

Fair Wear and Tear



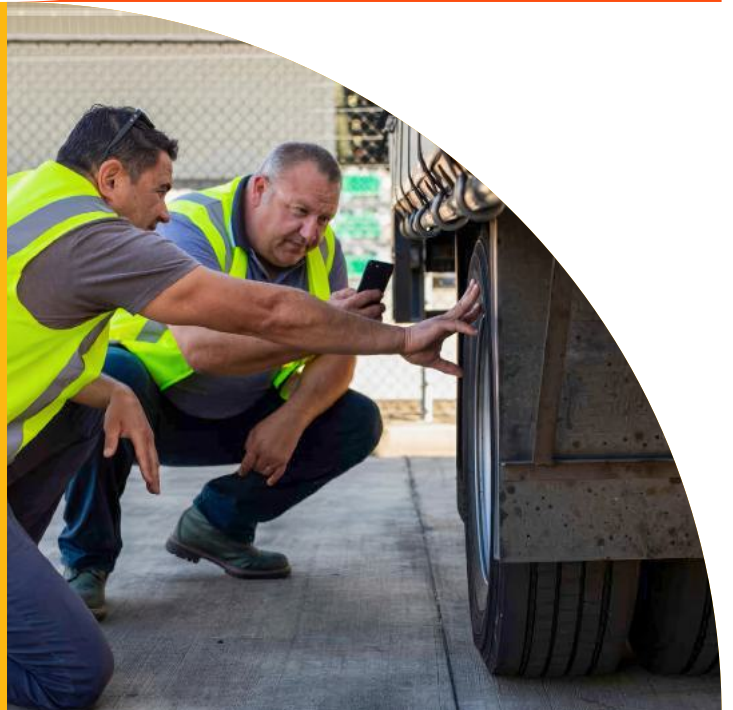
Introduction

SG Fleet adopts a professional and commercial approach to the end-of-lease return process.

We offer all customers a fully independent, fair and transparent service. We have created minimum standards for the expected condition of each returned lease vehicle.

These standards are widely known as fair wear and tear and are detailed in this document.

Following its return to SG Fleet, each vehicle will undergo a detailed inspection of its interior and exterior condition, and we will provide a condition and appraisal report.



Fair wear and tear

To make it easier for you to understand fair wear and tear, you'll find details on what is – and what is not – acceptable, in this guide.

At the end of your lease agreement with SG Fleet, we will assess your vehicle for wear and tear.

This guide will help you understand what is expected at the end of the lease when it comes to the vehicle's condition by outlining:

- What's fair – acceptable condition
- What's not – unacceptable wear and tear.

We will also assess the condition of the vehicle to ensure it is consistent with the lessee's obligation to maintain the vehicle in accordance with its lease.

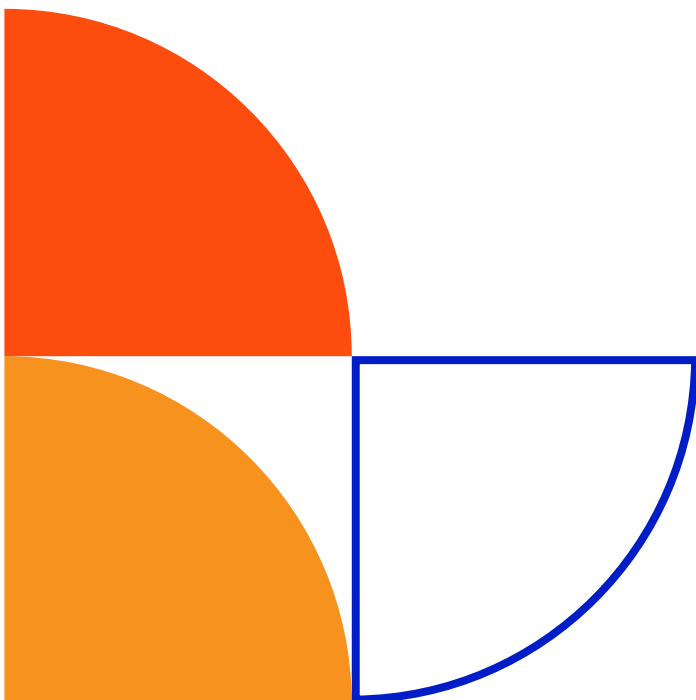
Please note that this guide is not exhaustive and that any matters not referred to will be assessed by SG Fleet acting reasonably.

What's fair?

- All equipment must be in full working order and operate to the manufacturer's specifications
- Minor scratches and chips
- Weathering
- General wear of attachments items, operational components as part of the expected use, within a safe operating levels (such as tracks, tyres and buckets).

What's not?

- Equipment that is damaged
- Failure to return any equipment supplied with the vehicle
- Missing components
- Impact damage
- Operational capability related to miss use of equipment
- Damage to interiors, caused by smoking, retro fitted accessories or driver abuse
- Corrosion
- Where applicable/required supply copies of inspection certificates and maintenance records
- Leaking hydraulics or air leaks
- Batteries or tyres fitted which are unroadworthy or do not align with manufacturer specifications
- Impact damage to operating platforms, booms, attachments or lifting equipment.



What happens at the end of the lease?

SG Fleet's objective is to help you ensure that your vehicle is returned with minimal damage at the end of the lease period and in a roadworthy condition (where applicable).

This should be achievable by regular cleaning and vehicle inspections as well as repairing any damage prior to returning the vehicle at lease end. We ask that once the lease has ended that:

- The vehicle is returned with a complete and accurate service history, with evidence that services have been performed in accordance with manufacturer requirements, as found in the owner's manual.
- That all equipment fitted to the vehicle, at the time of delivery, is returned including any and all keys/ remote controls (where originally supplied).
- Accessories fitted to vehicles which are not included in your lease should be removed prior to returning the asset. It is the lessee's responsibility to repair or refit any damage or alterations to the assets interior (e.g. radios, display screens, phone carriers, telematics devices).
- The vehicle service and WOF is up-to-date.



Tyres, stickers, cleaning and personal items

Tyres

The fair wear & tear appraisal also includes the inspection of tyres. This means spares, rims, repair tooling, and everything that came with the vehicle must be returned.

Stickers

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. Please refer to your local SG Fleet contract for the specific agreements regarding the method of returning in relation to stickers.

Cleaning

Unpleasant smells and/or stains in the vehicle's interior can affect a returned vehicle's used value. You may therefore feel it is necessary to have your vehicle completely cleaned using a professional cleaning company before it is returned.

If the vehicle is excessively dirty, additional cleaning required may incur costs.

Remove all personal items

Please remove all rubbish and ensure the vehicle is clean before its return.

Remember to remove all personal effects and check all storage areas in your vehicle, including the glove box, door pockets, seat back pockets and all other storage spaces.

While we make every effort to retrieve and store any items left behind for driver collection, we cannot accept responsibility for any lost items.

Also, remember to delete any private data from satellite navigation and Bluetooth phone book settings.



Mechanical condition

Regular servicing and maintenance through a lessor approved repairer and in accordance with the vehicle manufacturer's servicing programs should keep the vehicle in sound mechanical condition.

The following examples are conditions usually caused by vehicle neglect or misuse and therefore are not regarded as fair wear and tear



Brakes

Grooved brake discs caused by metal-to-metal contact



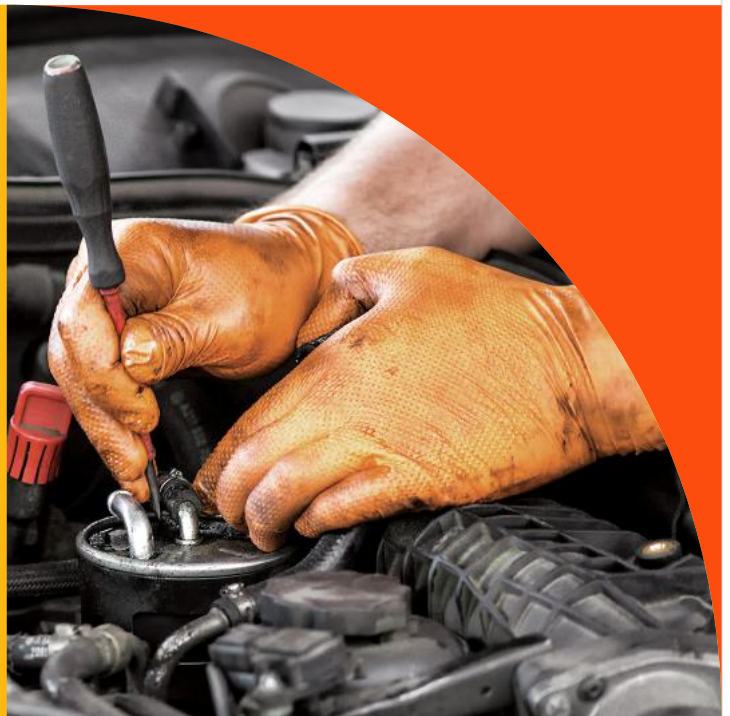
Engine

Seized due to running vehicle with insufficient coolant, lubricating oil and with broken internal components



Transmission

Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective



Fair wear and tear summary

These descriptions relate to passenger vehicles having travelled less than 100,000 kilometres. Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply.

	Fair Wear and Tear
General	
Missing Service Manual, Owner's Manual	No
Missing/broken keys or remotes (chargeable)	No
Equipment	
e.g. Missing/damaged cigarette lighter, knobs, trims, aerials, headrests	No
e.g. Missing/damaged tools, jack, parcel trays, tyre repair or inflator kit, EV charging cables if supplied by OEM (chargeable)	No
Information stored in GPS/Satellite Navigation systems should be deleted	N/A
Glass	
One or two minor chips, bullseyes and stars (not in field of vision)	Yes
Major chips, bullseyes and stars (and minor chips in field of vision)	No
Non-operational or cracked/broken headlights or lenses	No
Tyres	
Unroadworthy	No
Missing spare tyre	No
Wheel trims (inc. hub caps)	
Missing, split, badly disfigured, heavy scuffing	No
Minor scuffing	Yes
Interior - trim/upholstery/carpets/controls	
Screw holes from car phone removal	No
Seats/trim - burnt, cut, holed, ripped, visible repairs	No

Soiling to seats and carpets - caused by normal use	Yes
Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc	No
Rips, cuts, marks, splits to trim and controls	No
Normal odours, tobacco smells	Yes
Missing or inferior quality replacement controls	No
Torn or split luggage area trim panels and floor coverings	No

Paint/Body

Minor scratching - less than 25mm in length and shallow, two per panel	Yes
Major scratching - more than 25mm in length and deep, more than two per panel	No
Minor touch ups or minor flaking	Yes
Prominent touchups, spoils from bird/tree droppings, major flaking	No
Evidence of poor repairs, colour mismatch, misalignment between panels	No
Major abrasions - more than 25mm, signs of constant use of automatic car wash	No
Dents - greater than 20mm diameter or paint surface penetration	No
Dents - less than 20mm diameter, paint surface penetration and more than two per panel	Yes
Hail damage, buckling, distortion, missing badges	No
Minor stone chipping on bonnet, lower doors, wheel guards	Yes
Prominent areas of major stone chipping	No
Unrepaired or poorly repaired aerial holes (or aerial must be left in place)	No
Damage caused to the vehicle due to the attachment or removal of decals/stickers	No
Damage to paintwork from bird and bat droppings	No

Mouldings/Grille/Bumpers/Mudflaps

Minor parking damage - scuffing, light scratches	Yes
Medium damage - divots, gouging, minor dents, cracks	No
Major damage - rips, major dents, distortions, holes	No
Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles	No

Underbody

Minor dents and deformations	Yes
Significant underbody rust	No
Sill damage	No
Major impact damage	No
Exhaust leaks which are the result of visible damage to the exhaust system	No

Mechanical condition

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)	No
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