, attachments (mounted on a so-called „chassis“ which is designed for fitting of a body)

Bodies, attachments

☑ Acceptable

Surface damage – scuffs, scratches:

- plastic, metal: grooves or abrasions up to a total length of 200 mm,
- painted metal: grooves or abrasions up to a total length of 100 mm.

Surface damage – deformation:

- deformation (denting, bulging) without limiting the functionality of the relevant body.

Damage to tarpaulin:

- damage repaired with a patch of the same material and colour as the original tarpaulin,
- surface abrasion without tearing,
- minor deformation of the eyelets, without affecting their functionality.

Partitions, locks, seals:

- partition damaged, without affecting its functionality,
- mechanically damaged seal without affecting its functionality.

Cargo surface:

- scuffed, dirty, with minor deformations (up to a total of 200 mm) as a result of standard use.

Additional equipment (winch, beacon light bar, independent heating, additional spotlights, ...):

- mechanical damage without affecting the functionality of the equipment (does not apply to the plastic cover of a beacon, beacon light bar and spotlights – see section „Headlamps and exterior lighting“).

Bodies, attachments

☒ Unacceptable

Soiling:

- soiling of any part of the body in a scope greater than that which corresponds to standard use of the vehicle and which cannot be removed without the use of special equipment,
- oil dripping from hydraulic systems.

Surface damage – breakage:

- cracked or broken surface in excess of 100 mm.

Cargo surface:

- deformed to a greater extent, i.e. to a total extent of more than 200 mm, damaged, with the occurrence of corrosion.

Partitions, locks, struts, metal fittings:

- missing partition,
- deformed partition to an extent which affects its functionality,
- non-functioning lock (rusted, deformed, broken off, ...),
- non-functioning struts/metal fittings.

Additional equipment:

- non-functioning additional equipment.

Damage to tarpaulin:

- damage to the tarpaulin which affects its functionality (tears, missing metal eyelets, torn cables, ...).

Interior of the vehicle

Floor covering

☑ Acceptable



- Regular wear and tear and discoloura on, abrasions due to standard use of the vehicle.

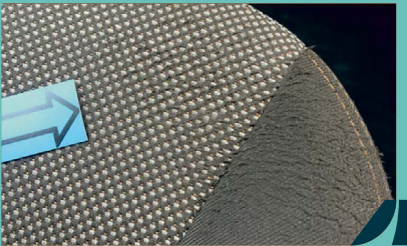
☒ Unacceptable



- Floor covering torn, areas which are worn through, burnt or excessively soiled.

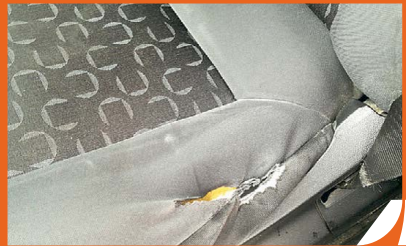
Seats, ceiling and door upholstery

☑ Acceptable



- Regular wear and tear caused by getting in and out of the vehicle.
- Deformed plastic – door panel.

☒ Unacceptable



- Damaged seat covers and upholstery or interior trim (tears, areas which are worn through, burns, deformations, major stains and soiling).
- Dented, punctured or burnt plastic in the door panels.

Dashboard

✔ Acceptable



- Faded surface, undamaged.
- Holes which are patched or plugged, plugged damage left after removal of additional accessories (phone or walkie-talkie holder,).

✘ Unacceptable



- Holes or damage left after removal of additional accessories (phone or walkie-talkie holder,) which are not patched or plugged.
- Visible scratches, grooves, cracks, broken off parts, adhesive residue or other damage to the dashboard.

Controls, door handles

✔ Acceptable



- Wear and tear from regular use, fully functional.

✘ Unacceptable



- Controls with limited functionality or malfunctioning, e.g. broken off or cracked.
- Door handles are missing or damaged (broken off, cracked, ...).

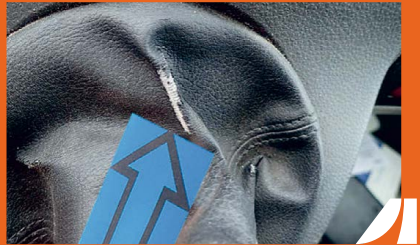
Steering wheel, gear stick and handbrake lever

☑ Acceptable



- Scuffs and minor scratches caused by regular use.

☒ Unacceptable



- Grooves, cracks, dents or tears in the material.
- Missing gear stick knob or handbrake cover.
- Broken off parts.
- Torn gear stick gaiter.

Luggage compartment/cargo area

☑ Acceptable



- Luggage compartment – minor stains, soiling and wear and tear of the trim caused by regular use, surface grooves.
- Cargo area – minor wear and tear, see „Bodies“ section.

☒ Unacceptable



- Luggage compartment – heavy soiling, major grooves in the floor covering, missing, torn or cracked trim.
- Cargo space, see „Bodies“ section.

Underbody, engine compartment and exhaust system

Underbody, engine compartment and exhaust system

Underbody

⊗ Unacceptable



- Cracked or missing covers.
- Deformation of the chassis or floor.
- Damage causing corrosion.

Engine compartment

⊗ Unacceptable



- Damaged or torn soundproofing material on the engine cover or on the rear wall of the engine compartment.

Exhaust system

⊗ Unacceptable



- Significantly deformed or loose.
- Full of holes due to corrosion.
- Damage affecting exhaust function.

Mechanical components - brakes, engine, gearbox and clutch

Brakes,engine, gearbox and clutch

Brakes/braking system

⊗ Unacceptable



- Grooves on brake discs caused by metal-to-metal contact.
- Deformed (e.g. rippled) discs where the knocking is transmitted to the steering.
- Non-functioning handbrake.

Engine

⊗ Unacceptable



- Damage due to lack of operating fluids (e.g. oil or coolant).
- Insufficient amount of operating fluids-coolant, oil, brake fluid below minimum level.

Gearbox and clutch

⊗ Unacceptable



- Difficult gear changes, slipping clutch, noisy gearbox or ineffective synchronisation.

Return of the vehicle - procedure

- ▶ Make an appointment to return the vehicle at least 14 days before the end of the lease, either by calling 955 525 000 or sending an e-mail to vracenivozu@ayvens.com.
- ▶ Please return the vehicle in good technical and operational condition, undamaged, clean and with its original accessories. Before handing over the vehicle, be sure to remove all personal user accounts and disconnect user applications (such as Apple CarPlay, Android Auto, FordPass, MyŠkoda, etc.). We recommend performing a factory reset on the vehicle, to ensure that all your personal data is securely deleted.
- ▶ If the vehicle was damaged and cooperation by the insurance company required, arrange for repair and settlement of the insurance claim before returning the vehicle.
- ▶ Handover of the vehicle will take place at the registered office of Ayvens, U Stavoservisu 527/1, Praha 10.
- ▶ If you wish, you can use the „Ayvens Off-Site Vehicle Return“ service 14 days before returning the vehicle. This service will be billed according to the distance of the location where the vehicle will be picked up.
- ▶ A technician will inspect the vehicle in your presence and then issue a vehicle return report describing its visual and technical condition at the time of handover. The technician will also compare the vehicle's current condition with the damage you reported. Recorded defects will be included in the standard insurance claim process. You will then mutually confirm the contents of the form with your signatures and this will then constitute the basis for the final detailed assessment and evaluation of wear and tear exhibited by/damage to the vehicle.

What to prepare

- ▶ complete set of keys, including spare keys (key code),
- ▶ properly filled in and stamped maintenance log book/statement from the electronic maintenance log book,
- ▶ fuel cards (if included in the lease contract),
- ▶ vehicle registration certificate part I, certificate for tinted windows, certificate of windscreen repair, if performed,
- ▶ complete set of compulsory equipment, a working spare wheel with tools, including the key (if the wheels are secured to the vehicle with security bolts), or a tyre repair kit,
- ▶ equipment which was part of the car when it was picked up by the client (roof rack, hands-free, towbar, ...),
- ▶ vehicle operation and maintenance manual,
- ▶ second set of tyres including wheels in the vehicle (if included in the lease contract),
- ▶ warranty certificates/user manuals for additionally installed accessories.



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Ordering pick-up of the vehicle on myAyvens Driver:



Thank you for choosing Ayvens for your mobility!