



VEHICLE FAIR WEAR & TEAR GUIDE

At Asset Rentals, we constantly strive to provide vehicles of the highest quality in order to keep our customers totally satisfied. To help us to do so, it is important that you take care of your vehicle so that we can continue to provide high quality vehicles.

Before vehicles are rented by our customers, Asset Rentals employees identify and record any existing damage, with the exception of fair, wear and tear. We also encourage you to perform your own inspection. If you detect any damage to the vehicles before leaving the Asset –

- Rentals location and it has not been recorded on the Rental Agreement please notify Asset Rentals staff before you depart so that your rental agreement can be reprinted and signed. Failure to do so may mean that you forfeit the right to dispute that damage to the vehicle occurred during your rental. Please make sure you have read and fully understand our acceptable fair, wear and tear guidelines below before you drive away. The distinction between fair, wear and tear and unacceptable damage is clearly shown.

If you have any questions, please ask a member of the Asset Rentals staff.

Bodywork

Acceptable

- Occasional stone chips to any panel up to 2mm
- Dents less than 20mm in diameter (excluding roofs) with nil paint removal
- Scuff that can be polished out

Unacceptable

- Isolated dent with 21 mm in diameter or greater
- Dents on wheel arches, style lines, door sills or door edges
- Multiple dents within a specific local area regardless of size
- Any damage effecting paint work

Bumper

Acceptable

- Minor Scuff that can be polished out
- Isolated stone chips less than 2mm

Unacceptable

- Any broken paint
- Multiple scratches of any size
- Any dents
- Any damage on textured bumper



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Wheels, Wheel Trims, Tyres

Acceptable

- Light scratches and scuffing

Unacceptable

- Any cracking, deformation or scratching of hubcap
- Any damage to the rim or alloy wheel, including spare
- Removal of any items – the spare wheel, tools and wheel trims
- Any damage to sidewalls or tyres cut or flat spots etc
- Replacement wheels/trim tyres that differ from those originally supplied

Upholstery, Floors, Carpets

Acceptable

- Light marks that can be removed by vacuum or general cleaning

Unacceptable

- Any permanent damage caused by harsh or corrosive materials
- Tears, cuts, scratches, holes or burns (usually inflicted by sharp items or cigarettes)
- Any damage to the structure, shape or positioning of a seat
- Any marks or stains that need to be steam cleaned or cannot be removed



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Dashboard, Fascia, Trim

Acceptable

- Light scuffing or smears that are removable by general cleaning

Unacceptable

- Cuts, tears, burns, dents or scratches
- Removal of any item or accessory (badges, ashtrays, cigarette lighter etc.) permanently or loosely attached to the vehicles
- Any stains or marks that can't be removed by general cleaning

Accessories, Keys

Acceptable

All keys, remotes and accessories must be returned fully operational, and in the same condition as when rented

Unacceptable

- Loss or damage to keys or remotes of vehicle
- Damage to aerial
- Damage caused by incorrect fitting of accessory (e.g. snow chains, roof racks)
- Removal of, or damage to, any item supplied with vehicle (e.g. parcel shelf, tools, spare tyres, hazard triangles, first aid kits, GPS unit etc.)

Vehicle Cleanliness

Acceptable

- Regular day-to-day debris removable by general cleaning

Unacceptable

- Hair from pets of any kind, soil, mud, sand
- Evidence of smoking within vehicle
- Odours of foreign matter