

Return inspection – Guide



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 **ayvens**
SOCIETE GENERALE GROUP

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Return inspection

All good things come to an end, and so does your journey together with your leasing car. We collected together the instructions for returning the car.

Here at Ayvens, all returning leasing cars go through the return inspection. The inspection is carried out by an independent outside company. The return inspection is done to all cars according to the same process.

During the return inspection, the inspector will

- Inspect the car, inside and out
- Photograph the car
- Document the inspection
- Record all things that may need repairs
- Give a preliminary assessment on the repair costs
- Gives guidance on filling in the damage report, when required

If repair needs are found during the inspection, they will be done cost-effectively, with regard to the age and mileage of the car. For example, small dents are smoothed out with methods that do not break the paint surface.

The return inspection is documented and damages are photographed. The return inspection form on the inspection carried out, showing all potential defects and damages, will be sent to the customer by email within about one week. However, it is possible to review the inspection on-site, in which case the return inspection form is given to the customer straight away.



Tires and rims

Acceptable damages to tyres and rims

- A single scratch on a rim or hubcap, max 5cm in length
- Minor abrasion marks
- Damaged varnish or paint surface



Unacceptable damages to tyres and rims

- Several scratches on rims or hubcaps
- A large scratch, over 5cm in length
- Rim deformations
- Wrong set of rims
- Wrong set of tyres
- Damaged tyres



Car body and paint surface

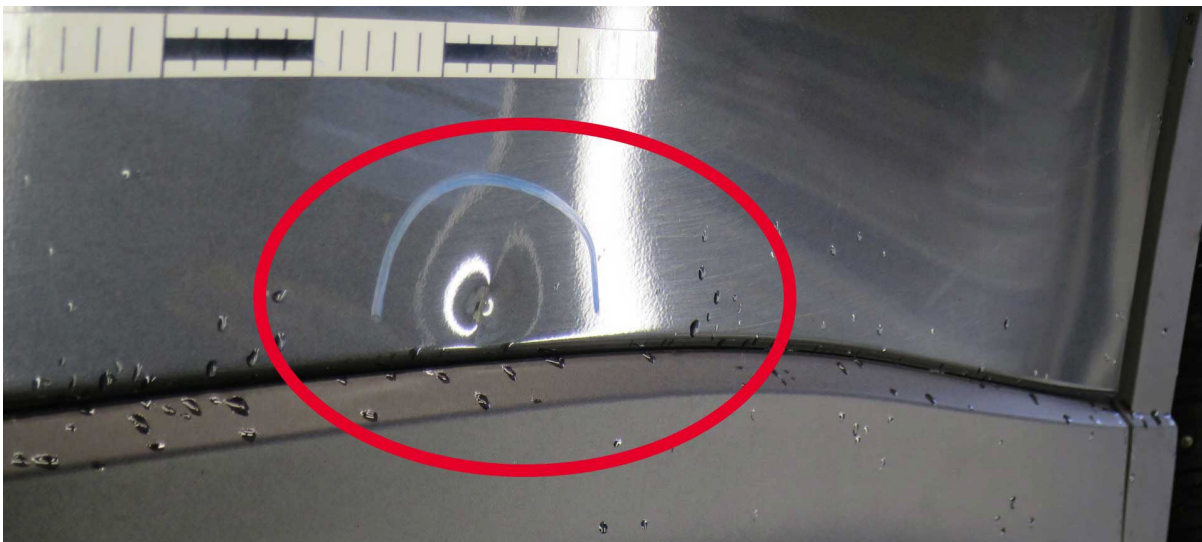
Acceptable damages to the car body and paint surface

- Small impact marks from stones in the nose area
- Scratches and abrasion marks around the door handle
- Faded paintwork
- Abrasion marks on the paint surface caused by carwash
- A single scratch on the paint surface, max 5 cm
- Individual dents with a diameter of less than 2 cm without damage to the paint surface



Unacceptable damages to the car body and paint surface

- Dents with a diameter of over 2 cm without damage to the paint surface and with damages to the paint surface
- Unrepaired collision damages
- Broken mirrors
- Damages to the paint surface that require painting over
- A single scratch on the paint surface, more than 5 cm in length
- Removal of adhesive tapes and stickers
- Damages caused by roof racks





Car bumpers

Acceptable damages to the car bumper

- Small scratches on the bumpers, with no deformation





Unacceptable damages to the car bumper

- Noticeable scratches on the bumpers
- Cracks in the bumpers
- Déformations







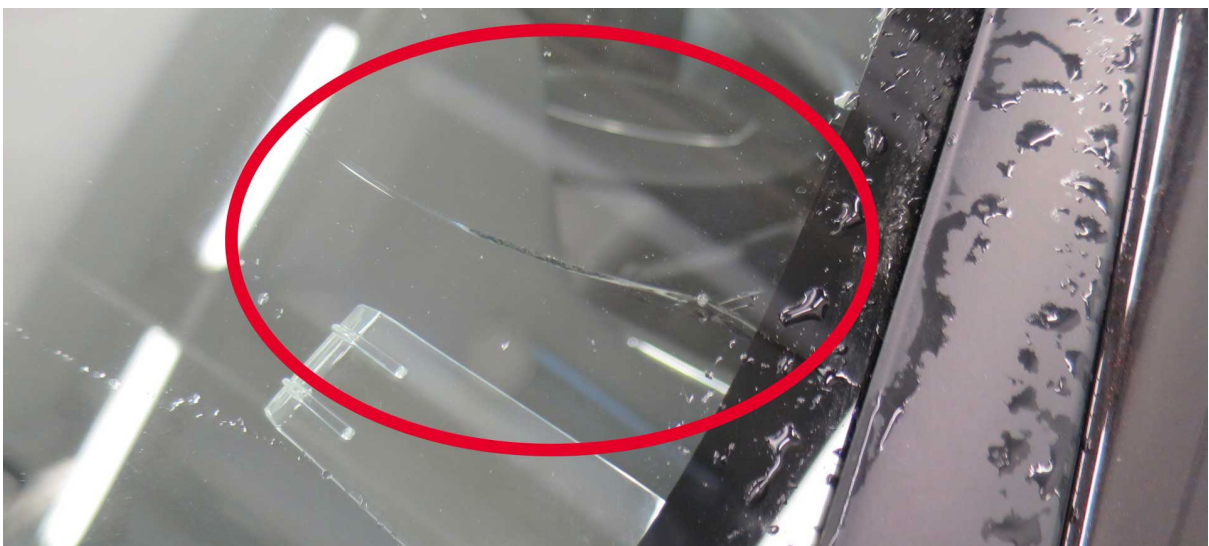
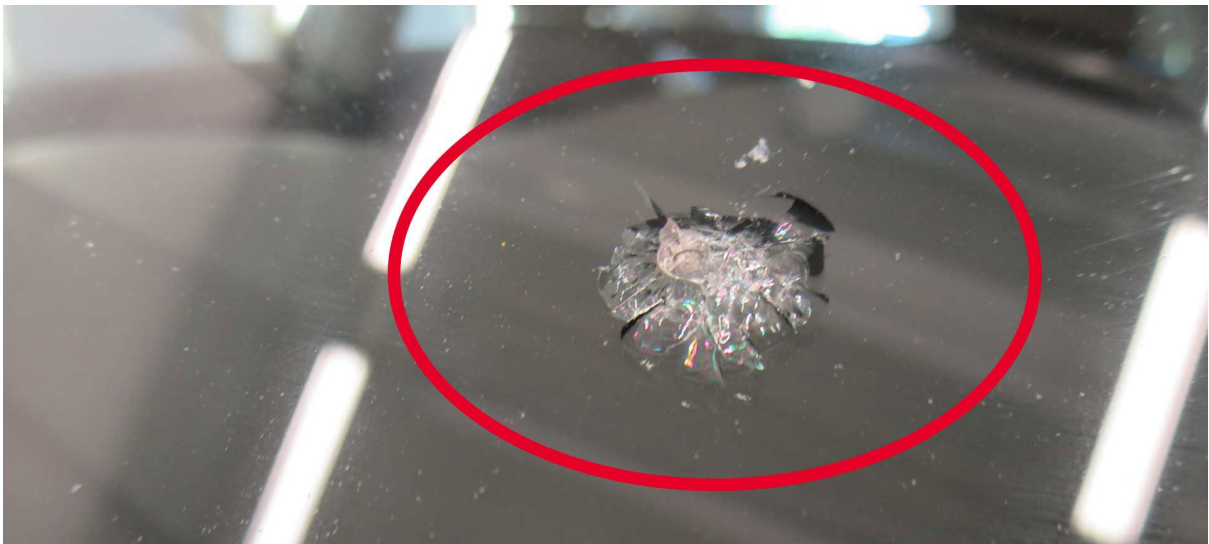
Windshield

Acceptable damages to the windshIELD

- Small stone indentation marks on the windshield with no crack

Unacceptable damages to the windshIELD

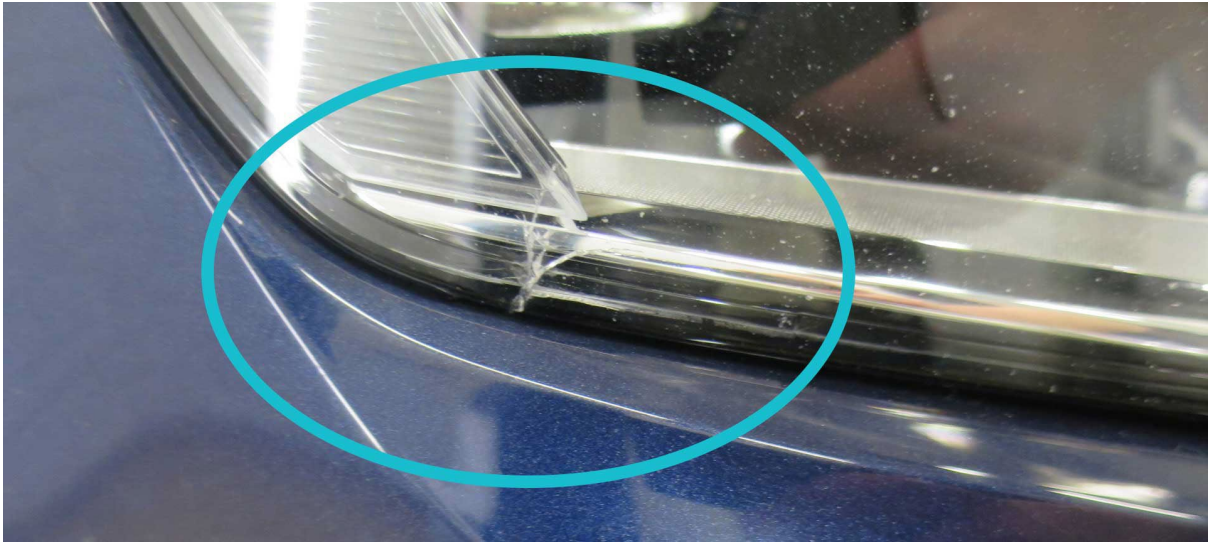
- Cracks and “bulls-eyes” on the windshield and other windows



Sealed beams

Acceptable damages to the sealed beams

- Scratches on the sealed beams
- Small cracks on the sealed beams (no water damage)



Unacceptable damages to the windows and the sealed beams

- Cracks in the sealed beams
- Broken sealed beams





Interior

Acceptable damages to the interior

- Fading
- Abrasion marks
- Normal soiling





Unacceptable damages to the interior

- Stains that are difficult to remove
- Holes and tears
- Dirt and smells that are difficult to remove
- Animal hairs





Marks left by removed accessories

Acceptable damages from the marks left by removed accessories

- A small hole left by the removing of an accessory, a non-visible screw hole

Unacceptable damages from the marks left by removed accessories

- A change caused by the removal of an accessory, that cannot be returned to the original stage
- A screw hole caused by the removal of an accessory, that is visible and cannot be covered

Unreturned accessories

Unacceptable defect

- Other set of tyres
- Possible other set of bolts and lock bolts
- Hubcaps
- Cable for the cylinder block heater
- Tools
- Spare keys
- Service book
- User manuals





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