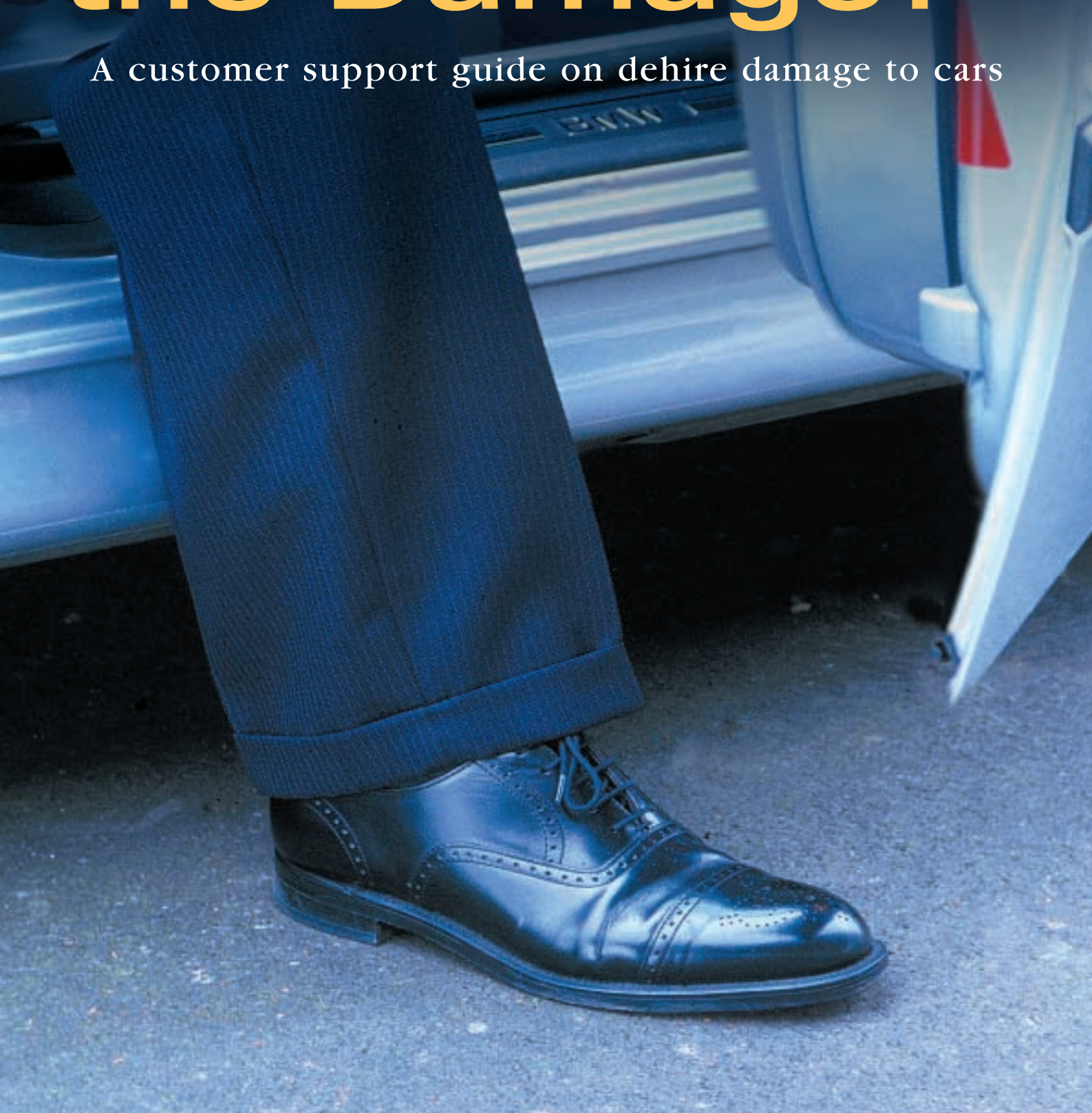


What's the Damage?

A customer support guide on dehire damage to cars



www.lvl.co.uk

Defining a grey area

This booklet sets out clearly and simply Lex Vehicle Leasing's policy regarding dehire damage to cars. It shows the most typical forms of wear and tear sustained by vehicles and indicates how many can be avoided with a little care and forethought.

Lex Vehicle Leasing prides itself on providing the highest levels of service whilst keeping the costs of contract hire to a minimum. This policy has helped us to maintain our position at the forefront of our industry.

We value customers who take care of their vehicles. In order to offer them the best possible rates, it is necessary for us to impose charges on those who return vehicles that are excessively damaged through negligence or misuse. If your vehicles are occasionally damaged, it may reassure you to know that our dehire damage charges are directly related to repair costs and do not include a profit factor.

The question of what constitutes fair wear and tear has always been a grey area. In the following pages, we bring colour and clarity to the subject - and give practical recommendations on how to avoid dehire damage charges.

There is an index on page 10.



Interior

Seating

Acceptable

Light staining -

provided it can be removed by steam cleaning and the seat fabric is not permanently damaged.

Fading or discolouring -

provided it has been caused by exposure to sunlight and not through contact with inappropriate substances (e.g. corrosive cleaning solvents).

Any wear that is due to ageing or normal usage – including surface cracks and threadbare fabric.

Unacceptable

Any staining that permanently damages the texture of seat fabric.

Typical causes: oil, paint, chewing gum.

Any staining that cannot be removed by steam cleaning.

Cuts, rips or tears.

Typical causes: carrying inappropriate items on seats, failing to inform us that worn fabric requires remedial repair.

Burns.

Typical cause: cigarettes.

Any damage to seat structure (internal or external).

Typical causes: carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.

Recommendations

- Ensure your staff recognise that seating is designed to carry people, not heavy materials or equipment.
- Encourage your staff to treat seating with respect and ensure they understand that your company will be liable for any damage.
- Ensure that any seats removed from a vehicle are stored and refitted before the vehicle is returned. (This is especially relevant for people carriers.)

Ensure that any seating that is at risk of excessive wear or damage is adequately protected. Please contact us if you would like us to supply heavy duty seat covers. These are available at a very reasonable cost

Dashboard, Fascia, Trim

Acceptable

Neat holes made to accommodate an accessory (eg car phone, navigation aid).

Light Staining – provided it can be removed by steam cleaning.

Unacceptable

Cuts, tears, dents, deep scratches.

Typical cause: carrying inappropriate loads (eg tools and equipment).

Removal of any item or accessory supplied with the vehicle. (eg radio, radio front).

Excessive damage caused by removal or repositioning of any accessory – including car phones and navigation kits.

Burns.

Typical cause: cigarette.

Any staining that cannot be removed by steam cleaning.

Typical causes: oil, grease, paint.

Removal of any item or accessory – unless done with our prior written approval (eg glove box, ashtray, cup holder, door pocket, radio, radio security device.)

Recommendations

- Encourage your staff to treat vehicle interiors with respect. Ensure they understand that your company will be liable for any excessive wear or damage.
- If you wish to fit, remove or replace any accessory while a vehicle is on contract to you, please contact us for written authorisation.
- An accessory that has been fitted at your expense may be removed before the vehicle is returned to us, provided any accessory supplied with the vehicle is replaced in its

original position.

Care should be taken when accessories are fitted or removed.

If the vehicle sustains excessive damage a charge will be incurred. Please note that screw-holes in the dashboard and fascia are acceptable, provided they are neat and sensibly positioned.

Floors, Luggage Areas

Acceptable

Any wear that is due to ageing or normal usage.

Staining and dirt on carpets and lining fabrics – provided that steam cleaning would remove it satisfactorily.

Unacceptable

Cuts, rips or tears to carpets or lining fabrics.

Burns to carpets or lining fabrics.

Typical causes: cigarettes.

Permanent staining on carpets or lining fabrics – which would not be removed satisfactorily by steam cleaning.

Typical causes: oil, grease, paint.

Recommendations

- Ensure that any floor-mats supplied with the vehicle remain in it Arrange for them to be replaced if they wear through.

Ensure that interiors are cleaned regularly.



**Acceptable
damage**



**Unacceptable
damage**

Seating



Light staining
that can be
removed by
steam cleaning



**Staining which
has damaged
fabric texture**



**Burns to seat
fabric**



**Cuts, rips or
tears**

Dashboard, Fascia, Trim



Neat holes for
accessories



Untidy holes



**Missing items,
including
radios**

Floors, Luggage Areas



**Excessive
staining that
cannot be
removed by
steam cleaning**



Bodywork

Acceptable

Any chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off road surfaces, chips on door edges and surrounds).

Isolated dents under 45mm in diameter - provided the paintwork or other surface finish is unbroken and there is no perceptible crease in the dented panel.

Any isolated scratches under 50mm in length.

Multiple scratches in a localised area - provided there is no exposure of primer or bare metal.

Unacceptable

Any dent over 45mm in diameter.

Multiple dents under 45mm in diameter within a localised area.

Any dent where primer or bare metal is exposed.

Any scratch over 50mm in length that penetrates to bare metal or primer.

Multiple scratches under 50mm in length - if several in a localised area penetrate to bare metal or primer.

Any tear or rip.

Any repair work that has been carried out to an unacceptable standard.

Recommendations

- Advise your staff not to drive vehicles on any terrain for which they are unsuited.
- Encourage your staff to drive vehicles with due care and attention. Ensure they understand that your company will be charged for any significant bodywork damage.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently.

Bumpers, Rubbing Strips, Numberplates

Acceptable

Area of scratching and scuffing that are under 100mm in length - provided there are no cracks or dents and the basic structure is unchanged.

Isolated dents under 45mm in diameter - provided the paintwork or other surface finish is unbroken and there is no perceptible crease.

Unacceptable

Any area of scratching and/or scuffing that is over 100mm in length - where primer or basic material is exposed.

Any dent over 45mm in diameter.

Multiple dents under 45mm in diameter within a localised area.

Any bumper, rubbing strip or numberplate that is missing or incomplete.

Bodywork



Multiple stone chips



Light chipping of door edge or surround



Isolated dents under 45mm in diameter



Isolated scratches under 50mm in length



Multiple light scratching in a localised area where neither primer nor metal is exposed

Bumpers, Rubbing Strips, etc.



Scratches or scuff marks under 100mm in length



Unacceptable damage



Excessive chipping of paintwork around door-lock (caused by driver negligence)



Isolated scratches over 50mm in length which penetrate to metal or primer



Excessive chipping of door edge or surround



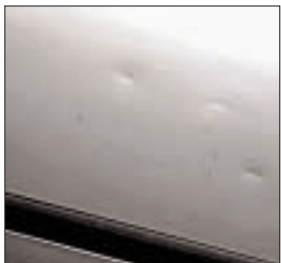
Multiple scratches in a localised area where bare metal or primer is exposed



Dents over 45mm in diameter



Significant scratching which exposes bare metal or primer



Multiple dents in localised area



Inadequate retouching or repair work



Any dent where bare metal or primer is exposed



Dents over 45mm in diameter



Bumper with excessive scuffing



Bumpers or rubbing strips that are cracked, broken, missing or severely misshapen

Glass, Lamps, Mirrors

Acceptable

Light scratching and/or minor chipping of any windscreen or window glass - provided it does not interfere with the driver's line of sight and no heating elements are affected.

Light scratching and/or minor chipping of any lamp glass - provided it remains watertight.

Unacceptable

Any damage to windscreen glass within the driver's line of sight - apart from minor chips and scratches that would be acceptable in an MoT test.

Any damage that affects heating elements on a rear screen.

Any hole or crack in a lamp glass or lens.

Any damage to mirror glass or surround.

Wheels, Tyres (inc. trims and tools)

Acceptable

Light damage to wheel rims.

Any wear and tear to tyres that can be attributed to normal use - including spares.

Unacceptable

Any significant damage to the rim or main body of a wheel - including the spare.

Any missing item - including the spare wheel, tools and wheel trims.

Any significant damage to sidewalls of tyres.

Typical cause: kerbing.

Replacement tyres that do not meet the recommendations of the vehicle manufacturer re. type, size and speed rating.

Replacement wheels that do not match those originally supplied with the vehicle.

Accessories

Acceptable

Removal of any accessory fitted at the customer's expense (eg tow bar) - provided that any damage caused by its removal is made good.

Unacceptable

Any damage to an aerial.

Damage caused through incorrect fitting of an accessory - such as a roof-rack or tow bar.

Damage caused by the removal of any accessory.

Removal of any item that was supplied with the vehicle or subsequently fitted at our expense.

Signage, Livery

Unacceptable

Vehicles returned with trade/business signage still in place.

Inconsistent paint finish, where areas that have been under business signage have faded significantly.

Damage to paintwork caused by negligent removal of trade/business signage.



Acceptable damage



Unacceptable damage

Glass, Lamps, Mirrors



Minor chips to lens, provided water does not penetrate



Any chip in a windscreen within the driver's line of sight (or any crack in a screen)



Any crack or hole in lamp glass that allows water to penetrate



Any crack in lamp glass



Any damage to mirror glass or surround

Wheels & Tyres



Scuffed wheel rim



Wheel trims that are badly damaged or missing



Damage to sidewalls of tyres

Accessories, Signage



Damage to aerials



Signage (which should be removed before the vehicle is returned)



Any missing item (including manufacturer badges and number plates)

Dehire Damage Charges

Dehire Damage Charges

We use the Thatcham Rectification Analysis Cost System (TRACS) to assess dehire damage charges.

Each vehicle is categorised according to its size and specification. Thatcham evaluates repair times on a representative sample of vehicles in each category and calculates average timings for all typical repairs.

The costings for all components and materials are drawn from the Thatcham Parts Price Guide. Labour is costed at rates that significantly discount the standard rates of retail bodyshops and the approved rates of insurance companies. There is generally no labour charge for replacing missing components.

When a dehire damage charge is incurred, we issue an invoice with supporting documentation.

If you would like further information on current charges or wish to visit one of our dehire assessment centres, please speak to your Lex Vehicle Leasing sales support contact.

Routine Maintenance

As specified in our contracts, vehicles must be maintained in accordance with manufacturer guidelines.

Routine servicing should be undertaken at recommended intervals by authorised agents and care should be taken to ensure that the vehicle's Service Record is stamped each time. Drivers should ensure that oil and coolant levels are checked regularly and maintained at appropriate levels between services. Any additional checks and procedures described in the vehicle's maintenance guide should also be conscientiously observed.

Dehire charges are applicable if:

- a vehicle has not been maintained in the recommended manner;
- a vehicle's service record is missing or incomplete and an alternative record is not available; or
- any component has deteriorated as a result of driver negligence.

Keys and Fobs

All keys and fobs supplied with the vehicle must be returned, including spares. A charge is applicable if any is missing. Special care should be taken of red keys and other master keys for engine management systems. Please note that the cost of replacing these is significant.

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Lex Vehicle Leasing Limited
Globe House
Parkway
Globe Park
Marlow
Buckinghamshire SL7 1LY

Telephone 01628 898000
Facsimile 01628 898050

www.lvl.co.uk