



**SSANGYONG**

KOREA'S PREMIUM SUV MANUFACTURER

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lease direct

# SsangYong Financial Services

## Fair Wear & Tear Guide

### Defining what is fair wear and tear and what is chargeable

**Ssangyong Financial Services has put this booklet together to help our customers understand what is deemed to be fair wear and tear, and what chargeable damage is when a vehicle is returned at the end of its lease period.**

Following the return of your Ssangyong Lease Vehicle at the termination of your lease contract, it will undergo a detailed inspection in relation to its interior, exterior and mechanical condition.

You may find it beneficial to make copies of this guide available to any drivers or employees who may be responsible for your lease vehicle, so they are aware of the standards expected on the return of their vehicle. By ensuring your drivers know what is expected from them on the return of their company vehicle and by taking reasonable steps to ensure the vehicle is cared for properly, you may find that overall refurbishment costs will be minimised.

We accept that vehicles will not be in as-new condition when they are returned, but they must be in keeping with their age and mileage, accordingly there are provisions on all Lease return vehicles for fair wear and tear, and we outline some of the acceptable fair wear and tear items in this guide.

**Please note:**

- Costs to repair damage will be recharged where the damage has been caused due to accident, vandalism, negligence or where there has been a poor repair that needs to be rectified.
- The cost of chargeable damage is based on current market pricing for a quality repair in line with the age, mileage and value of the vehicle.

**Disclaimer:**

This booklet is provided as a guide to assist drivers to establish acceptable and unacceptable 'fair wear and tear' on a vehicle at the end of its lease term. This guide does not cover every aspect of the vehicle and there may be additional items that, if found to be missing or damaged, may be charged at the discretion of Ssangyong Lease Direct.

A well cared for vehicle will not only reflect a positive image for your company but will likely reduce cost for you at the end of a lease. Here are some tips to help you take care of your vehicle:

**1. Keep it serviced**

Manufacturers specify the servicing schedules based on what the vehicle needs to run effectively so these schedules should be followed. For fully maintained leases the cost of maintenance is already built into the lease cost, but it is your responsibility to ensure the vehicle is booked in to an approved service agent for servicing and maintenance.

For non-maintained leases the cost of maintenance and repair rests with the lessee and must also follow the manufacturer's schedule.

**2. Familiarise yourself with your vehicle**

When you first receive your new vehicle take the time to read through the handbook and learn where all the controls are and how to operate the features. Also, make sure you know where the tools and jack are in the event of an unexpected flat tyre.

**3. Keep it clean**

Regular washing helps to remove grit, bird droppings and other harmful substances. It also helps you to identify damage that should be repaired at the time (e.g. scrapes through to bare metal, rust, etc.).

We do not advise the use of mechanical car washes, as these have the potential to scratch paintwork.

#### **4. Tyres**

Inspect the vehicle regularly for damage and ensure tyre pressures are correct. Even a small difference in tyre pressure can affect the performance and safety of your car.

#### **5. Removable items**

Take care of item that can be removed such as parcel trays, head rests, handbooks, cigarette lighters, etc. These are often expensive items and are required to be returned at the end of the lease. Lost items will be charged back to you at the termination of the lease.

#### **6. Keys and remotes**

Most keys are now electronically coded and form an integral part of a vehicles security system. Both remotes and replacement keys are very expensive items and must be returned at the end of the lease. Make sure spare keys are kept in a safe place. Lost keys will be charged back to you at the termination of the lease.

#### **7. Do your own inspection**

Take the time during the lease period to regularly inspect your own vehicle for faults or repair requirements. Items that are covered under the manufacturer's warranty should be addressed with the local authorised agent.

## **Exterior**

### **Bonnet**

#### **Acceptable**

- Minor chipping of paintwork caused by unavoidable small stones during normal use.

#### **Unacceptable**

- Dents that cannot be removed by paintless dent removal specialists.
- Sub-standard panel and paint repairs eg: paint runs, mismatched paint, poor preparation of surface leaving file and/or sanding marks, peeling of top coat or clear coat.
- Scratches, gouges or scrapes that cannot be removed by machine Cutting
- Any drilled holes of any kind left by the fitting of accessories such as aerials, spot lamps, additional mirrors etc

## Grills

### Acceptable

- Minor chipping of paintwork caused by unavoidable small stones during normal use.

### Unacceptable

- Broken, grazed, gouged, holed or cracked grille components
- Missing grills

## Plastic bumpers & valances

### Acceptable

- Minor chipping of paintwork and surfaces caused by unavoidable small stones during normal use.

### Unacceptable

- Broken, scratched or scraped paint or plastic surfaces
- Any impact damage where bumper is dented or out of shape
- Holed or cracked bumpers requiring plastic welding
- Any bumper rubbing strip or number plate that is missing or incomplete
- Any drilled holes of any kind left by the fitting of accessories such as aerials, spot lamps, additional mirrors etc

### Unacceptable

- Dents, scratches and scrapes that can't be removed by cutting and polishing
- Twisted and dented bumpers
- Bent bumper irons
- Missing or torn valances

## Glass and lamps

### Acceptable

- General minor pitting provided it does not interfere with driver's line of sight and is still warrantable
- Chips that can be invisibly repaired within the requirements of the Warrant of Fitness standard

- Minor scratches that can be removed with a professional polish

#### **Unacceptable**

- Windscreen damage including cracks and chipping that can't be invisibly repaired
- Broken or chipped windscreens
- Scratching that has been caused by metal parts of poorly-maintained wiper blades or foreign objects being scrapped across the glass, and that cannot be polished out
- Broken, chipped or cracked lamp body, reflector or lens
- Heavy glass oxidation or tarnishing caused by external or environmental forces that cannot be polished out

### **Bodywork other than bonnet and bumpers**

#### **Acceptable**

- Minor chipping or pitting caused by unavoidable small stones during normal use
- Isolated small parking dents where there is no paint damage, which can be invisibly removed by a paintless dent removal specialist

#### **Unacceptable**

- Any dent that cannot be removed by a paintless dent removal process
- Hail damage
- Gouges, scratches and scrapes that cannot be removed with a machine cut
- Heavy oxidation or tarnishing of paintwork caused by caustic substances or any external or environmental forces that cannot be polished out, eg; bird droppings, sunblock, acid damage etc.
- Sub-standard panel and paint repairs such as mismatched paint; poor preparation of surfaces leaving file and/or sanding marks; peeling of top coat or clear coat or any poorly finished repair
- Removal of any vehicle signage or the painting out of corporate colours
- Damage where decals have been trimmed and where the paint has been cut in the trimming process
- Damage where decals have been removed but the impression remains after removal and machine cutting
- Missing, cracked or broken mouldings, badges or factory decals that require replacement
- Any rust caused by paint impact where bare steel has been left exposed
- Any drilled holes of any kind left by the fitting of accessories such as aerials, spot lamps, additional mirrors etc

## Mirrors

### Acceptable

- Minor chipping or pitting to external mirror housings caused by unavoidable small stones during normal use

### Unacceptable

- Dents, scratches, cracks or scrapes to mirror housings and surrounds
- Damage where decals have been removed but the impression remains after removal and machine cutting
- Cracked, heavily scratched or damaged mirror glass
- Any drilled holes of any kind left by the fitting of accessories or after-market components

## Wheels, tyres and wheel trims

### Acceptable

- Minor chipping or pitting caused by unavoidable small stones or road debris as a result of normal use

### Unacceptable

- An impact to a wheel rim that has caused scratching, gouging or damage of any kind that can't be polished out (typically caused by impact with a kerb)
- Alloy rims that are bent, buckled, twisted or misshapen in any way
- Wheel trims that are mismatched, or have been replaced with anything other than the original type supplied
- Missing spare wheels and tyres
- Tyres that are damaged through misuse or negligence, including uneven wear caused by using the vehicle with misaligned wheels for a prolonged period
- Tyres that are not of warrantable standard or mismatched on the same axle

## Mudflaps

### Acceptable

- Scuffing on lower edge of mudflap caused by normal use

### Unacceptable

- Ripped, torn, cracked or damage caused by impact or accident
- Missing mudflaps

## Interior

### Dashboard, fascia, trim, seating and luggage area

#### Acceptable

- Wear or sunlight fading that is due to ageing and normal usage
- Light staining to seats, provided it can be removed by shampooing
- Light staining to carpets, provided it can be removed by shampooing
- Light staining to headlining, provided it can be removed by shampooing
- Lightly scuffed door panels or plastic panels that can be invisibly repaired by a plastic repair specialist

#### Unacceptable

- Ripped, torn, cut, cracked or damaged seat trim caused by impact or misuse
- Damage to headlining, carpets or other soft materials
- Damage to interior door trim panels
- Any missing parts including headrests, cigarette lighters, handbooks, tools, cargo blinds or other components
- Broken plastics, switches, handles or knobs
- Cigarette burns to seats or other soft trim items
- Any drilled holes of any kind left by the fitting of accessories or after-market components
- Any damage that is caused by inappropriate loading or transporting inappropriate loads
- Broken storage lids, glove box lids or centre console lids
- Staining that cannot be removed by shampooing, eg; glue, paint, grease or heavy soiling

## Seat Belts

### Acceptable

- Wear or sunlight fading that is due to ageing and normal usage

### Unacceptable

- Webbing torn, cut, frayed or damaged and will fail a Warrant of Fitness
- Damaged buckles or attachments

## Road User Charges, Registration and WOF

### Acceptable

- Must be up to date

### Unacceptable

- Arrears of Road User Charges, expired Registration or WOF will be charged back to the customer

## Servicing/Mechanical (non-maintained leases only)

### Acceptable

- Normal mechanical wear for age/mileage

### Unacceptable

- Any scheduled service that is due, close to being due or overdue
- A pro-rata charge will be made for servicing that will be due within 10,000kms.
- Any mechanical defect
- Any mechanical item that prevents the vehicle from being used for its normal function, eg; slipping clutch, overheating, brake fault etc.

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