

Reasonable wear and tear exhibited by passenger cars

Product leaflet



Better with every move.

 **ayvens**
SOCIÉTÉ GÉNÉRALE 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 - passenger cars.

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 its age and mileage, 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 exhibited by/damage to the vehicle, which determines whether it is  acceptable or  unacceptable. At the same time, we recommend how to approach the issue of maintenance of the vehicle and how to properly prepare it for handover at the end of the contractual relationship to avoid additional financial costs and unnecessary worries.

Wishing you happy and safe travels with our vehicles

Ayvens.

Maintenance and repairs

Regular maintenance and repairs must be performed by a contractual partner of Ayvens in accordance with the agreed contractual parameters. All defects or damage which arise or exhibit themselves during regular use must be remedied without unnecessary delay.

Preparation before returning the vehicle

Documentation

- ▶ The user is responsible for the 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 and these must be handed over intact and properly kept. You must check that the documents are complete before returning 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 handover location, 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 then removed, any holes or damage must be restored to their original condition in accordance with the respective professional standards.



- ▶ Antennas must be left in place or the holes be properly repaired.
- ▶ All standard equipment must be returned at the end of the contractual period.
- ▶ The same applies to all other additional equipment such as a fixed roof rack, GPS module and others.
- ▶ 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 stuck or attached to the bodywork or glass of the vehicle must be removed and any damage caused by sticking, attaching or removing them must be repaired.
- ▶ Any fading of the paint colour due to the attachment of an advertisement is the responsibility of the user.
- ▶ Advertising must not be sprayed directly on the vehicle.

Keys and security features

- ▶ The complete set of keys must be returned.
- ▶ If the locking system is operated remotely, the working remote controls must also be returned.
- ▶ If the vehicle was originally equipped with a security system, this system must be intact and fully functional, including any keys or controls necessary for its operation.
- ▶ Each additional safety system must be fitted exclusively by a contractual service centre of the respective brand of vehicle.

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:** Damage to the glass to the extent that it does not restrict the view from the driver's seat or reduce the mechanical strength of the glass (cracks or other damage). Permitted stickers around the perimeter of the windscreen on the inside in designated areas.
- ✘ **Unacceptable:** Cracked windshield and cracks due to gravel or stones. Damage which would prevent the vehicle from passing a roadworthiness test according to the applicable standards.

Tyres

- ✔ **Acceptable:** All tyres, including the spare, must be identical to the tyres with which the vehicle's roadworthiness was approved. None of the tyres must be damaged. There must be a minimum tread depth as defined in the applicable regulations 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). Underinflated or flat tyres, including the spare, regardless of whether the condition is caused by tyre damage or a puncture. Tread depth of less than 2 mm.

Steel wheels

- ✔ **Acceptable:** Scuffed, scratched wheels, not deformed. The fixing bolts (nuts) must be of an approved type, complete and undamaged.
- ✘ **Unacceptable:** Wheels exhibiting damage, deformed, with broken off parts. Missing bolts or nuts used to secure the wheels.

Alloy wheels

- ✔ **Acceptable:** Lightly scuffed or scratched wheels, not deformed. The fixing bolts (nuts) must be of an approved type, complete and undamaged.
- ✘ **Unacceptable:** Discs exhibiting damage, deep grooves, deformation or broken off parts. Missing bolts and nuts which are used to secure the wheels.

Windscreen

✔ Acceptable:



Windscreen

✘ Unacceptable:



Steel wheels

✔ Acceptable:



Steel wheels

✘ Unacceptable:



Alloy wheels

✔ Acceptable:



Alloy wheels

✘ Unacceptable:



Decorative wheel covers (hubcaps)

- ✔ **Acceptable:** Surface grooves, scratches, locally damaged paintwork.
- ✘ **Unacceptable:** Broken off parts, dents, cracks or peeling.

Bodywork - paint

- ✔ **Acceptable:** Scratches which can be removed by polishing, not requiring paint work. Stone or gravel damage (less than 25% of the surface of the part). Grooves and minor scratches (up to 25 mm in length), provided they do not penetrate down to the metal or cause corrosion. The extent of the damage must take into account the age of the vehicle and the mileage.
- ✘ **Unacceptable:** Scratches longer than 25 mm penetrating down to the metal or base paint, requiring painting. Small areas of grooves caused by gravel or stones exceeding more than 25% of the surface of the part. Various damage to the bodywork which has caused corrosion.

Bodywork - dents and deformations

- ✔ **Acceptable:** Dents, bulges or other deformations up to 25 mm in diameter, at most 2 per part and not causing corrosion. The paint surface is not pitted in such a way that the metal or corrosion is visible.
- ✘ **Unacceptable:** Dents, bulges or other deformations more than 25 mm in diameter or exceeding 2 per body part, or other deformations with visible signs of corrosion.

Bumpers - rubber trim/grille

- ✔ **Acceptable:** Minor grooves, scratches (up to a maximum length of 25 mm) and paint damage (due to external influences) on the painted surface.



Tyres

⊗ Unacceptable:



Decorative wheel covers (hubcaps)

⊗ Unacceptable:



Bodywork - paint

⊙ Acceptable:



Bodywork - paint

⊗ Unacceptable:



Bodywork - dents and deformations

⊙ Acceptable:



Bodywork - dents and deformations

⊗ Unacceptable:



- ⊗ **Unacceptable:** Grooves, scratches and abrasions greater than 25 mm penetrating down to the base material. Deformation greater than 25 mm. Broken, cracked or bulging bumper (grille), cracked paintwork. Missing washer or tow hook covers.

Headlights and exterior lighting

- ✔ **Acceptable:** Fine grooves and scratches from gravel or stones on the surface.
- ⊗ **Unacceptable:** Holes, deep grooves, cracks and other damage to the functionality of the light.

Mirrors

- ✔ **Acceptable:** Minor grooves, scratches up to 25 mm not exceeding 2 on one part and paint damage (due to external influences – rain and wind) on painted parts of mirrors.
- ⊗ **Unacceptable:** Grooves, scratches and abrasions longer than 25 mm penetrating down to the base material. Deformation greater than 25 mm. Broken, cracked or bulging mirror cover. Limited mirror functionality.

Other external features (wipers/washer nozzles/badges and markings/antenna)

- ✔ **Acceptable:** Minor surface damage to wiper arms, inner door handles, outer door handles.
- ⊗ **Unacceptable:** Non-functioning, cracked or deformed washer nozzles and door handles. Damaged or torn off vehicle badges and markings. Missing antenna (if there is a radio in the car).

Interior of the vehicle

Mats - removable

- ✔ **Acceptable:** Regular wear and tear, scuffing, standard soiling.
- ⊗ **Unacceptable:** Worn through mats (with holes).



Bumpers - rubber trim / grille

☑ Acceptable:



Bumpers - rubber trim / grille

☒ Unacceptable:



Headlights and exterior lighting

☒ Unacceptable:



Mirrors

☒ Unacceptable:



Other exterior features

☒ Unacceptable:



Dashboard and instrument panel

☑ Acceptable:



Floor covering

- ✔ **Acceptable:** Standard soiling.
- ✘ **Unacceptable:** Torn, areas which are worn through or burnt floor coverings, stains and excessive soiling.

Seats, ceiling and door upholstery

- ✔ **Acceptable:** Interior upholstery reasonably scuffed or scratched (caused by regular use) but not torn.
- ✘ **Unacceptable:** Damage to interior upholstery and seats (tears, areas which are worn through, burns, deformations, stains and soiling), damage to door seals.

Dashboard and instrument panel

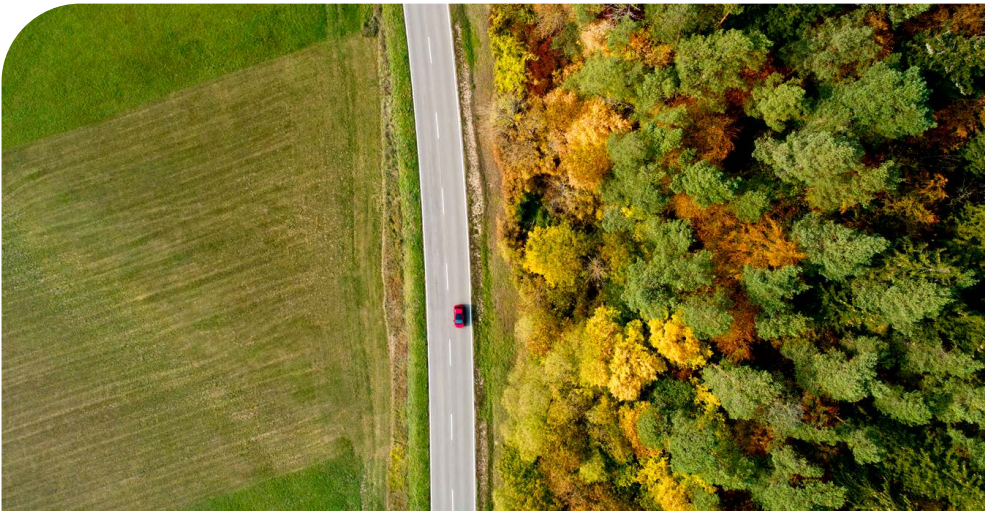
- ✔ **Acceptable:** Faded surface, undamaged.
- ✘ **Unacceptable:** Visible holes from additionally installed accessories. Scratches, grooves, broken off parts, non-functioning controls, adhesive residue or other damage to the dashboard and instrument panel.

Controls

- ✔ **Acceptable:** Correction functionality, wear and tear from regular use.
- ✘ **Unacceptable:** Limited functionality or malfunctioning of controls (broken off or cracked).

Steering wheel, gear stick and handbrake

- ✔ **Acceptable:** Scuffing caused by regular use.
- ✘ **Unacceptable:** Grooves, cracks or tears.



Dashboard and instrument panel

⊗ Unacceptable:



Controls

⊗ Unacceptable:



Steering wheel, gear stick and handbrake

☑ Acceptable:



Steering wheel, gear stick and handbrake

⊗ Unacceptable:



Luggage compartment

⊗ Unacceptable:



Luggage compartment

- ✔ **Acceptable:** Surface grooves and minor stains which are a sign of regular use.
- ✘ **Unacceptable:** Heavy soiling, noticeable grooves in the floor covering, torn or cracked upholstery of the floor covering and interior panels.

Condition of mechanical parts

Underbody

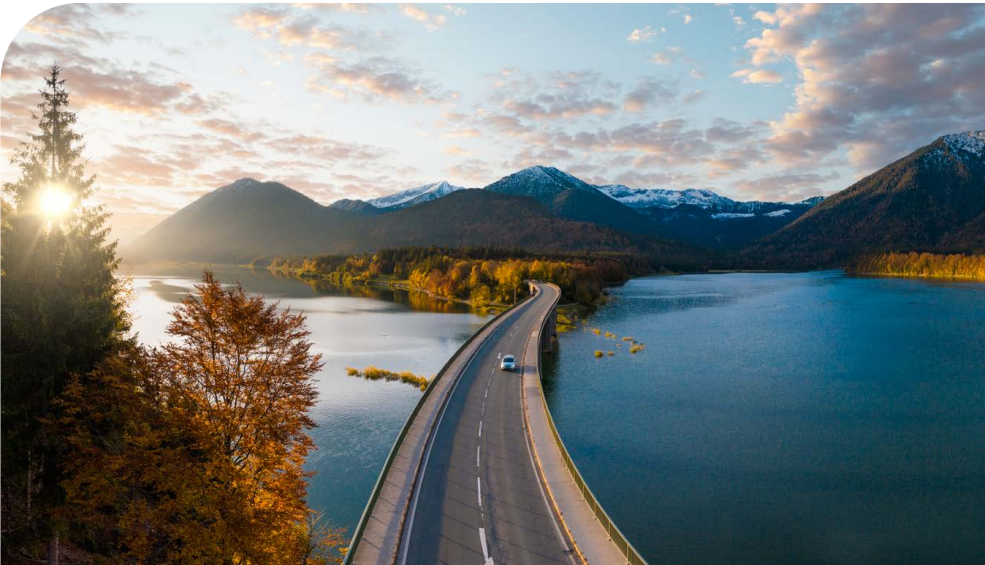
- ✔ **Acceptable:** Minor dents and deformations, such as gravel or stone damage, are acceptable as long as they have not caused any corrosion.
- ✘ **Unacceptable:** Cracked or missing covers, chassis or floor deformation, damage causing corrosion.

Exhaust system

- ✔ **Acceptable:** Surface corrosion, slight dents not affecting correct functionality.
- ✘ **Unacceptable:** Exhaust incapable of proper operation, full of holes due to corrosion, non-functional.

Brakes / braking system

- ✘ **Unacceptable:** Grooves on brake discs caused by Brakes / braking system metal-to-metal contact.



Engine

✔ **Acceptable:** Slight leakage of fillings.

✘ **Unacceptable:** Damage due to lack of operating fluids (e.g. oil or coolant). Missing operating fluids.

Gearbox and clutch

✔ **Acceptable:** Slight oil leak, slightly increased noise.

✘ **Unacceptable:** Difficult gear changes, slipping clutch, noisy gearbox or ineffective synchronisation.

Return of the vehicle - procedure

- ▶ At the end of the period of use on the basis of the lease contract, please return the vehicle to the head office of Ayvens.
- ▶ You can use the Ayvens Off-Site Vehicle Return service, which is charged according to the distance from the location where the car is picked up according to the price list for fees.
- ▶ Arrange a return date and time at least one month prior to the end of the lease contract with the Ayvens Vehicle Returns Department. The telephone number is 955 525 000 / ext. 3, e-mail address vracenvozu@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.
- ▶ Have any damage (cracked windscreen, broken mirrors, fog lights, dents, scratches) repaired and claim them from the insurance company before returning the vehicle. If you fail to do so, you will be re invoiced for this damage.





- ▶ When you return the vehicle, a technician will inspect the vehicle in your presence and then issue a report recording its visual and technical condition. 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. The written Record of return of the vehicle will constitute the basis for the final assessment of wear and tear exhibited by/damage to the vehicle.

What to prepare before returning the vehicle?

- ▶ complete set of keys, including spare keys (including the 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
- ▶ complete set of compulsory equipment, functional spare wheel with tools
- ▶ vehicle operation and maintenance manual
- ▶ all equipment which was part of the car (roof rack, hands-free, CD changer, towbar, etc.)
- ▶ vehicle operation and maintenance manual
- ▶ set of tyres wheels including wheels (if included in the contract)



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Customer Helpline: **+ 420 955 525 000**



E-mail for return of the vehicle: **vracenivozu@ayvens.com**

E-mail for queries: **infocz@ayvens.com**

Ayvens Assistance service for technical faults and accidents

NONSTOP: **+420 848 455 555**

Website: **www.ayvens.cz**

It is also possible to order pick-up of the vehicle
on the myAyvens Driver:



Thank you for choosing Ayvens to ensure
your mobility requirements!