



LCV FAIR WEAR & TEAR RETURN GUIDELINES





WHAT IS A **FAIR WEAR AND TEAR** GUIDE?

All vehicles returned to Arc Vehicle Rental at the end of the rental period are expected to meet certain minimum standards. These minimum standards are widely known as fair wear and tear.

We want to avoid you paying unnecessary repair charges when you return our vehicles. This guideline outlines our fair wear and tear policy in more detail to provide you with guidance on what to expect at the end of the hire period and how to avoid charges for damages.



END OF HIRE VEHICLE INSPECTION

The purpose of the inspection is to ensure that the vehicle condition is commensurate with its age and mileage, by meeting the required standards of defleet as specified in this document.

The recorded vehicle inspection on the checkout sheet and signed by the customer on delivery will also enable the hirer to audit the defleeted vehicle specification and condition, against its specification and condition at the time of supply. At the end of the hire period if the hirer claims that any damage or defect was present at delivery, Arc will check its records to determine and confirm what was recorded on the checkout sheet. The results of this check will be confirmed to the customer and where it was recorded that the vehicle had damage or a defect on delivery, then this will be taken account of in the return inspection. Where it is not recorded on the checkout sheet the condition will fail. The results of the record search will be regarded as final.

DO WE ALLOW MAKE ALLOWANCES FOR HIGH MILEAGE OR AGE?

Yes. For example, we appreciate that a vehicle that has covered 150,000 miles will naturally accumulate more wear and tear than one that has covered half that mileage. That's why we have a **'discount model'** in operation that takes into consideration wear and tear directly related to mileage and the vehicle usage, such as:

- **Small scratches and dents**
- **Driver footwell are shows sign of wear through day to day usage**
- **Light staining of seats and load compartment through general usage**
- **Upholstery wear through general usage**

We also appreciate that hirers may require to modify the vehicle to meet their day to day operational needs, such as fitment of additional locks, bolt down tool boxes, rack the vehicle etc. Along as we agree the modification specification prior to supplying the vehicle there will be no additional charges at the end of the hire period to remove or fill in any holes necessary to install this equipment.

ACCIDENT DAMAGE NOTIFICATION

All accident damage repairs must be notified to Arc Vehicle Rental within 24 hours of accident damage occurring. The Hirer agrees that only Arc or parties authorised by Arc will make any repairs or adjustments to a Vehicle.

When repairs are necessary or where the Vehicle is damaged or is defective for whatever reason, the Hirer will notify Arc within 24 hours and will make the Vehicle available to Arc for the necessary work to be carried out. The Company will not be responsible for the cost of repairs of services not expressly authorised in writing by the Company.

If, at the time of defleet the inspection of any vehicle by Arc or their authorised agent, reveals that any paint and body repairs are substandard, Arc reserve the right to rectify the repairs at the Hirer's costs.



WHAT DO I NEED TO HAND BACK WITH THE VEHICLE AND WHAT INSPECTION TIPS DO WE RECOMMEND?

To avoid any unforeseen damage charges, there are a few things you can do before your vehicle is collected and taken away for full appraisal.

Ensure your vehicle is clean inside and out	When you inspect the vehicle for return, ensure the vehicle is in a clean condition inside and out. If it is dirty, it makes it more difficult to spot and make note of any damage. If your vehicle is dirty on the day of collection, pick-up could also be aborted, and you may be charged for the rescheduled collection.
Inspect all panels including the roof	Don't forget to inspect the less obvious panels on the vehicle, such as the roof or those below bumper height. And include checks of the lamps, windows and mirrors too.
How best to spot Dents on a vehicle	You are more likely to spot dents if you look down a vehicle's panel in profile (i.e. side on), rather than looking head on. Also, view the vehicle from different angles. Best if you inspect the vehicle in good light and in dry conditions.
Hand back the vehicle with everything you were supplied with it.	Basically ensure everything that was supplied with the vehicle is returned with it including but not limited to items such as spare keys, sat nav discs, documents, all optional equipment installed such as tow bars, roof racks etc, all tools and jacks, spare wheels etc are returned.
Delete all personal information	Delete all personal information from navigation, phone storage etc and remove all personal belongings, such as CDs, fuel cards, empty glove compartments etc
Vehicle Livery	Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. As a result, they must be completely and cleanly removed prior to returning the vehicle, regardless of whether they are on the bodywork or glass area. Any costs incurred for the removal of the above will be recharged.
Clean the Vehicle Interior (Passenger and load Area)	Although we don't expect the vehicle back in brand new condition, passenger and load areas should be clean, free from odours, rips, tears, burns, stains, holes drilled, heavy soiling.
Accident damage	All accident damage falls outside of the definition of fair wear & tear, irrespective of vehicle age or mileage. Any paint and body repairs that are sub-standard, Arc reserve the right to rectify the repairs at the Hirer's costs.



RETURN STANDARDS EXPECTED

The following Standards assume that vehicles are complete, structurally sound, all mechanical and electrical components are in working order and that the vehicles comply with all current construction and use legislation.

Where components do not comply, but are considered to qualify as a warranty claim, then Arc or its authorised inspection agent will regard the component as a 'provisional pass' and process the claim on behalf of the Customer.

BODY AND PAINTWORK

Where any one defect cannot be clearly defined by the following definitions as 'Not Acceptable', then if the defect is not visible when viewed standing 1m from the vehicle through an arc of 45 degrees from the perpendicular then it will be classed as 'Acceptable'. The exception to this rule being in the case of poor previous repairs which when identified can be viewed from a body line perspective.

PANEL VAN – BODY & PAINT

ACCEPTABLE



Abrasions, Scuffs and scratches on the loading floor, sills, walls caused by transportation/loading provided this does not interfere with the opening or closing of doors

Additional Fittings left in the vehicle , provided they are properly secured and comply with regulations

Paint chips under 10mm along as there is no corrosion evident.

Dents or scratches under 50mm if no bare metal is showing

UNACCEPTABLE



Dents to wheel arch casing over 50mm and signs of improper loading or the insufficient securing of loads that has led to damaged, dented or broken interior lining

Missing interior linings and partition walls or body panel misalignment. Holes to roof lining.

All chips over 10 mm are chargeable

Dents on swage lines or folded edges

All dent and scratch repairs over 50mm or multiple dents or scratches on a panel.

Roof loading damage, gutter rail and rood skin damages, including corrosion associated with metal to metal contact.

Underbody damage affecting the structural integrity of vehicle or warranty.

Excessive stains caused by spillages and or odours

BUMPERS AND GRILLE AREAS

ACCEPTABLE



Up to two areas of Scuffing and Scratches with a maximum length of 100mm . For painted grilles and bumpers-scuffing and scratches which have not penetrated to the base metal

UNACCEPTABLE



Dented, punctured, or heavily scratched or scuffed bumpers or Grilles. Multiple paint chips 10 mm or above

OTHER BODY TYPES

ACCEPTABLE



Abrasions, Scuffs and scratches on the loading floor, sills, walls caused by transportation/loading provided this does not interfere with the opening or closing of side capes and rear tailgate

UNACCEPTABLE



When returning tippers, no spoil, tarmac, paint, concrete etc must not be left on the tipper body.

No deviation of metal from its original shape on floors, dropside panels, tailgates, post and latches.

Tail lifts, load rails and shutter doors free from large indentations with no distortion of metal from its original shape, particularly caused by unsecured loads.

Tail lifts and Shutter Doors should be in full working order with no distortion of metal from its original shape, particularly lower shutter panels, runner channels and tail lift platform panels.

Excessive stains caused by spillages or mixing concrete or Tarmac on the back.

GLAZING/GLASS

ACCEPTABLE



Light chipping or scuffing to lights along as this does not hinder their proper function.

Small cracks to lights so long as it does not impair their proper function.

Light scuffing and scratches on mirror housings

UNACCEPTABLE



Chips to the lights that break the glass or plastic cover, regardless of size

Broken or cracked lenses are unacceptable

Large chips (over 10mm) broken or cracked windscreens or stone chips which are in the driver's line of sight or hinder safe driving

Numerous stone chips across the windscreen or large chips which are not in line with MOT standards.

Cracked or broken mirror glass.

WHEELS & TYRES

ACCEPTABLE



Tyres with a minimum tread depth of 3 mm across all tread depth indicators

Light scuffing or scratches to wheel trim/alloy

UNACCEPTABLE



Tyres with less than 3mm tread depth across all tread depth indicators.

Those that would not meet current MOT requirements.

Mis-matched tyres across the same axles.

No tyre bulges or distortion, no sidewall damage and no punctures, including the spare

Missing spare wheel, space saver spare, or inflation kit will be available (variable by manufacturer and model)

Missing vehicle jack, locking nuts and tools , where applicable

The wheel rim, trim and main body of the wheel free from damage. Scuffing /Gouging to alloy wheels in excess of 30mm or where damage affects any of the spokes or the tyre seating area.

VEHICLE CAB INTERIOR

ACCEPTABLE



Seats showing wear through normal general usage i.e. Getting in and out of the vehicle and /or indentations in the seat.

Light staining of the seats caused through general usage

The drivers footwell area shows signs of wear through day to day usage

Abrasions, light staining and minor tears are acceptable in the areas of heaviest use

UNACCEPTABLE



Missing seats or seat belts, damage to seat and seat belt mechanisms

Burns to trim, seat covers, headlining and floor coverings.

Excessive Staining, contamination, odours or discoloration of a permanent nature or requiring specialist treatment to effect removal.

Tears, cuts, rips and holes through seat covers, headlining and floor coverings.

Broken or damaged interior mouldings, trim pads, instrument panel, sun visors or headlining etc.



MECHANICAL CONDITION

With a wide variance of service interval times between vehicle manufacturers and models, Arc will inspect/service all LCV's under 3,500kg GVW every 6 months.

When the vehicle is delivered to the hirer it will have an in-cab sticker advising when the next inspection/service is due. We will also programme and arrange all inspection, servicing, Loler testing etc throughout the hire duration, the hirer has a responsibility to ensure the vehicle is presented, made available for inspections/servicing according to our planned schedule.

The hirer has no authority to instruct any repairs to the vehicle without permission from Arc and must inform us of any defects immediately. This will help save any downtime, recharges or inconvenience resulting from any breakdowns.

Maintenance and repairs will be carried out by Arc qualified Technicians or by one of our approved service agents.

MECHANICAL CONDITION

ACCEPTABLE



Inspections/servicing up to date with our current schedule

Engine oil, coolants, including any ad-blue, topped up to the correct levels.

No warning lamps illuminated and exterior lights fully operational

UNACCEPTABLE



Vehicle not presented or made available for inspection, service or relevant test by more than 5 working days from notification by Arc.

Vehicle returned with Warning indicators illuminated.



VEHICLE RENTAL

www.arcfleetservices.co.uk