



Guidelines

Light commercial vehicle
returns and assessment

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1. Conditions

Vehicle condition on return

The interior and exterior of the vehicle must be cleaned and all personal items removed. A vehicle inspection should be carried out during daylight hours in good weather conditions or under sufficient indoor lighting while the vehicle is dry. The vehicle should be freely accessible on all sides and it must be possible to open all doors and flaps.



Acceptable wear and tear

This refers to normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage and that has no adverse effect on the overall appearance of the vehicle. No charges will be incurred for damages that can be rectified through the use of car polish or by simply cleaning the vehicle.



Unacceptable wear and tear

This refers to damages that adversely affect the overall appearance of the vehicle and / or have technical implications. Charges will be incurred for damages requiring repair or for missing parts.

2. Vehicle return/exchange

In the interests of maximum transparency and fairness in assessing any damages detected, we abide by the guidelines of leading associations. The return process is simple, comprehensible and impartial. Based on an objective inspection, the process is transparent for everyone involved. The basis for this is provided by these guidelines on vehicle returns.

Please note

- A vehicle return report should be compiled together with an employee of the dealership. A template is available at www.alphabet.com/en-ch/downloads.
- Upon return, an independent assessment of the vehicle's condition will also be carried out by an impartial expert. Details on the vehicle assessment are provided from page 8 onwards.
- All damages should be reported to your insurance company or Alphabet in good time so that any repairs can be carried out prior to returning the vehicle. Once the vehicle has been deregistered, no more claims can be submitted to the insurer.

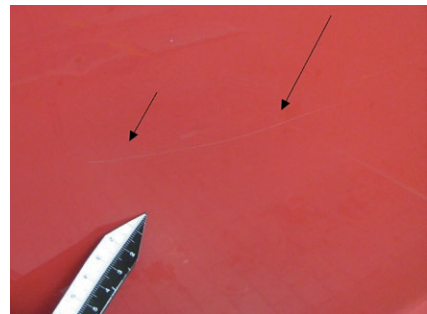


3. Assessment criteria

Exterior paintwork

✓ Acceptable

- Minor paint damage that does not require repainting, e.g. surface scratches that can be removed by polishing
- Slightly weathered paint due to environmental factors
- Typical marks that occur, for example, in a car wash
- A small number of minor stone chips that have no adverse affect on the overall appearance of the vehicle (maximum three per square decimetre [10 × 10 cm centimetres]) and do not penetrate the primer
- Age-related change in colour



✗ Unacceptable

- Scratches that penetrate the topcoat (clear coat)
- Repainting or touch-ups that do not meet the manufacturer's requirements and show significant differences in colour or an increased coating thickness due to improper repairs
- Paint contamination (e.g. etchings)
- Chipped paint, large stone chips and / or stone chips with rust formation
- Labelling foil or stickers
- Paint damage or significant differences in colour due to labelling foil or stickers
- Major stone chips (through to the primer)
- Surface rust



Grille, bumpers, sills

✓ Acceptable

- Scratches, scuff marks and abrasions up to maximum 5 centimetres in length that can be removed by machine polishing
- Dents with a maximum of 2 centimetres in diameter, maximum two dents per bumper or grille
- Discolouration due to external influences, e.g. weather conditions
- Minor scratches around the sills
- Abrasions, scratches and scuff marks up to 10 centimetres in length are acceptable on unpainted bumpers



✗ Unacceptable

- Broken, cracked or deformed grille / bumper
- Damaged paintwork, scratches, scuff marks and abrasions more than 10 centimetres in length
- For painted bumpers: all dents, scratches, scuff marks and abrasions that cannot be removed by machine polishing
- Dents with a diameter bigger than 2 centimetres
- More than two dents per grille or bumper
- Damages caused by the improper use of chemicals



Body, wing mirrors and trim

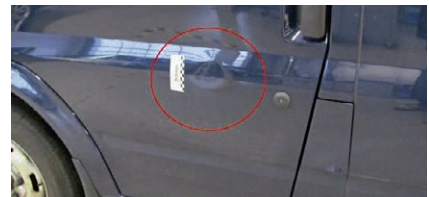
✓ Acceptable

- «Soft» dents in the bodywork up to a diameter of 2 centimetres that require no repainting and have no significant adverse affect on the overall appearance of the vehicle
- Minor scratches or slight abrasions on the paintwork (often around curved sections) that do not go down to the base material and are less than 5 centimetres in length
- Minor abrasions or dents in rubber parts, which adversely affect neither the strength nor the appearance of the vehicle
- Minor scratches on the mirror covers and sills



✗ Unacceptable

- Scratches or abrasions on the paintwork that go down to the base material and / or are more than 5 centimetres in length
- Abrasions or dents in rubber parts, which adversely affect the strength and / or the appearance of the vehicle
- Fractures, cracks
- Deformations causing the component to no longer fit
- Deformation of bumper cores or brackets
- «Soft» dents in the bodywork up to a diameter of more than 2 centimetres and / or a depth of more than 1 millimetre
- More than two dents per component
- Angular dents that make repainting necessary
- Improperly executed repairs
- Unrepaired vehicle / accident damage
- Damage caused by hail / chestnuts



Glass and lights

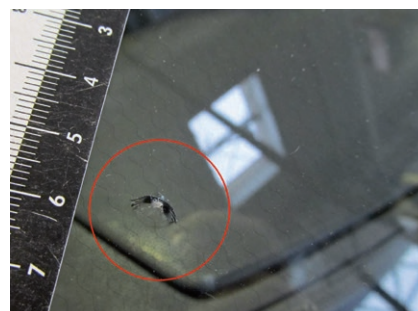
✓ Acceptable

- A small number of minute surface stone chips or scratches that do not adversely affect road safety
- Damage to the windscreen caused by stone chips, provided these are less than 5 millimetres and not in the driver's field of vision; or scratches up to 1 centimetre in diameter
- Stone chips to the surface of headlights, fog lamps or indicators, which neither cause the glass to break nor lead to impaired functionality
- Smaller stickers on the glass, which are required by law



✗ Unacceptable

- Stone chips or scratches that break the glass
- Damages that adversely affect road safety
- Formation of fractures or cracks
- Stone chips or splintering in the driver's field of vision
- Broken or unsealed headlights, rear lights, side indicator or marker lights and their casing
- Improper repairs



Rims and tyres

✓ Acceptable

- Tread depth (at the thinnest point) above the legal minimum tread depth
- Minor abrasions on the tyre walls
- Minor scratches and abrasions on the rim flange up to 5 centimetres in length
- Abrasions on hubcaps up to 10 centimetres in length
- Vehicle fitted with winter tyres, summer tyres present



✗ Unacceptable

- Tread depth (at the thinnest point) under the legal minimum tread depth
- Uneven tread wear (measurement necessary)
- Flat spots, saw teeth, cracks, cuts
- Significant material abrasion on tyre walls or rims
- Cracks, deformation of rims
- Fractures, cracks, missing hubcaps
- Prohibited or unregistered tyres / rims (size, manufacturer, index, etc.)
- Tyres in porous condition
- Broken or deformed wheel covers, hubcaps or rims



Interior

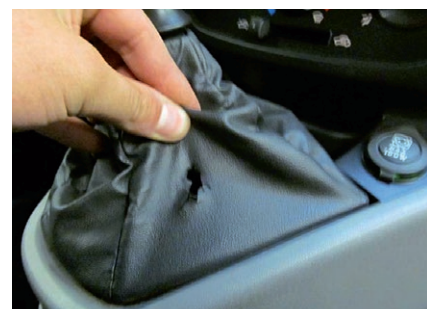
✓ Acceptable

- 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 levers, controls
- Minor soiling that can be removed with a standard interior clean
- Slight change in colour due to sun exposure
- Small drill holes outside the field of vision



✗ Unacceptable

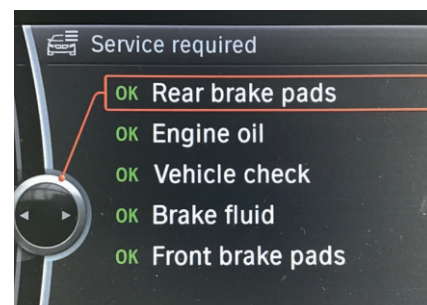
- Burn holes
- Cracks, cuts, holes, fractures or deformation of moulded parts
- Damage to seat belts or safety locks
- Impurities, changes in colour
- Mould
- Missing parts such as headrests, covers, seats, in-vehicle installations
- Cracks in or detachment of door and flap seals
- Scratches on displays, e.g. radio and navigation devices
- Non-functional or damaged controls, e.g. steering column levers, push buttons, control knobs
- Strong smell in interior (animals, cigarettes)
- Holes in the console as a result of removing devices



Maintenance, mechanics, electrics and power units

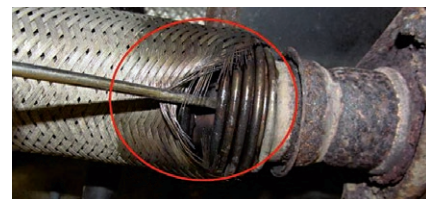
✓ Acceptable

- Normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage while ensuring road and operating safety
- Minor oil dampness, providing oil drips are not present



✗ Unacceptable

- Unverifiable (e.g. service booklet missing) or overdue maintenance work and the repairs resulting from such failure
- Any damage including rust penetration, defects or excessive wear to the vehicle mechanics (drivetrain, steering, bumpers, bearings, brakes, exhaust, catalytic converter, etc.)
- Any damage or defects that adversely affect the roadworthiness of the vehicle, or excessive wear to the vehicle electrics (air conditioning, radio, navigation, etc.)
- Impact damage to axle, suspension and chassis parts
- Trickling or dripping leakages
- Conspicuous (disturbing) noises from power units (e.g. engine, transmission, generator, etc.)
- Any error message from the on-board electronics



Cargo area

✓ Acceptable

- Scratches, scuff marks or deformations in the cargo area, if these do not impair the functionality of the doors and are not visible from outside
- Wear and tear, dents and irregularities on the sills or the walls of the cargo area, as long as these do not impair the functionality of the area and are not visible from outside
- Additional vehicle installations, provided that these have been correctly installed and meet vehicle regulations



✗ Unacceptable

- Deformation of the wheel arches and signs of improper loading or that loaded goods have not been properly secured
- Dents, scuff marks and scratches with signs of rust
- Holes / serious deformations in the floor of the cargo area
- Damaged, dented or broken interior trim, leading to impaired use of the doors, windows and installations
- Deformation of parts of the chassis, partitions, doors or win-dows that impair the functionality of the cargo area
- Interior damage to the cargo area, which is visible from outside
- Missing interior trim/partitions
- Cracks, holes or missing parts in the floor / trim of the cargo area



Tarpaulin

✓ Acceptable

- Minor surface scratches
- Slight environmental damage
- Minor scratches around the sills, e.g. usually caused by loading and unloading
- Age-related change in colour



✗ Unacceptable

- Major scratches through to the fabric of the tarpaulin
- Labelling foil or stickers
- Damage or significant differences in colour due to labelling foil or stickers
- Major environmental damage
- Torn pieces of tarpaulin
- Damaged / missing eyelets or hooks
- Improper repairs



Scope of delivery and accessories

✓ Acceptable

- All elements installed and supplied as per proof / scope of delivery must be present
- A vehicle return checklist can be found at www.alphabet.com/en-ch/downloads



✗ Unacceptable

Missing or defective parts from the scope of delivery, e.g.

- | | |
|---|---|
| – Key code card | – Hazard warning triangle |
| – Vehicle key | – Floor mats |
| – Radio code card | – Tow bar (removable) with key |
| – Tool kit, jack, tyre repair kit | – Cigarette lighter |
| – Remote controls | – Original tyre / rim combination ex works |
| – Navigation system (display, CD / DVD) | – Winter tyres (if part of the contract) |
| – CD changer magazine | – In-vehicle installations and / or special installations and tarpaulin; special installations must be functional |
| – Mobile | – Vehicle documents / registration |
| – Spare wheel | |
| – Fuel card | |
| – Service card | |
| – Service booklet, user manual | |
| – First-aid kit | |

