

Lombard applies the BVRLA (British Vehicle Rental & Leasing Association) guide to Fair Wear and Tear. The aim of the guide is to provide an industry-wide, accepted standard that defines fair wear and tear on passenger vehicles and light commercial vehicles when they are returned at the end of a contract or finance agreement.

- On collection, the vehicle must be in a safe and roadworthy condition, with all of the appropriate keys, equipment and documentation available.
  - The vehicle must have a current MOT certificate. A charge will be levied for vehicles returned without a current MOT certificate as Lombard have to arrange for the vehicle to be collected by trailer and then have the vehicle tested before sale.
  - Vehicles should be serviced to manufacturer's serviced schedules and have stamped service books to document this. The stamped book must be available for inspection and returned with the vehicle. If the book has not been stamped or service invoices have not been provided as proof of servicing, Lombard will levy a charge for incomplete and missing service histories.
  - A charge will be levied for spare keys and missing standard items e.g. satellite navigation discs that are not returned with the vehicle.
  - The vehicle should be sufficiently clean to allow a detailed inspection upon hand-over, this inspection does not form the basis of a re-charge it merely describes the condition. The collection agent is not a qualified vehicle inspector and will not be able to tell you if damage falls outside the BVRLA 'Fair Wear and Tear' conditions.
- It is in the interests of the customer to point out damage to the collection agent and retain a copy of the collection appraisal for their records.
- Qualified assessors can only undertake a re-charge inspection in good light after the vehicle has been cleaned.
  - Lombard will charge for vehicles affected with unsatisfactory in-life body repairs that require re-painting to meet manufacturer's standards.
  - Lombard may charge customers for damage not recorded on collection notes, when damage is obviously not new but has been missed by the collection agent.
  - When Lombard receives queries, the team reviews the evidence on both the inspection report and the collection note. If the evidence is shown on the inspection report, and supported by a digital image, whenever practical, the charge stands. (Poor previous repairs are often not clearly visible on digital images.)

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# A BRIEF GUIDE TO FAIR WEAR AND TEAR

## VEHICLE MANAGEMENT



# A BRIEF GUIDE TO FAIR WEAR AND TEAR

## EXAMPLES OF ACCEPTABLE WEAR AND TEAR

### WINDSCREEN & LENSES

Small scratches outside of the driver's line of sight.

### WHEELS & TYRES

Minor scuffing is acceptable up to 25mm in length. Tyres must meet minimum legal requirements.

### DOOR MIRRORS

Minor scuffing, providing paint is not broken.

### BUMPERS

Minor scuffing up to 25mm in length.

## EXAMPLES OF UNACCEPTABLE WEAR AND TEAR

### WINDSCREEN & LENSES

Any damage within the driver's direct line of sight. Any chips, cracks or holes in glass or lenses.



### WHEELS & TYRES

Scoring and other damage to wheel surface. Damage to side walls or uneven tread wear.



### DOOR MIRRORS

Missing, cracked or damaged door mirrors.



### BUMPERS

Dented or cracked areas. Deep scuffs where paint surface has been broken.



## DON'T FORGET!

- Remember to return your spare key(s), key fobs and service book.
- Check for any impact damage and get it repaired before returning the vehicle.
- Clean and valet the interior.
- Ensure all your personal belongings are removed from the vehicle – for example sunglasses and CDs.
- Delete any personal information from the satellite navigation system, such as your home postcode.

## EXAMPLES OF ACCEPTABLE WEAR AND TEAR

### BODYWORK

Small areas of chipping. Light scratches up to 25mm in length, relative to the vehicle's age. Dents up to 10mm providing paint is not broken.

### DECALS

All decals need to be removed and all glue residue removed.

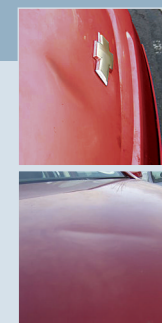
### UPHOLSTERY

Should be clean and tidy, with only slight wear and soiling through normal use.

## EXAMPLES OF UNACCEPTABLE WEAR AND TEAR

### BODYWORK

Stone chips or scratches over 25mm in length that have exposed the bare metal or primer or have rusted. Any impact damage. Multiple dents on a single panel.



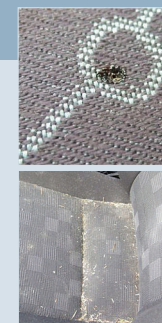
### DECALS

Any damage caused by the removal of such badges and advertising.



### UPHOLSTERY

Burns, tears or permanent staining. Any damage caused by the fitting of equipment such as mobile phones.



This list is only intended to be a general leasing guide – For full conditions please refer to the British Vehicle Rental and Leasing Association (BVRLA) Fair Wear and Tear guide or visit [www.bvrla.co.uk](http://www.bvrla.co.uk)