

# Guidelines for return of passenger cars



Better with every move.

# Partner overview



With its 500,000 members, NAF is the largest consumer organization in the Nordics. By offering services in the areas of assistance, technical services, traffic education and financing/insurance, NAF works to increase safety for everyone in traffic. Ayvens has used NAF as a partner for the assessment of fair wear and tear since 1995.



With more than 10,000 employees in more than 70 countries in Europe, Asia, America and Africa, TÜV NORD GROUP is actively engaged in serving all its national and international customers. Their wide range of solutions for certification, service, testing and inspection includes both specific individual tests/inspections and management of complex safety solutions.

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# Introduction

**Ayvens adopts a professional approach in respect of the end-of-lease return process. We offer both our leasing and remarketing customers a service that is fully independent, fair and transparent. We have created minimum standards in relation to the expected condition of each returned lease vehicle.**

**These standards are widely known as fair wear & tear and are comprehensively detailed in our Fair Wear & Tear Guidelines.**

Following its return to Ayvens each vehicle will undergo a detailed inspection in relation to its interior and exterior condition. In order to maintain independence Ayvens has engaged the services of NAF to carry out these inspections. NAF is market leader in the area of vehicle inspection and verification and provide an inspection that is evaluated using manufacturer data. For every vehicle a condition and appraisal report is produced. These are made available to our leasing customers and our used vehicle buyers.

The entire inspection process has been independently reviewed and evaluated by TÜV Nord. Ayvens is proud to have this process certified according to the Fair Wear & Tear standard of TÜV Nord.

# Acceptable and Unacceptable



**It's said a picture is worth a thousand words, so to make it easier for you to understand fair wear and tear, you'll find images of what is – and what is not – acceptable throughout this guide.**

Naturally, it is a challenge to cover every single form of damage that could occur. But by the time you've finished this guide, you'll have an excellent idea of the minimum standard expected for returned vehicles.

Please note that the assessment of fair wear and tear is generally dependent upon the age and mileage of the vehicle under inspection.

Certain breakages and damage however are not acceptable, regardless of age and mileage, and these, amongst others, include missing items or broken glass, accident and impact damage. In all cases, we will endeavour to assess damage recharges fairly, charging on a repair rather than replacement basis, where possible.

When our independent partners complete their inspection they will prepare a condition report which identifies any damage on the vehicle outside the acceptance of fair wear and tear. This report will also detail the repair method and cost of repair. An appraisal report is prepared for our used vehicle buyers.

# Returning the vehicle



## This includes, but is not limited to:

- All sets of keys, including master and spare keys
- All original documents such as the usermanual etc.
- Evidence of the signed/stamped service history
- Valid MOT certificate (if applicable)
- Radio code cards
- SDs, CDs or DVDs for satellite navigation (delete stored locations for security, such as your home address)
- All removable audio equipment (such as 'face off' units)
- All optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, rear door sun shades etc.)
- All emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc.)
- The spare wheel must be on-board and meet legal requirements
- In case your vehicle has a 'tyre mobility set', it must be in a working condition (sealing compound and a 12v compressor that plugs into the cigarette lighter)
- The original wheel caps

## Remove all personal items



# Tyres, stickers and cleaning

## Tyres

The fair wear & tear appraisal also includes the inspection of tyres. If winter wheels were included in the agreement, the vehicle must be delivered with 2 complete set of wheels including rims and bolts, also applies to wheels that are stored at a tire hotel. If the vehicle is delivered with a spare wheel, this must accompany the vehicle upon delivery, if the vehicle is delivered with a "tyre repair package" containing sealant and air compressor, this must accompany the vehicle upon delivery.

## Cleaning/stickers

After submission, the car will receive a cosmetic upgrade based on an individual assessment of condition/needs. Stains in the vehicle's interior and unpleasant odors will affect the resale value of the returned vehicle. The same applies to insufficient paint maintenance (polishing, and that any decore/glue residues will be removed with subsequent paint cleaning/polishing. The customer covers these costs.



# Exterior

## The vehicle`s chassis and paint



### Acceptable

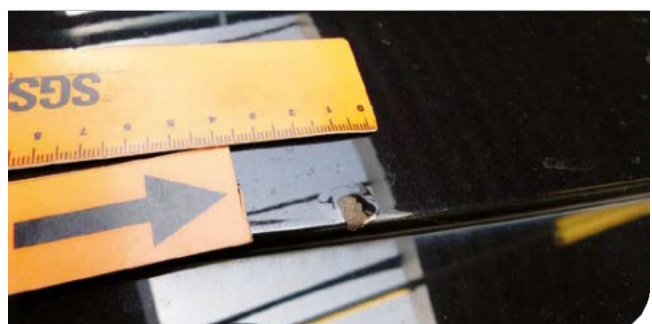
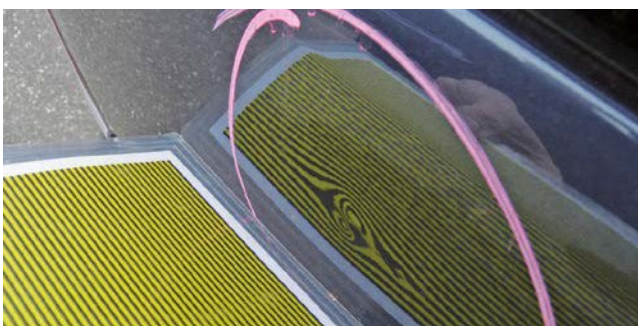
- Scratches and scrapes , assuming they can be removed by mechanical polishing.
- Dents up to 2 cm, assuming that there are no more than two dents per panel.
- Areas with stone chip damage, assuming that it applies to less than 25% of the panel and that no rust has formed..





## Unacceptable

- Scratches and scrapes that cannot be removed by mechanical polishing.
- Dents larger than 2 cm.
- More than two dents per panel.
- Any dents, scrapes or scratches with signs of rust.
- Stone chip damage covering more than 25% of the panel.
- Wrong car repaint, wrong shade of colour.
- Improper repair work.
- Rust formation in all types of damage.
- Discoloration of the paint due to external conditions..



# Exterior Grilles and bumpers



## Acceptable

- For painted bumpers: Scratches, assuming they can be removed by mechanical polishing.
- For non-painted bumpers: Scratches up to 2 cm in diameter are acceptable
- Dents up to 2 cm in diameter, maximum 2 dents per bumper and grill. Must not exceed a diameter of 2 cm
- Discoloration due to external factors, e.g. weather conditions.





## Unacceptable

- Scratches and scrapes larger than 2 cm in diameter.
- For painted bumpers: Scratches and scrapes that cannot be removed by mechanical polishing.
- Damaged, cracked or deformed grills and bumpers.
- Bumps that are larger than 2 cm in diameter.
- More than two dents per grill or bumper.
- Damage caused by incorrect use of chemicals.



# Exterior

## Tire wear/rims



### Acceptable

- All summer tires must have a pattern with a minimum depth of 2 mm. For winter tires the corresponding minimum depth is 4 mm.
- Scratches or scrapes on the wheel caps and/or rim without the material being damaged or deformed.





## Unacceptable

- Scratches or scrapes where the material is damaged or deformed.
- Deformed tires, e.g. caused by curbs.
- Dents, cracks or cuts on the tyres.
- Damage to side walls or pattern.
- Punctured tires that cannot be repaired.
- Damaged or deformed wheel cover or rim.
- Rust formation on the capsule or rim.
- Return without tire repair package and/or spare wheel.

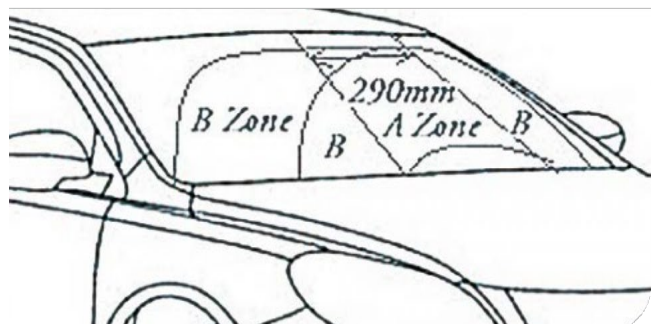
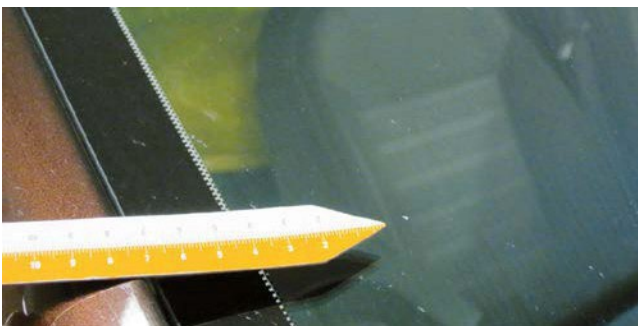


# Exterior Glass and light



## Acceptable

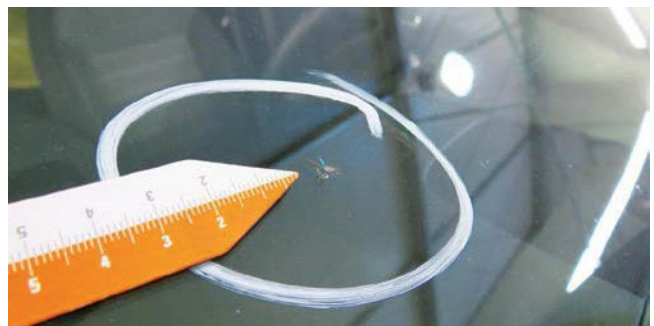
- Damage from stone chips up to 1 cm and within approved requirements in part A on the windscreen (PKK).
- Stone chip damage to the front of the headlights, fog lights and turn signals, which does not damage the glass and does not affect the function of the lights.
- Small stickers on the windshield.
- Wear on the windscreen which means that the car will be approved at the Periodic Vehicle Inspection (PKK).





## Unacceptable

- Broken glass or broken lights.
- Cracks or dents in the lights, which affect the function of the light. All bulbs must work.
- Wear on the windscreen which means that the car will not be approved at the Periodic Vehicle Inspection (PKK).
- Self-applied sunscreen or tinted strips must be completely removed from the windshield if they have not been applied by a professional, are torn, or have begun to separate from the corners of the windshield.
- Damage from stone chips that are larger than 1 cm and/or in part A.



# Exterior

## Mirrors and exterior accessories



### Acceptable

- Painted mirrors: Scratches up to 5 cm, assuming
- they can be removed by mechanical polishing.
- For unpainted mirrors: Scratches up to 5 cm are acceptable.
- The car is returned with an intact towbar and bolts.
- Special lights or rotating lights that are correctly mounted and in full working order, without damage. The lights must comply with the applicable laws and regulations, and if required by local legislation, they must be mentioned in the license plate.





## Unacceptable

- Painted mirrors: Scratches and scrapes of more than 5 cm, or any scratches and scrapes that cannot be removed by mechanical polishing.
- Unpainted mirrors: Scratches and scrapes of more than 5 cm.
- Deformed or broken mirrors.
- Rotating lights that have damaged the car body when they were installed or removed
- Damage caused by removing the trailer hitch.



# Interior

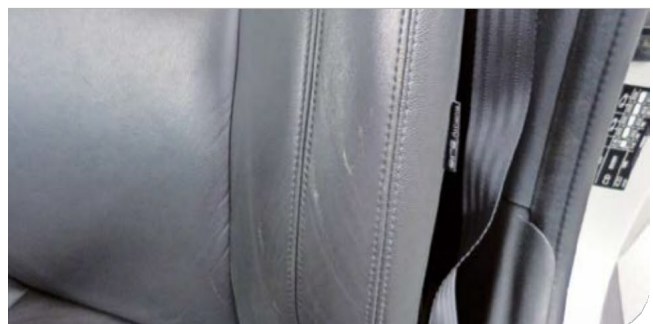
## Interior of the car



### Acceptable

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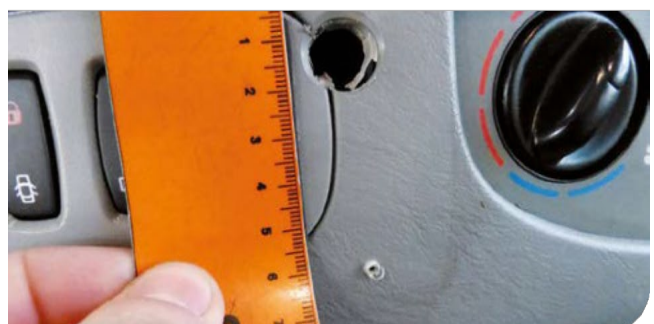
- Dirt and stains on interior lining, seats, carpets and floor mats, which can be removed with normal car preparation.
- Seats showing signs of wear and marks caused by normal use.
- Discoloration of interior panels caused by daily use and wear.
- Telephone equipment can be left in the car.





## Unacceptable

- Dirt and stains on interior lining, seats, carpets and floor mats, which cannot be removed with normal car preparation.
- Scratches, scrapes, burn marks, cracks and deformation of the material on the interior lining, carpets and floor mats.
- Hole in console/dashboard caused by removed equipment.
- Cuts, holes or loose threads on the steering wheel.
- Unpleasant odors that require specialized cleaning to remove, e.g. dog or smoke smell.





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