



Wear & Tear Guide

Leased vehicle return guidelines and instructions

Annex 7
Version 1.2

Sign: _____

ALPHABET

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Reading through this guide will let you know how vehicle damage will be evaluated during your time of use.

Use the guide as a checklist when it is time to return your vehicle.

Do not forget to report your return in Alphabet Online.

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Introduction

We have produced this guide to help you as a driver or person responsible for vehicles to minimize your vehicle fleet costs. By looking after your car properly, you can avoid damage which is considered to be beyond normal usage. In this way you also avoid compensation claims for abnormal wear and tear of the car.

How are you guaranteed a fair appraisal?

In order to ensure that an appraisal is conducted in a fair manner, damage inspection is always conducted by an independent party. No matter when you return your car, damage will be appraised in the same way, and is taken up as the cost of a repair which provides the best results in relation to price.

What can you do?

Have your car serviced regularly, and ensure that minor damage is repaired while it is still minor.

A well-maintained car:

- Reduces costs for the company's car fleet
- Reduces the need for administration for the person responsible
- Minimizes the time it takes for you as a driver to return the vehicle

The driver's obligations

As user of the vehicle, you are obliged throughout the entire leasing period to manage and operate the vehicle according to prescribed guidelines. This means that you are obliged, among other things, to ensure that the vehicle is serviced as recommended by the vehicle manufacturer or according to the car's service indicator. If damage does occur, it must be addressed and rectified as soon as possible – irrespective of whether the damage is covered by insurance or not.

Damage that is not rectified on the return of the vehicle will be charged to the lessee equivalent to the cost involved for the repairs.

When you return your car, it should be cleaned on the inside as well as on the outside. All documents including any attached accessories belonging to the vehicle shall be included. Any equipment that is missing will be charged to the leasing customer.

There is a checklist on the next page, use this prior to returning your vehicle.

Checklist

Things to think about before the vehicle is returned:

- Is the service book up-to-date with all service intervals reported?
- Has any damage been repaired?
- Has the car been cleaned internally as well as externally?

NOTE! If damage has not been repaired, a completed damage report shall be submitted with the car.

The following equipment and documentation shall be included in the car upon its return:

- Service record book
- Instruction manuals
- All keys, including the key to removable tow bar – if relevant
- Lock nuts for wheels
- Winter and summer tyres
- Additional equipment according to contract
- Navigation CD
- Cover for hatchback door

Wear and tear and types of damage

Wear and tear

A car used in daily traffic is subject to natural wear and tear and will show evidence of it. Wear and tear over and above what is a normal level is recorded, evaluated and offset on expiry of the lease contract.

1. Acceptable wear and tear

Acceptable wear and tear refers to signs of normal use, which do not impact negatively on the visual impression of the car.

2. Unacceptable wear and tear

Wear and tear due to damage, an accident or careless handling of the car, and which affects the car's functionality or has a negative visual impression.

Types of damage

1. Old damage

Damage caused by accidents, that have not been repaired or only partially repaired. This includes emergency repairs or unprofessionally executed repairs, where it is clearly visible that a repair has been carried out.

2. Correctly repaired damage

Damage that has been carried out correctly by a professional. The repair is usually visible only to a professional or concealed by panels or such like.

3. Damage covered by your guarantee

Defects not caused by damage or incorrect use of the car. Each manufacturer is responsible for the recognition of defects that shall be repaired in accordance with the car's guarantee.

Body



Acceptable

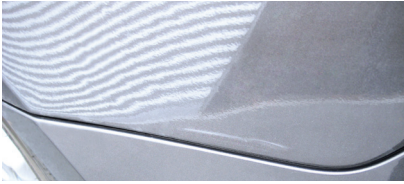
- “Light” dents that do not require re-painting: up to \varnothing 10 mm in the upper part of the body and up to \varnothing 30 mm in the lower part of the body (max 2 dents per body section)
- Repairs that have been carried out that are not visible at a normal viewing distance

Unacceptable

- “Light” dents larger than \varnothing 10 mm in the upper part of the body or larger than \varnothing 30 mm in the lower part of the body
- Dents with sharp edges
- Dents that require re-painting
- Repairs that have been carried out incorrectly
- Visible previous damage



Painting



Acceptable:

- Minor paint damage that does not require re-painting – such as paint damage that can be polished away
- Paint repair work that is not visible from a normal viewing distance
- The impact of the weather on the paint
- Typical marks that occur when, for example, the car is washed
- Small stone chips, up to 5 per 100 cm² (10 x 10 cm)



Unacceptable

- Scratches that go through the clear coat
- Paint repairs which, from a colour point of view or in terms of the surface of the paint work, differ from the original finish
- Corrosion and degradation of the paint, instantly visible from a normal viewing distance
- Small stone chips, close together, more than 5 per 100 cm² (10 x 10 cm)
- Large stone chips with underlying rust
- Paint damage and colour variations due to decals and stickers

Bumper

Acceptable:

- Tiny scratches or minor marks on the paint (normally in the rounded corners), which do not go through the paint and are shorter than 100 mm in length
- Tiny scratches or minor marks on the paint (normally in the rounded corners), which go through the paint and are shorter than 10 mm
- Minor scratches or marks in the rubber mouldings which do not adversely affect protection or visual impression
- One minor dent per component (smaller than \varnothing 30 mm)



Unacceptable

- Cracks or ruptures
- Deformations that are visible from a normal viewing distance
- Deformations which mean that a component is not correctly affixed to the car
- Deformations of the bumper's support structure or mounting
- Minor scratches or marks in the rubber mouldings which adversely affect protection or visual impression



Glass

(also applicable to lamps and mirror glass)



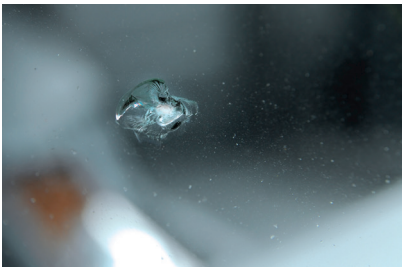
Acceptable:

- Isolated minor damage (less than 5 mm) or cracks outside the driver's field of vision
- Minor damage or cracks up to 10 per 100 cm² (10 cm x 10 cm) which are not visible at a distance or interfere with the driver's field of vision
- Scuff marks that are not visible at a distance



Unacceptable

- Larger scuff marks or scratches
- Minor damage or cracks, more than 10 per 100 cm² (10 cm x 10 cm)
- Significant damage or cracks in the driver's field of vision
- Damage or cracks that are larger than 5 mm
- Leaky or broken lamps
- Cracks



Tires and rims

Acceptable:

- Greater than 3 mm tread remaining for summer tires and greater than 4 mm for winter tires or all-weather tires
- Minor scuff marks on the sides of the tyres
- Scratches or scuff marks that are less than 50 mm in size on the sides of the rim
- Minor corrosion
- Scratches or scuff marks on the hubcaps, which are less than 100 mm in length



Unacceptable

- Less than 3 mm tread remaining for summer tyres, and less than 4 mm for winter tires or all-weather tires
- Uneven tire tread
- Considerable damage to tyres or rims
- Cracked or deformed rims
- Cracked, deformed, missing or non-original hubcaps
- Winter or summer tyres are missing
- Original rims are missing
- Faulty tyres (wrong size, different makes)

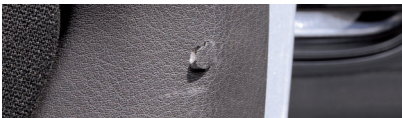


Interior



Acceptable:

- Tiny scratches or scuff marks caused by normal usage
- Normal wear and tear to carpets, fabric and upholstery
- Burn marks which are not visible from a distance and which do not require mending
- Dirt or stains that can be removed by reconditioning



Unacceptable

- Scuff marks, scratches, holes, or deformations of upholstered parts
- Damage to safety-belts
- Dirt or stains that cannot be removed by reconditioning
- Stains or abnormal odour
- Missing parts such as various protective covers, parts or rows of seats
- Cracked or loosely fitting moulding strips in the door or boot

Retro-fitted equipment

Acceptable:

- Small drill holes on for example the underside of the dashboard, not in the driver's or passenger's field of vision
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Inte acceptabelt:

- Changes to the vehicle, such as drill holes in the body that have not been plugged up
- Drill holes that are visible to the driver or passengers on for example the dashboard, centre armrest or door console
- Large hole caused by, for example, the installation of speakers in the door or rear console
- Damage caused by the affixing or removal of large advertising decals

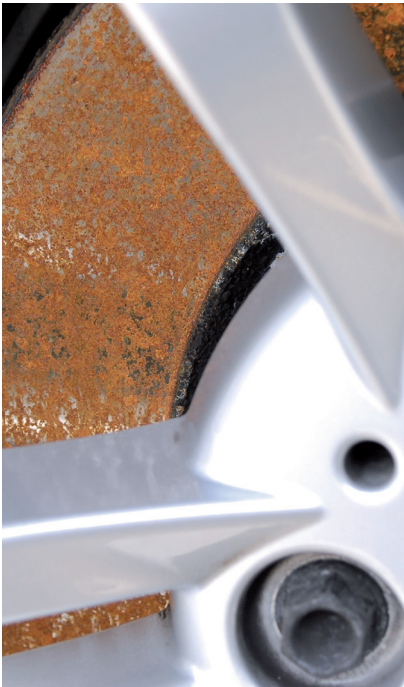


Mechanics



Acceptable:

- Normal wear and tear in accordance with the vehicle's age and mileage
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Inte acceptabelt:

- Service not carried out according to the manufacturer's service interval
- Any damage or abnormal wear and tear on the vehicle's mechanical parts
- Any damage or abnormal wear and tear on the vehicle's electrical parts

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