



Commercial Vehicle Restitution Guide

2024

 **ayvens**
SOCIETE GENERALE GROUP

Introduction

[Definition for commercial vehicles] - as commercial vehicle is considered vehicle with up to 3 seats and cargo area.

The termination of the operational leasing contract implies inevitably the return of the used vehicle to Ayvens.

In order to simplify and describe clearly the vehicle return process, this guide is intended to explain the main steps of this process and guidelines on which your company vehicle will be assessed upon return.

The present guide specifies the technical and visual state of the vehicle acceptable at the end of the contract and resulted from normal vehicle utilization, according to the mileage and the leasing period agreed by the parties. This guide clearly explains our damage assessment methodology.

The Restitution guide is a supplement to the Leasing Contract.



Vehicle return

Before the expiry of the contract you will receive a notification from Ayvens informing you of the return of the vehicle. Please contact our representative to agree on the vehicle return details: place, date and time.

At the moment of vehicle return Ayvens authorized experts will perform the initial damage inspection. The inspection is documented and all damages are photographed.

An expert fills in the minutes of return that are signed by both parties. In the minutes of return the following is recorded:

- the date of the vehicle return;
- vehicle mileage;
- the visible condition of the vehicle;
- the condition of the tires;
- the presence of the delivered documents, accessories and keys;
- the status of performing the regular technical maintenance;
- existence of the service book etc.

The minutes of return do not detail the vehicle technical condition and Ayvens reserves the right to perform a detailed examination of the vehicle after the return.

Ayvens authorized experts will issue a damage report based on the evaluation criteria listed in the present guide and damages detected during the vehicle return and detailed examination. Repair costs for any damages that cannot be classified as normal wear and tear and have not been reported as a insurance case before the vehicle return will be charged to the lessee.

Please remember that all unacceptable damages should always be reported to Ayvens as soon as possible from the moment of their occurrence in order to coordinate further actions with our specialists!

In order to return the vehicle smoothly and avoid any costs that might occur to your company, please follow these recommendations:

1. Please check the presence of following items:
 - Keys (including the spare keys) and security system remote;
 - Vehicle registration certificate;
 - Properly filled in Service Book (with all maintenance works registered) and Owner's manual if available;
 - All the accessories that were delivered together with the vehicle (e.g. mud guards, floor mats, safety kit, wheel caps, cigarette lighter, knobs, trims, aerials, towing hook etc.);
 - Spare wheel or the repair kit, the jack, the standard tool kit;
 - Fuel credit card.Cost for missing accessories and documents will be charged to the lessee.
2. Please ensure that the vehicle is clean on delivery (both the interior and the exterior), otherwise vehicle cleaning costs will be charged to the lessee.
3. Please remove all stickers and additional devices (e.g. GPS system, towing hook etc.) that have been installed on the vehicle by the lessee during the leasing period. In case the stickers and additional devices are not removed before the return, lessee will be charged for sticker and device dismantling and any possible damages caused to the vehicle upon installation.
4. Please perform regular technical maintenance and technical inspection during the leasing period and make sure that all maintenance works are properly registered in the Service Book. Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure) is considered an unacceptable damage and will be charged to the lessee.
5. If it is intended to use the vehicle in such conditions that could increase the damage occurrence possibility (cargo or animal transportation, special clothing etc.) please take the necessary steps in order to prevent occurrence of such damages (e.g. equip the vehicle with seat covers, additional boot or cargo space trims or covers etc.).

Assessment criteria

Acceptable damages are considered the damages that have resulted from normal vehicle utilization considering vehicle age and mileage and do not influence the sale value of the vehicle.

It is considered that a damage influences the vehicle sale value and it is defined as unacceptable if this damage determines the repair or replacement of the respective vehicle part or subset.

The most common examples of acceptable and unacceptable damages are classified in 7 categories and exemplified in the following pages.

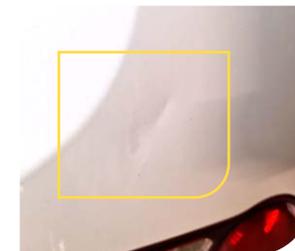
Bodywork

Acceptable damages

- Minor, light scratches which disappear by polishing without leaving damages or rust, less than 12 cm in length and the depth of the scratch does not go through the paint, 2 per panel
- Non painted plastic details can have minor, light scratches from friction.
- Individual dents and folds up to 3 cm \varnothing and not deeper than 5 mm, without damage to paint surface, 2 per panel
- Minor stone chipping on hood, lower doors and wheel guards without signs of rust or metal
- Scratches and abrasions in the vicinity of door handles
- Evenly faded paintwork
- Abrasions to paintwork caused by vehicle wash equipment (small, minor scratches)

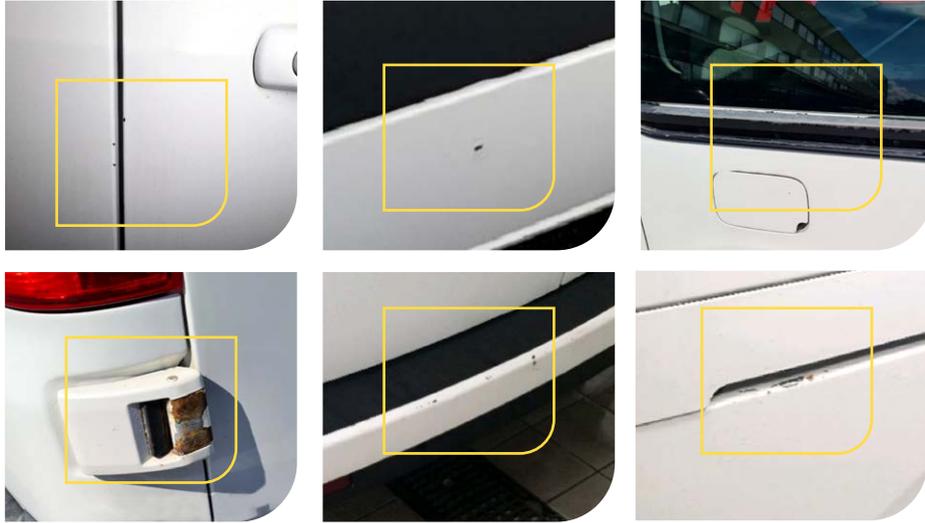
Maximum number of acceptable minor damage points for the entire vehicle.

Mileage	Age	<18 months	19-36 months	37-60 months	>60 months
Up to 60 000 km		4	6	10	12
60 000 km - 100 000 km		4	6	10	12
100 000 km - 160 000 km		5	6	10	12
Above 160 000 km		7	7	10	12



Bodywork

Acceptable damages



- Paint damages from resin, acid or bird/tree droppings that can not be restored by polishing
- Damages caused to the vehicle due to the attachment or removal of decals/stickers
- Hail damage, buckling, distortion, missing badges
- Holes that are the result of installing or removing additional devices and/or equipment
- Evidence of poor and unreported repairs, color mismatch, misalignment between panels
- Rust due to external damages
- Damages caused by roof pack boxes
- Major stone chipping
- Major abrasions, signs of constant use of automatic vehicle wash



Bodywork

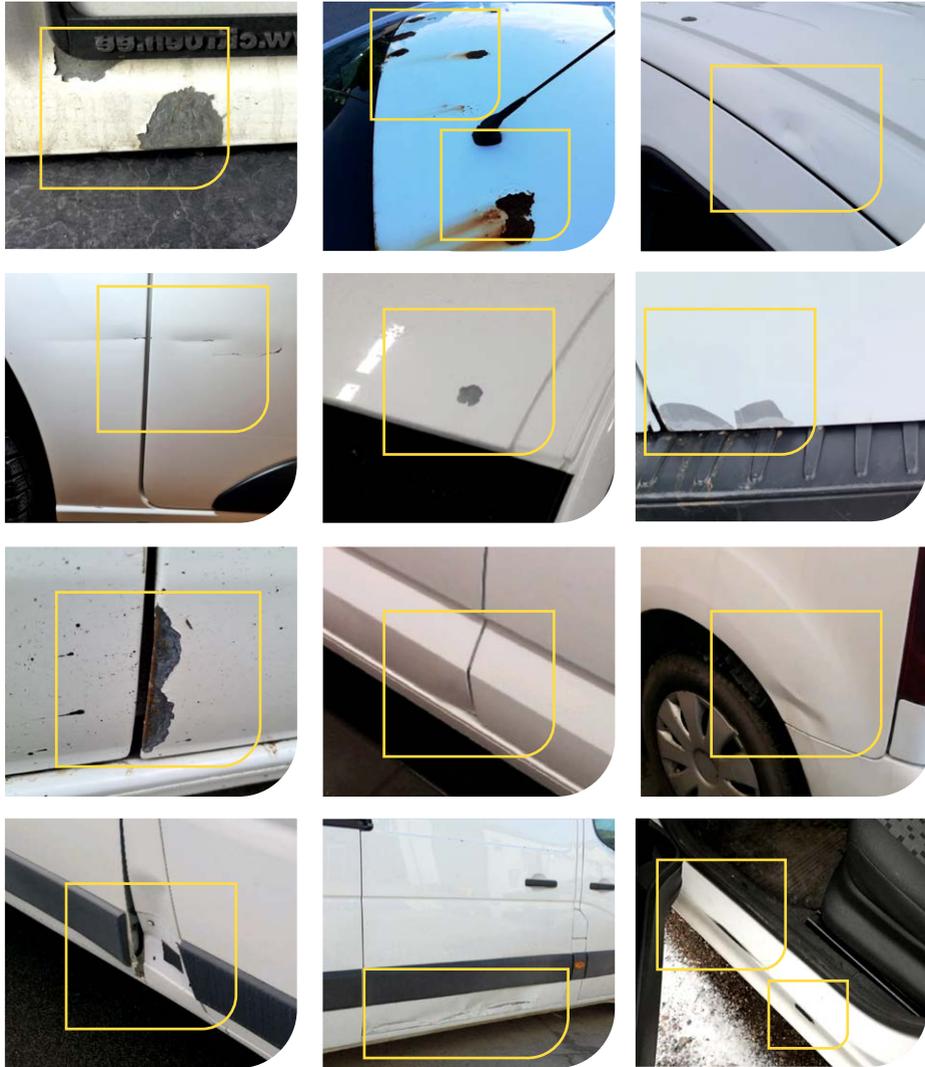
Unacceptable damages

- Scratches that damage the paint surface and cannot be repaired by polishing
- All spots of paint damages demanding re-painting
- Dents and folds over 3 cm \varnothing and/or deeper than 5 mm with/without paint surface penetration
- Paint damage/chipping more than 5 mm \varnothing



Bodywork

Unacceptable damages



Bumpers, grills and mouldings

Acceptable damages

- Minor, light scratches on bumpers and mouldings that disappear by polishing, less than 12 cm in length and the depth of the scratch does not go through the paint, 2 per panel
- Individual dents and folds up to 3 cm \varnothing and not deeper than 5 mm, without damage to paint surface, 2 per panel



Bumpers, grills and mouldings

Acceptable damages



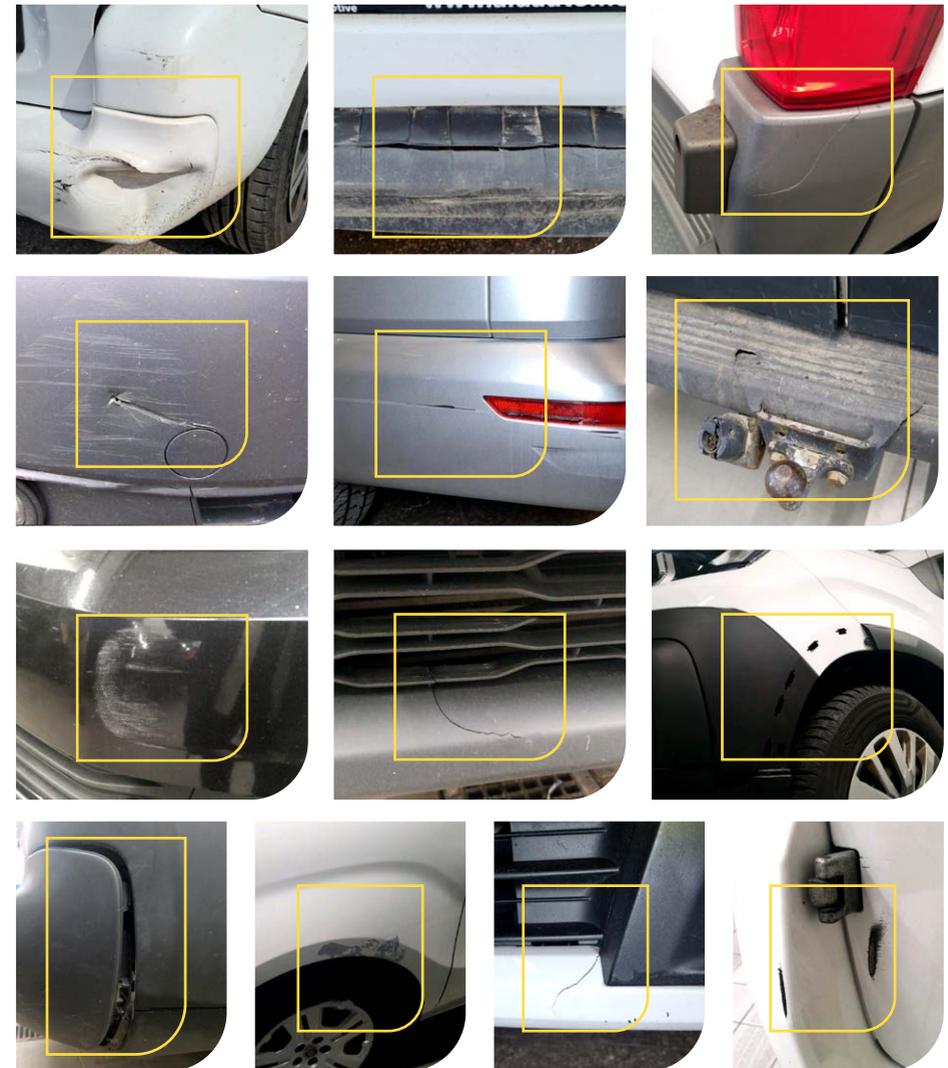
Bumpers, grills and mouldings

Unacceptable damages

- Scratches and dents going through the paint, cracks or holes in bumpers and mouldings
- Broken, cracked, distorted or peeling bumpers, grills or mouldings
- Missing mouldings, grills or bumpers

- originally fitted to the vehicle
- Any damage to these parts larger than 12 cm in length
- 3 or more damage points on the same part, but not more than 5 damage

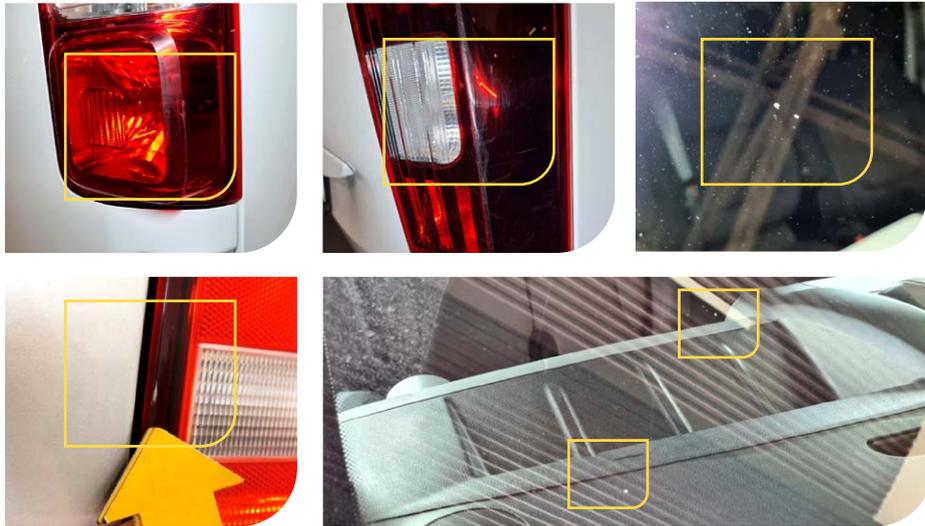
- points on all parts as a whole
- Damaged number plate or plate frame
- Damages on both end of the bumper where the occurrences were not simultaneously made



Glass, lights and mirrors

Acceptable damages

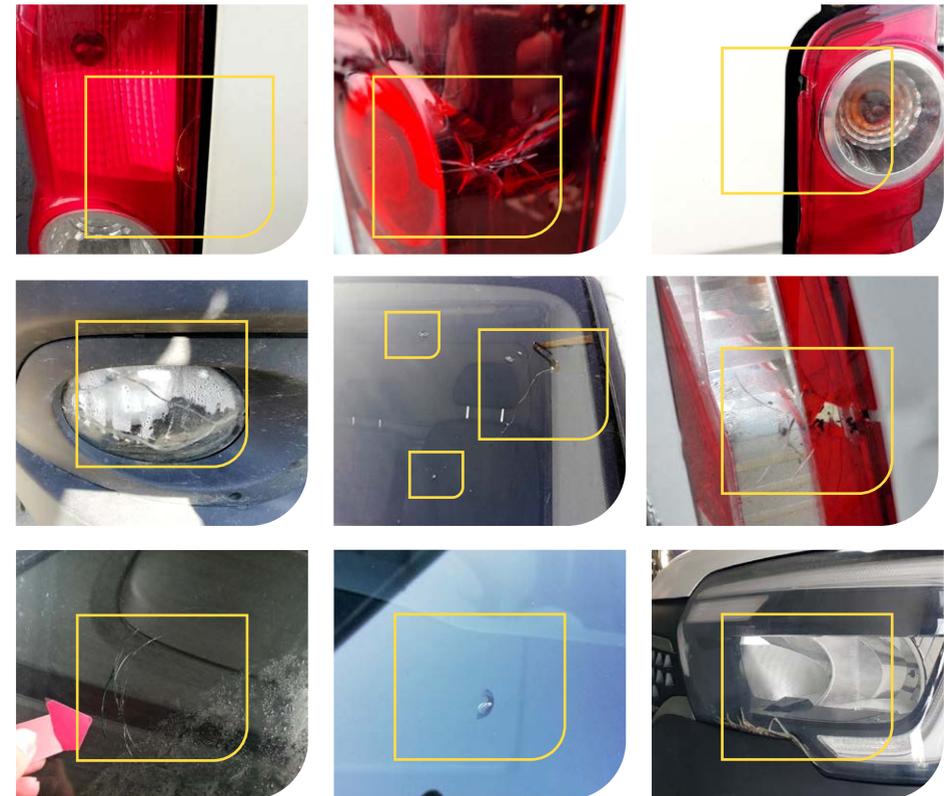
- Minor, light scratches on windows, less than 5 cm in length and 1 mm in width (e.g. caused by vehicle wash equipment or windshield wipers)
- Maximum 2 minor stone chips on the windshield without cracks, outside of the field of sight
- Minor dents, stone chips, and light scratches less than 5 cm in length on lamps



Glass, lights and mirrors

Unacceptable damages

- Scratches, cracks, bullseyes and stars on the front, side, rear windows or mirrors
- Stone chips (or other damage) in the field of vision
- Non-operational or cracked/broken headlights, fog lights or lenses
- Damaged or broken windshield wipers
- Damaged window film for tinted windows



Tires and rims

Acceptable damages

- Minor scuffing, abrasions or paint damages on rims or wheel caps, less than 5 cm in length, 1 per rim or wheel cap
- Tire wear that corresponds the mileage



Tires and rims

Unacceptable damages

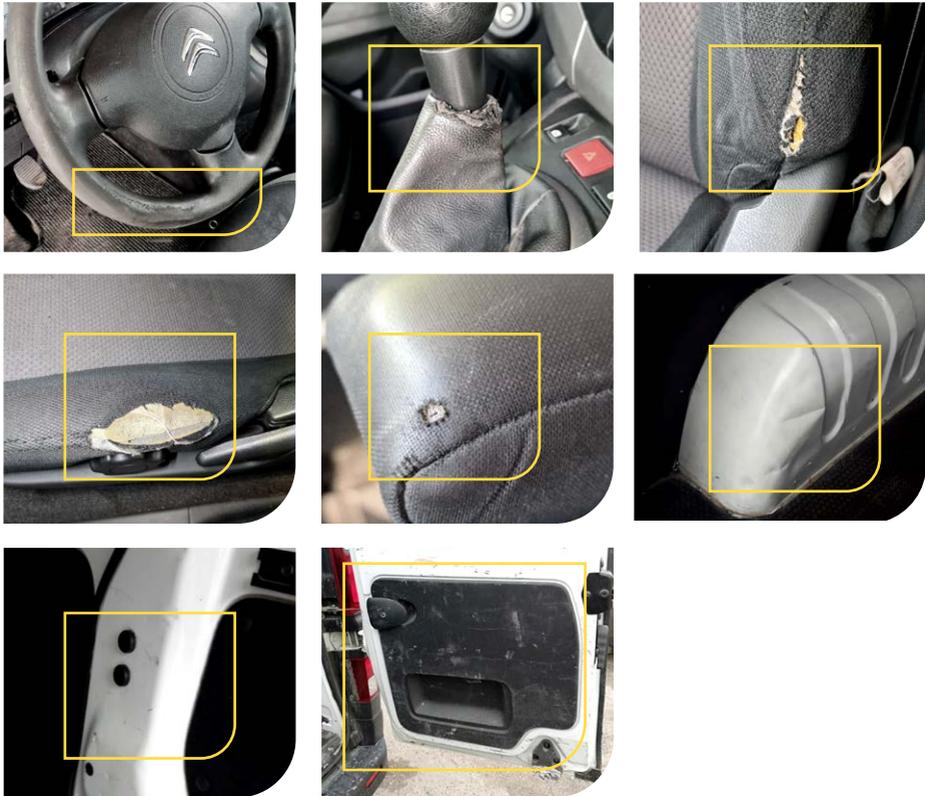
- Unroadworthy tires (tire tread depth less than 1,6 mm for summer tires and less than 4 mm for winter tires)
- Faulty tires and/or rims, e.g. wrong size, do not correspond the tire make and model purchased at the beginning or during the contract
- Uneven tire wear
- Damaged tires, e.g. dents, cracks holes or bubbles
- Deformed steel or light-alloy metal rims
- Missing or damaged wheel caps, e.g. heavy scuffing, splits, cracks, holes or deformation
- Scratched, scuffed or chipped light-alloy metal rims, damages greater than 5 cm
- Missing or damaged spare wheel
- Inadequate tires for the season



Interior and luggage area

Acceptable damages

- Soiling to seats and carpets caused by normal use that can be removed without dry cleaning.
- Evenly faded surfaces
- Minor abrasions that don't go through the surface and can be easily removed without replacing the parts.



Interior and luggage area

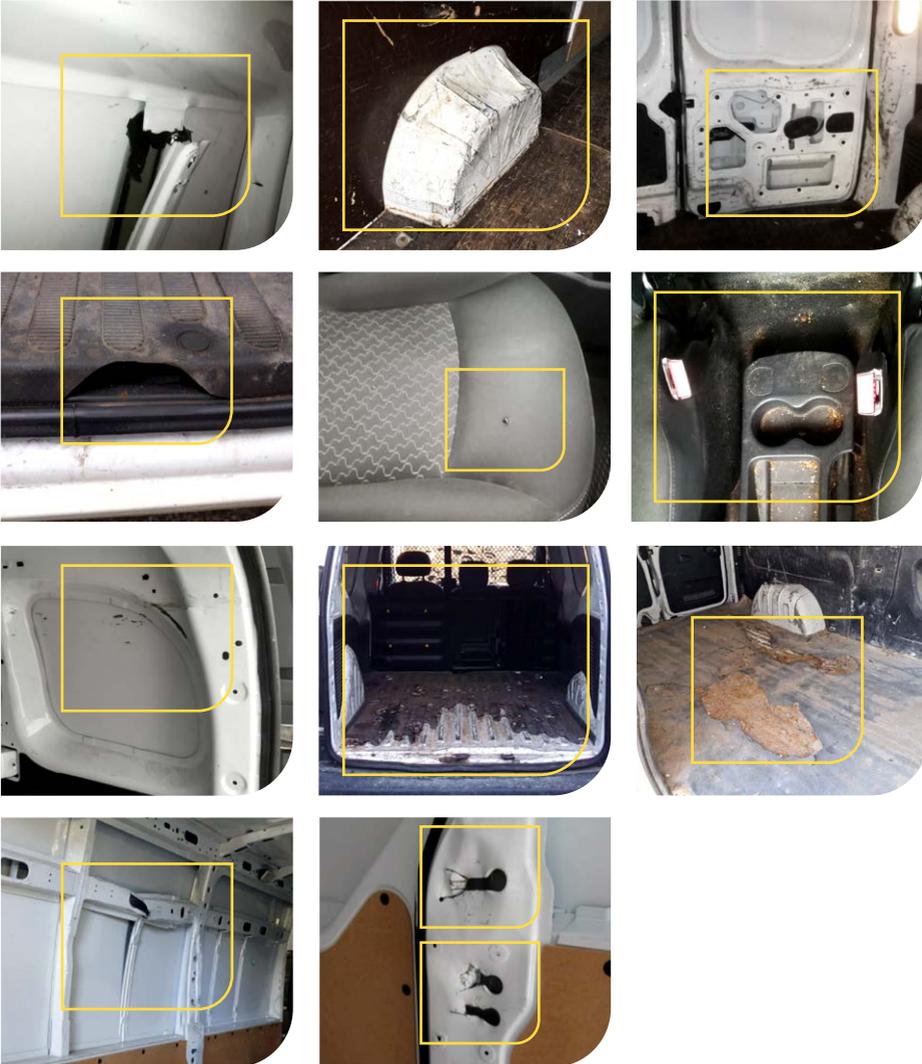
Unacceptable damages

- Screw holes or other damages to the interior from removed accessories, including handsfree, navigation and media systems
- Rips, cuts, holes, scratches, visible repairs, burn marks, splits to any interior part (e.g. seats, trim, upholstery, panels etc.)
- Permanent soiling and difficult to remove stains
- A persistent unpleasant odor from e.g. cigarette smoke or fur animals
- Traces of fur animals
- Damages caused by moisture
- Torn or split luggage area trim panels and floor coverings



Interior and luggage area

Unacceptable damages



Underbody

Acceptable damages

- Minor damages and deformations

Unacceptable damages

- Major impact damage
- Exhaust leaks which are the result of visible damage to the exhaust system
- Deformed, broken or missing engine under shield or other plastic parts



Additional equipment removing

Acceptable damages

- Minor damages and deformations.
- -Scratches that can be polished or cleaned out.

Unacceptable damages

- Screw holes or other damages like rips, cuts, holes, scratches, to the interior or exterior from removed accessories.
- Paint damages caused by removing commercial vehicle wrap (stickers).

