

Fair and transparent – light commercial vehicle evaluation criteria



Better with every move.

 **ayvens**
SOCIETE GENERALE GROUP

You can depend on Ayvens to be fair and transparent in the valuation of your leased vehicle

As a leader in mobility solutions for corporate and private customers, Ayvens offers you a modern and qualified process for vehicle returns and valuations. Lease/remarketing customers get a transparent, fair and detailed valuation for every vehicle that is returned for remarketing.

You benefit from clearly defined assessment criteria that are categorised into **accepted wear and tear** and **chargeable damage**. These criteria are communicated to you before your contract starts, making this catalogue a valuable source of reference and clarity in the chargeable damage settlement process.

Who performs the vehicle valuation?

The valuation is carried out by independent motor vehicle appraisal organisations. This ensures the neutrality of all end-of-lease vehicle valuations. A detailed vehicle condition report including photo documentation is prepared by the appraisal organisation at the time when the vehicle is returned.

How and what is calculated?

The vehicle condition report provides a detailed account of chargeable damage as well as acceptable wear and tear, including informative photo documentation.

The vehicle age and mileage are taken into account in the assessment of chargeable damage. Before parts are replaced, appraisers always consider the option of repair and, where possible, give preference to cost-effective smart repairs over expensive repairs and paintwork restorations. Smart repairs are charged at a flat rate and not on a pro rata basis.

Whenever possible the full repair costs will not be charged for the damaged vehicle. Instead, a reduction in value corresponding to the term and mileage will be made.

Full repair costs are always recognised for:

- Accident damage
- Unprofessionally repaired damage
- Damage that impairs the roadworthiness and/or operational safety of the vehicle
- Interior damage
- Smart repairs
- Damage that requires a replacement part due to manufacturer specifications or cannot be repaired



What you should consider before returning your leased vehicle

To avoid unnecessary costs, we recommend cleaning the vehicle inside and out before returning it. Please remember to return all accessories supplied with the vehicle. This includes all vehicle keys, vehicle documents (including but not limited to the registration certificate part I, mechanical fitness inspection certificate, operating manual, service records), the contractually agreed summer and winter wheel sets, tool kit and emergency equipment as well as all accessories that are not permanently installed.

Don't forget to remove personal items from the vehicle and check all storage areas in your vehicle, such as the boot, glove compartment, door compartments, pockets on the backrests and all other storage compartments.

To protect your privacy please delete all personal data from the on-board systems, deactivate connected user accounts and Connected Car services and reset the infotainment system to the factory settings before you return the vehicle.

Tyres

The vehicles tyres are also appraised. If winter tyres are included in the scope of services, the complete set of wheels must be returned: four tyres, including rims and wheel bolts. For vehicles returned in winter, the same applies to summer tyres. Please check your local lease contract to see what specific agreements you have made with regard to returning winter and summer tyres.

Many manufacturers provide either a spare wheel or a tyre mobility set consisting of a tyre sealant and an air compressor. When the vehicle is returned, the spare wheel or the tyre mobility set must also be returned in working order.

Sticker

Advertising stickers, labelling and decals (including adhesive residue) can reduce the remarketing value of a vehicle, regardless of size and condition. For that reason these must be entirely removed before the vehicle is sold. It makes no difference whether they are on the bodywork or glass. If the removal (of the above-mentioned elements) is carried out by Ayvens, the work will be invoiced.

Transparency and fairness – this guideline offers you security and clarity on vehicle valuations. You are welcome to contact us at any time if you have any questions.



Tyres

Accepted (i.e. no charge – wear and tear consistent with mileage):

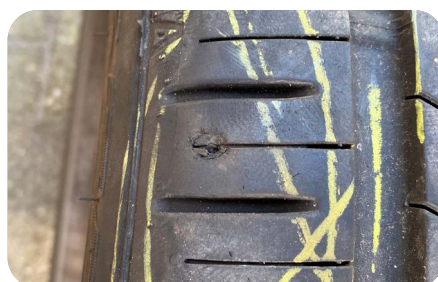
- Tread depth summer tyres ≥ 2 mm
- Tread depth winter and all-season tyres ≥ 4 mm



Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

- Tread depth summer tyres < 2 mm
- Tread depth winter and all-season tyres < 4 mm
- Damage (to the individual tyres), e.g.:
 - Erosion
 - Outward/inward dents/deformations
 - Scuffing
 - Cuts, tears
 - Outdated tyres
 - Tyres with wear on one side (incl. wheel alignment)
 - Stepping/sawtooth wear
 - Tyres not approved for the vehicle
 - Tyres perforated with a foreign object



Wheels/rims

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Abrasions, scratches and scuffs up to a length of 10 cm



Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

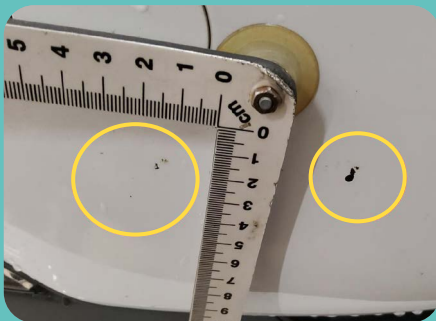
- Scratches, scuffs and signs of wear that are more than 10 cm in length
- Rust or corrosion on rims
- Deformations, fractures and cracks on wheel trims or rims



Paintwork

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Stone chip damage ≤ 7 pieces/dm² in the front area
- All paintwork damage, scratches, scuffs and signs of wear up to a length of 10 cm that can be removed by mechanical polishing
- Paintwork damage that has been properly repaired before rust develops

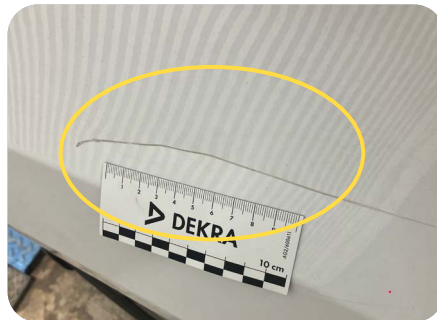


Paintwork

Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

- Stone chip damage > 7 pieces/dm² in the front area
- Paintwork damage of more than 10 cm in length, scratches, scuffs and signs of wear
- Paintwork damage, e.g. scratches and chipping (which require painting and cannot be removed by mechanical polishing and/or extend down to the primer)
- Paint damage due to external environmental influences, e.g. resin or bird droppings
- Differences in colour due to paste residue or partial painting
- Obvious corrosion damage/rust spots that have not been repaired
- Flash rust (> 25% of the component)



Paintwork

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

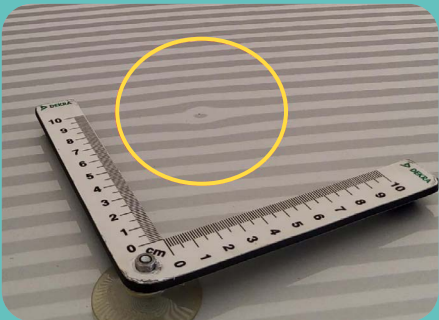
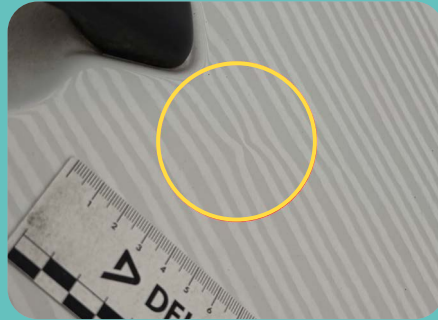
- Removal of stickers, labelling and adhesive residues
- Damage that has not been repaired properly, e.g. paint inclusions (spray mist/orange peel) or colour deviations



Body

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Up to 2 dents with a diameter of up to 2 cm per component, without paint cracking or chipping

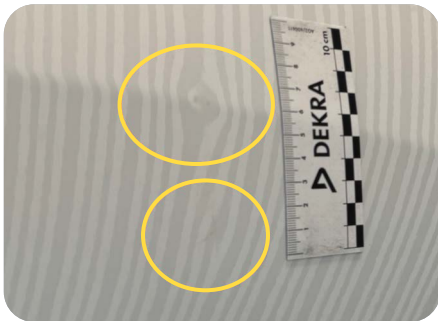


Body

Not accepted (i.e. chargeable – damage not consistent with mileage):

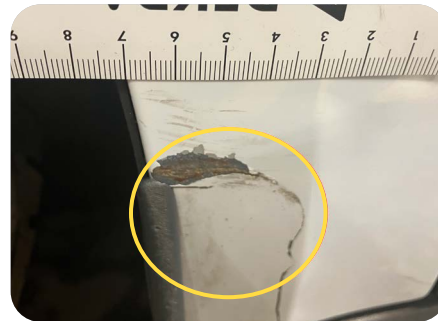
Value reduction

- More than two dents per component
- Dent with a diameter of more than 2 cm



Fully charged

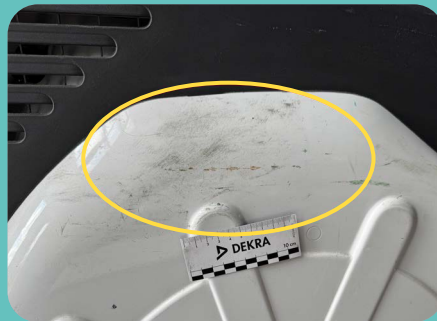
- Unrepaired or incorrectly and unprofessionally repaired bodywork and accident damage
- Broken, cracked or deformed components, e.g. plastic parts, radiator grilles or bumpers



Cargo box

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Scratches, scuffs and/or deformations on the cargo box, provided that these do not impair the function of the doors
- Wear, dents and unevenness on the edges or the walls of the cargo box, provided that these do not impair the function of the cargo box
- Additional fittings inside the vehicle, provided these have been installed correctly and comply with the vehicle regulations

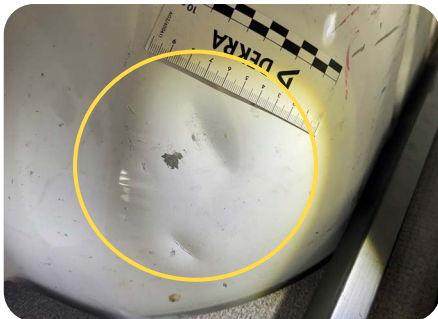


Cargo box

Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

- Slight deformation of the wheel arch
- All dents, scuffing and scratches with rust development in the cargo box or in the area of the cargo box
- Cracks, holes or deformations in the floor of the cargo box or in the panelling in the cargo box



Cargo box

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

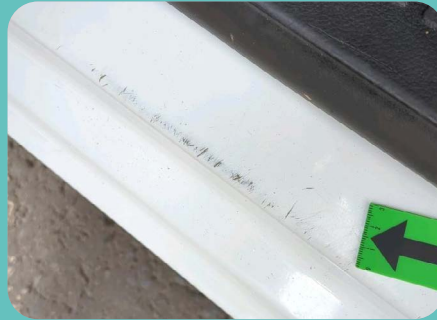
- Deformation and damage to interior panelling, wheel arches, partition walls, side walls, doors, windows or fittings due to improper loading procedures or improper load securing and/or which cause functional impairment
- Missing interior panelling or partition walls



Door sill and door seal

Accepted (i.e. no charge – wear and tear consistent with mileage):

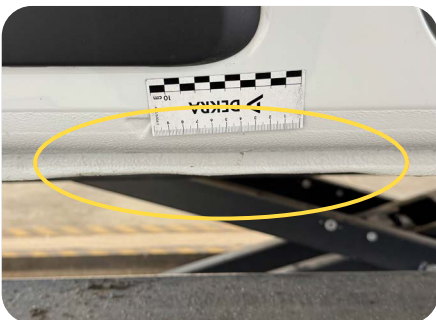
- Minor scuffs, scratches or abrasions of other components which do not cause functional impairment up to a length of 10 cm



Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

- Deformed door sills that do not impair the function of other components
- Damaged door seals
- Scratches, scuffs and abrasions of more than 10 cm in length



Fully charged

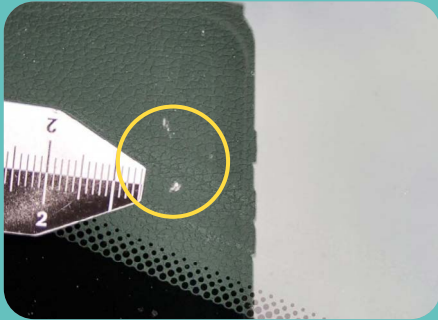
- Deformed door sills that impair the function of other components



Glass/headlights

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Minor damage that does not affect operational and/or traffic safety, unless included in the chargeable damage statement.



Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

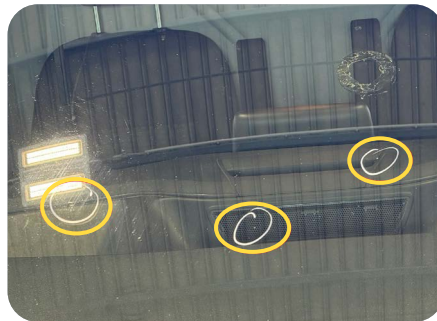
- Damage that does not affect operational and/or road safety (only applies to windscreens, rear and/or side windows, glass roofs, indicators and lights)

Glass/headlights

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

- Damage to windscreens, rear and/or side windows as well as indicators and lights/headlights that affects operational and/or road safety or is beyond repair
- Subsequent changes to the glazing that have not been completely removed or have left residue



Mirrors, attachments, fittings and superstructures

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Abrasions, scratches and scuffs up to a length of 5 cm
- Properly and professionally installed mirrors, headlights and other attachments, fittings and superstructures that are approved for the vehicle type, comply with road safety regulations and have been approved by the lease provider
- All modifications must be entered in the vehicle documents if required by local law
- Subsequent modifications must be professionally removed and the vehicle restored to its original condition before return



Not accepted (i.e. chargeable – damage not consistent with mileage):

Value reduction

- Scratches and scuffs longer than 5 cm

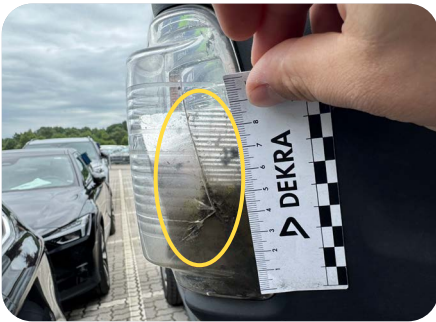


Mirrors, attachments, fittings and superstructures

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

- Deformation of the mirror housing
- Mounted mirrors, headlights, signalling lamps and other attachments, installations and superstructures whose attachment or removal has damaged the vehicle structure



Interior equipment installation/removal

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Small drill holes in non-visible panelling parts
- Slight colour changes/fading
- Wear and tear/scuffing on upholstery, panelling and steering wheel



Interior equipment installation/removal

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

- Modifications that cannot be restored to their original condition
- Wear/damage and/or soiling that requires cleaning/replacement and/or repair, e.g. burn holes, holes, irreparable changes to surfaces, cracks, etc.
- Holes/drilled holes in panelling parts
- Odour impairments, e.g. due to mould, smoke or animals, which require removal



Technology

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Wear and tear due to age or mileage without impairing road safety and/or functionality

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

- Defects in entertainment and/or navigation devices, damage to the appearance and/or function of displays, screens, instrument clusters, etc.
- Inspection(s)/maintenance overdue or due: Calculation of due or not performed inspections/maintenance and the associated loss of vehicle manufacturer commitments: Goodwill/guarantees
- Missed mechanical fitness inspection incl. necessary repair work
- Functional impairment of equipment-relevant components, e.g.:
 - Convenience electronics
 - Airbags
 - Air conditioning/ventilation
 - Tyre pressure monitoring systems
- Unrectified, recognisable technical defects that cause a malfunction, e.g.:
 - Brake system
 - Drive train
 - Motor and attachments
 - Electric motor(s) and their power supply
 - Battery/batteries
 - Gearbox
 - Driver assistance systems

Other

Accepted (i.e. no charge – wear and tear consistent with mileage):

- Wear corresponding to the lease term and mileage

Not accepted (i.e. chargeable – damage not consistent with mileage):

Fully charged

Missing parts that were supplied with the vehicle, e.g.:

- charging cable: Electric and/or hybrid vehicle
- Winter wheels/tyres or summer wheels/tyres
- Rim locks and their keys
- Vehicle keys (programming, complete replacement locking system where required)
- Spare wheel
- Tirefit/tyre sealant expiry date exceeded or vehicle returned without tyre mobility set/tyre sealant
- Tool kit
- Cargo area cover/partition grille/partition net
- Additional seats/headrests
- Tow bar including key set
- Roof rails

Missing documents, e.g.:

- Registration certificate part I
- Service and maintenance work records
- Service documents in printed form (even with digitised service history)
- Original mechanical fitness/exhaust emission test inspection documents
- General operating licence/vehicle accessory registrations
- Logbook



Our General Terms & Conditions apply.
Errors, changes and misprints excepted.

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