



Guidelines for vehicle return
and vehicle assessment.

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1. Leasing conditions

Vehicle condition upon return

The vehicle must be cleaned on the inside and outside and the interior must be free of personal belongings. The vehicle should be inspected in either normal daylight or sufficient hall lighting and in a dry state without any effects of weather. The vehicle must be accessible from all side and all doors and flaps must be able to be opened.

Acceptable signs of usage

This includes signs of normal wear related to the vehicles age and mileage that do not adversely affect the overall appearance of the vehicle. No charges will be made to the customer for this.

Professionally repaired previous damages

This includes properly and professionally repaired vehicle damage, such as from accidents, which are no longer visible or only visible to experts, often only after disassembly of coverings.

Unacceptable signs of usage

This includes damages that negatively affect the overall appearance of the vehicle and/or have technical implications.



2. Vehicle return/exchange

In the interest of ensuring maximum transparency and fairness in the assessment of damage identified, we act in compliance with the guidelines of leading organisations. The return process is designed to be simple, comprehensible and neutral. The assessment is processed in a manner that is transparent for all involved and is based on an objective inspection. Clear procedures and establishing uniform quality standards ensure transparency. The basis for this are these guidelines on vehicle return.

Notes

- Create a vehicle return protocol with the garage owner. In addition, after the return, a status analysis will be conducted by a neutral vehicle expert. For more information on the vehicle assessment, please refer to the guideline on vehicle return.
- Report any damage to your collision damage insurance or Alphabet with sufficient notice so that the repairs can be performed before the vehicle is returned. Claims settlement with the insurer is no longer possible after vehicle deregistration.



3. Checklist

In order to ensure that the return and/or exchange of your service vehicle runs as smoothly as possible, we have compiled a checklist for you. Please make sure that you notified Alphabet Fuhrparkmanagement (Schweiz) AG of the vehicle return or have scheduled a return date. Your personal account manager is available to assist you. Corresponding contact information can be found on our website www.alphabet.ch.

Are the following items and vehicle components present?

- All keys
- Vehicle registration
- Complete on-board literature (filled out service booklet und manual)
- Remote control for pre-heating system*
- Mobile phone preparation*
- CD changer*
- Full set of tools
- Warning triangle and first aid kit
- Partition net and cargo cover*
- Wind protection with protective cover*
- Hitch including all wrenches and tow ball*
- Spare wheel*
- Winter/summer tyres*
- Flat tyre set*
- Floor mats
- Charging cable

Are the following criteria met?

- Is the vehicle safe for traffic and to operate?
- Is there enough fuel in the tank (minimum range 80 km)?
- Is the oil level sufficient?
- Does the tread of the tyres mounted on the vehicle correspond with the legal minimum tread depth?
- Have all insurance claims been documented and reported?
- Were all inspections and maintenance services recorded in the service booklet?
- Is the vehicle clean on the inside and outside on the day of return and in an optically and technically flawless condition?
- Have all personal items (including safety vest) been removed from the vehicle?
- Has the Fuel & Service Card been destroyed?
- Has the vehicle been returned to its initial state?

*Only for corresponding vehicles or equipment.

4. Assessment criteria

Body

Acceptable

- “Soft” dents in the body area with a diameter up to 20 mm and a maximum penetration depth of 1 mm (maximum of two dents per component), which do not require repainting. No more than two components may be affected



Unacceptable

- “Soft” dents in the body area with a diameter more than 20 mm and/or a penetration depth of more than 1 mm
- More than two dents per component
- Angular dents that make repainting necessary
- Improperly executed repairs
- Unrepaired vehicle/accident damage
- Development of rust at any points of damage



Paint

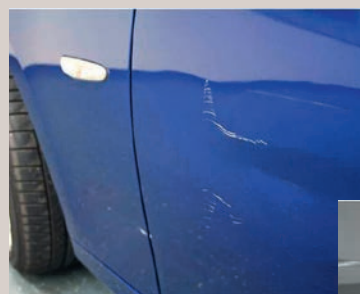
Acceptable

- Minimal paint damage, which does not require repainting, e.g. scratches on the paint surface, which can be removed by polishing
- Slightly weathered paint due to environmental factors
- Common grinding marks, such as from car washes
- Minor stone impacts, no more than three per square decimeter (10 × 10 cm)
- Light stone impacts that do not penetrate the primer



Unacceptable

- Scratches that go through the topcoat (clear coat)
- Repainting or touch-up paintwork, which do not meet the manufacturer's requirements, significant differences in colour or an increased coating thickness, or are due to improper repairs
- Paint contamination (e.g. etching)
- Small stone impacts with high density (more than three impacts per square decimeter)
- Chipped paint, large stone impacts and/or stone impacts with formation of rust
- Labelling foil or stickers
- Paint damage or significant differences in colour due to labelling foil or stickers



Bumper, bumper covering and side protection

Acceptable

- Minor scratches or slight paint abrasion (often in curved sections) that do not go down to the base material or are less than 50 mm in length
- Minor abrasions or dents in rubber parts, which neither adversely affect the strength nor the visual appearance



Unacceptable

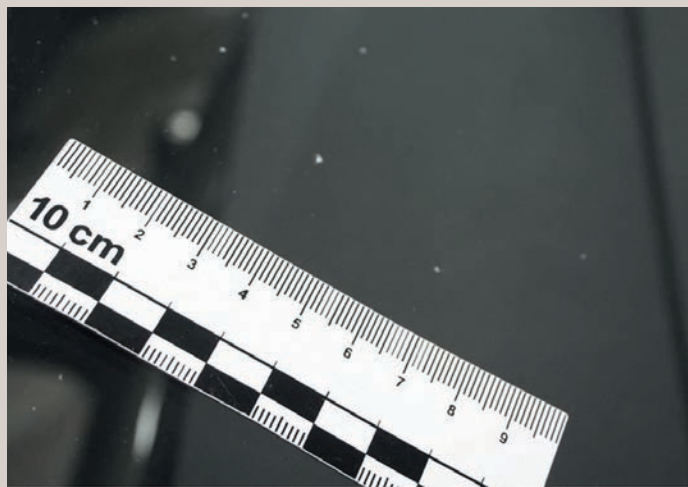
- Scratches or paint abrasion that go down to the base material and/or are longer than 50 mm
- Abrasions or dents in rubber parts, which adversely affect the strength and/or the visual appearance
- Fractures, cracks
- Deformations causing the component to no longer fit



Glass and lighting

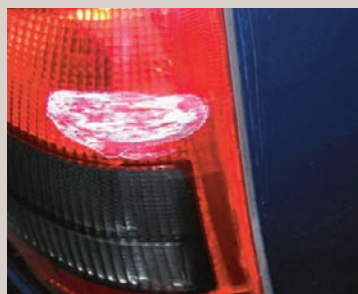
Acceptable

- Small surface stone impacts or scratches, which do not adversely affect the road safety



Unacceptable

- Stone impacts or scratches with glass chips
- Damage that may affect road safety
- Fracture or crack formation
- Stone impacts or chipping in the driver's field of vision
- Broken or untight headlights, taillights, turn signals or side indication lights and their housing



Tyres, rims and hubcaps

Acceptable

- Tread depth (at the thinnest point) is above the legal minimum tread depth
- Slight abrasions on the tyre walls
- Minor scratches and abrasions on the rim flange up to 50 mm in length (not down to the base material)
- Abrasions on hubcaps up to 100 mm in length



Unacceptable

- Tread depth (at the thinnest point) is below the legal minimum tread depth
- Uneven tread wear (measurement necessary)
- Flat spots, saw teeth, cracks, cuts
- Significant material loss at tyre walls or rims
- Cracks, deformation to rims, which affect road safety
- Fractures, cracks, missing or not original hubcaps
- Prohibited or unregistered tyres/ rims (size, manufacturer, index etc.)



Interior

Acceptable

- Minor signs of wear due to intended use, normal wear to floor mats, floor covering, upholstery or trim parts such as door handles, steering column lever, controls
- Slight change in colour due to sun exposure



Unacceptable

- Burn holes
- Cracks, cuts, holes, fractures or deformation of moulded parts
- Damage to seat belts or safety locks
- Coarse impurities, changes in colour
- Mould or abnormal odour
- Missing parts such as head rests, covers, seats
- Cracks in or detachment of door and flap seals
- Scratches on displays, e.g. radio and navigation devices
- Non-functional or damaged controls, e.g. steering column lever, push buttons, control knobs
- Strong smell in interior (animals, cigarettes etc.)



Removal damage

Acceptable

- Small boreholes e.g. on the dashboard underside, which are not in the field of vision of the vehicle occupants



Unacceptable

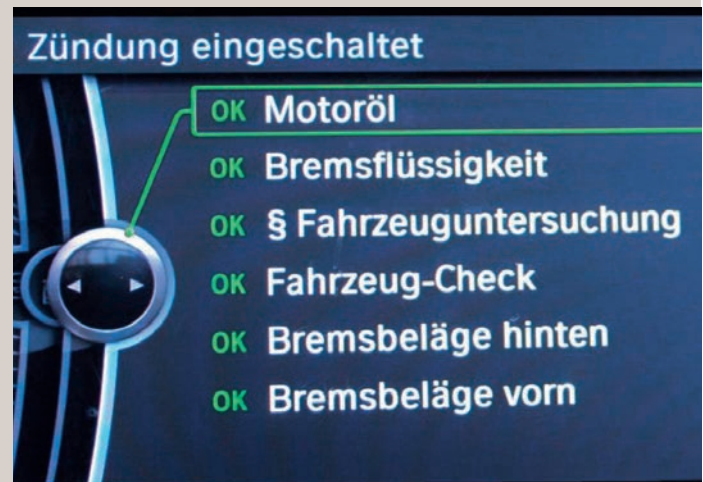
- Changes to the vehicle e.g. boreholes in body parts, which cannot be returned to their original state
- Boreholes in the field of vision of the vehicle occupants, e.g. on the dashboard, on the centre console, in the door panels
- Large holes, which are caused by, for example, the installation of speakers in the door panels or rear shelves
- Damage caused by adhering stickers or lettering or the removal thereof



Maintenance, mechanics, electrics and power units

Acceptable

- Normal wear in accordance with the vehicle's age and mileage while ensuring road and operating safety



Unacceptable

- Unverifiable (e.g. service booklet missing) or overdue maintenance work and the repairs resulting from this failure; and damage, defects or excessive wear to the vehicle mechanics (drive, steering, shock absorbers, bearings, breaks, exhaust, catalytic converter etc.)
- Any damage or defects, which affect the ability to drive the vehicle; any damage, defects or excessive wear to the vehicle electrics (air conditioning, radio, navigation etc.)
- Dripping leaks
- Conspicuous (interfering) noises from power units (e.g. motor, transmission, generator etc.)

