

# Fair and transparent – vehicle evaluation criteria



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 **ayvens**  
SOCIETE GENERALE GROUP

# You can depend on Ayvens to provide a fair and transparent valuation of your leased vehicle

As a leader in mobility solutions for corporate clients and private customers, Ayvens offers you a modern and qualified process for vehicle returns and valuations. Lease/remarketing customers can count on 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 replacement due to manufacturer specifications or where repair is not possible



## 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 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 luggage and glove compartments, door compartments, backrest pockets and all other storage compartments.

To protect your personal data, 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 returning 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 lease contract to see what specific agreements have been 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.

## Stickers

Advertising stickers, labelling and decals (including adhesive residue) can reduce the remarketing value of a vehicle, regardless of size and condition. For that reason they 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're always welcome to contact us if you have any questions.**



# Tyres

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

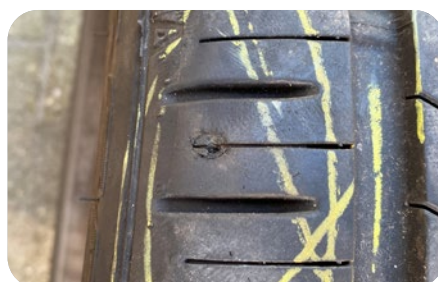
- Tread depth summer tyres  $\geq 2$  mm
- Tread depth winter and all-season tyres  $\geq 4$  mm



**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):

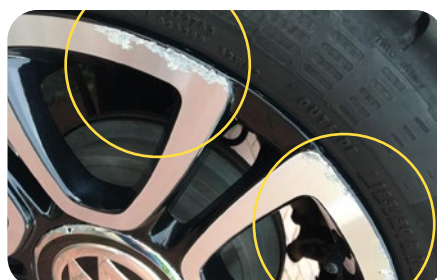
- Slight scuffing without material loss
- Slight scuffing/scratching on the rims without material loss



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

## Value reduction

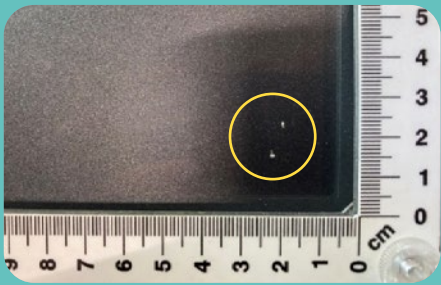
- Deformations, scuffing with material loss, chipping, fractures, cracks, severe corrosion of the wheel trims, hubcaps or rims



# Paintwork

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

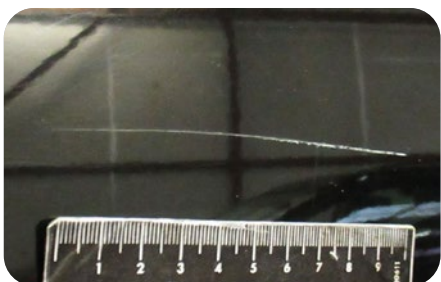
- Stone chip damage  $\leq 5$  pieces/dm<sup>2</sup> in the front area
- Slight scratches to the paintwork in the door handle area
- Slight paint scuffing on the door edges and bumpers
- Car wash damage to the paintwork
- Slight changes to the paintwork and superficial scratches



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

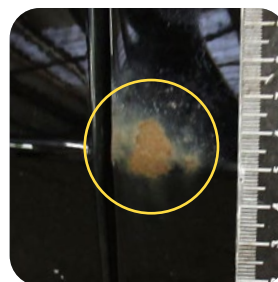
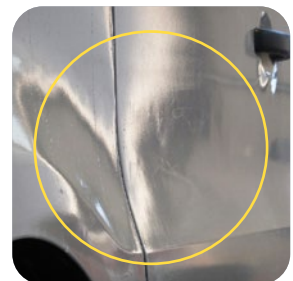
## Value reduction

- Stone chip damage  $> 5$  pieces/dm<sup>2</sup> in the front area
- Paintwork damage, e.g. scratches and chipping (which require painting and cannot be removed by mechanical polishing)
- Paintwork damage due to external environmental influences
- Differences in colour due to paste residue or partial painting
- Obvious corrosion damage/rust spots that have not been repaired
- Flash rust



## Fully charged

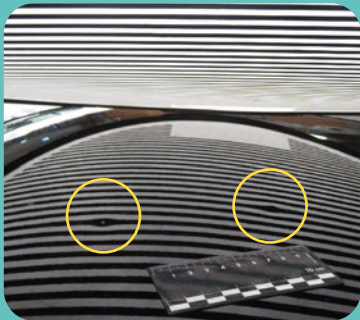
- Removal of stickers, labelling and adhesive residues
- Damage that has not been repaired properly, e.g. paint inclusions (spray mist/orange peel) or colour deviations



# 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



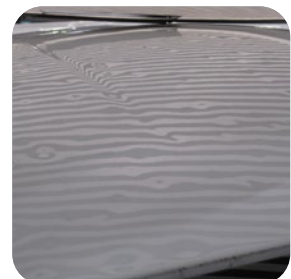
## Not accepted (i.e. chargeable – damage not consistent with mileage):

### Value reduction

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

### Fully charged

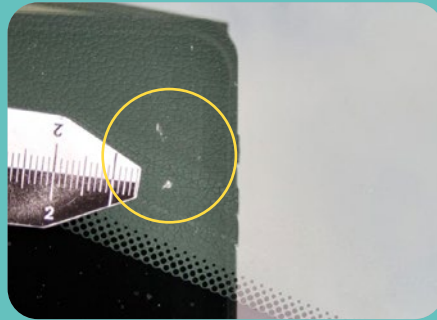
- Other bodywork damage that has not been repaired according to the expert appraisal or cost estimate, e.g. hail damage
- Broken, cracked or deformed radiator grille or bumpers



# Glass/headlights

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

- Minor damage without affecting 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).

## Fully charged

- Damage to windscreens, rear and/or side windows as well as indicators and lights/headlights that affect operational and/or road safety.
- Self-applied sun visors or tinted strips must be completely removed from the windscreen if they have not been professionally applied, are torn or are already peeling off the corners of the windscreen.





# Interior equipment installation/removal

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

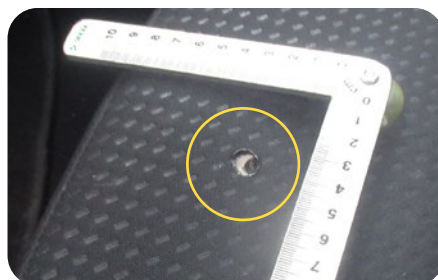
- Small drill holes in non-visible panelling parts
- Slight colour changes/fading due to sunlight
- Wear and tear/scuffing on upholstery, panelling and steering wheel



**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.
- Avoidable damage due to improper use, e.g. dents/deformations in the door panelling caused by elbow pressure
- Holes in panelling due to removal of devices/accessories
- Odours that require ozone treatment for elimination



# 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: Good-will/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 (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
- Luggage compartment cover/partition grille/partition net
- Additional seats/headrests
- Tow bar incl. key set
- Roof rails

Missing documents:

- 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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ALD AutoLeasing D GmbH  
Nedderfeld 95  
22529 Hamburg

[www.ayvens.de](http://www.ayvens.de)

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