

CAR CONDITION AND APPRAISAL

A customer support guide



THE LEX FAIR WEAR AND TEAR GUIDE

Use this handy guide to accurately measure any chips, scratches and dents you may have on your vehicle to see if they are categorised as fair wear and tear or de-hire damage.

Panel scratches **45mm**



Scuff marks on bumpers
and body mouldings
100mm



**Did you know
that you can buy
your company vehicle
at the end of its contract?**

Buying your own Lex company car for personal use is a great way of getting a reliable vehicle with a known history at a very attractive price.

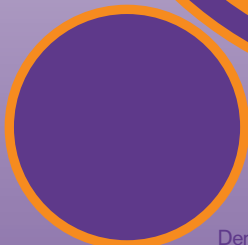
More and more people are recognising the advantages of buying a quality used vehicle from Lex. We can also arrange finance and mechanical breakdown insurance on all vehicles.

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Dents **30mm**

**THE LEX
FAIR WEAR AND
TEAR GUIDE**



ADVICE TO THE VEHICLE KEEPER

The aim of this booklet is to clearly and simply inform you of Lex's policy regarding end of contract vehicle condition and appraisal and to provide you with some examples.

Rental costs are calculated based on vehicles being returned in good condition. When this does not happen, de-hire damage charges may apply to cover the additional drop in value due to a vehicle not being returned in good condition. Lex does not seek to charge customers for end of contract damage unless necessary.

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4 THE DE-HIRE PROCESS, END OF CONTRACT DAMAGE CHARGES



The de-hire process

1. At the end of the contract, Lex will arrange collection of the vehicle via one of our designated agents. A proof of collection form will be provided at the time of collection. On collection the vehicle must be in a roadworthy condition and, as such, should have a valid MOT.
2. A full appraisal of the vehicle will be completed upon its arrival at one of our designated disposal centres.
3. Our team of expert assessors are all trained to the highest standards and use the BVRLA* guidelines – adding some common sense and reasonableness in determining what is chargeable (see ‘Setting the standard’ below).
4. Following the assessment, an invoice for any end of contract damage may be sent to your company.

End of contract damage charges

Lex uses the industry-standard Thatcham** guidelines to assess de-hire damage charges.

Each vehicle is categorised according to its size and specification. Thatcham evaluates repair times on a representative sample of vehicles in each category and circulates average timings for all typical repairs.

The costs for all components and materials are drawn from the Thatcham Parts Price Guide which significantly discounts the standard rates of retail body shops and the approved rates of insurance companies.

Your agreement with Lex is to return the vehicle in good condition (as defined

by this document), and your monthly rentals have been calculated based on our disposal of the vehicle in a good condition at the end of the contract.

Any de-hire damage charge is intended to cover the additional drop in value due to a vehicle not being returned in a good condition.

*The British Vehicle Rental and Leasing Association (BVRLA) is the trade association for the vehicle rental and leasing industry in the UK. The BVRLA regulates the majority of the industry through a mandatory Code of Conduct, seeking to raise standards of operation and service.

**Thatcham provide a unique range of products and services to the insurance and motor repair industries. Thatcham’s extensive research produces data that assists in the efficient, safe and cost effective repair of motor vehicles.

Setting the standard

Whilst Lex has a fully transparent and comprehensive set of de-hire processes and standards, we also recognise the need to exercise common sense in determining what is considered to be de-hire damage.

Lex embraces the BVRLA guidelines – the industry standard by which fair wear and tear is assessed – but offers greater clarity and leniency in areas where our experience has taught us it would be most beneficial.

For example, when it comes to dents and scratches, our “reasonableness” test means that we will not charge for some damage that would otherwise be chargeable if the BVRLA standards were followed to the letter.

For further information on how our de-hire damage policy compares favourably with the BVRLA guidelines, please contact your Account Management team or the Lex Remarketing department.



TIPS FOR A SUCCESSFUL PRE-COLLECTION APPRAISAL

- › **Do the appraisal 10/12 weeks before** the vehicle is due for return. This will allow you time to have any damage or faults rectified.
- › **It is important to appraise a vehicle** as objectively as possible. Ask a friend or colleague to help you.
- › **Choose a time and place** with good, natural daylight. This is how Lex will examine your vehicle. Appraisals carried out in poor light invariably miss some faults.
- › **Before appraising the vehicle** make sure that it has been washed and is thoroughly clean but remember to allow time for it to dry. Water on the paintwork masks faults.
- › **Walk all the way round the vehicle** and examine closely each panel including the roof, bonnet and boot/hatchback. Observe where the light is reflected differently from the dents and scratches.
- › **Crouch** at the front and rear of the vehicle and look along each side, ensuring you view the whole panel. This will help you pick up marks and dents that may otherwise have been difficult to spot.
- › **Inspect** lamps, lenses, windows and mirrors for chips, cracks or holes.
- › **Check tyres** (including the spare) for damage and ensure that each tyre has the legal amount of tread, as this may hinder or delay collection on your chosen day. Inspect wheels and wheel trims (if fitted) for scratches, dents or gouges.
- › **Clean** the interior.
- › **Check upholstered areas** for tears, burns, excessive marking or wearing.
- › **Inspect all controls** including audio equipment and accessories for damage.
- › **Make a note of any personal items** in the vehicle, and don't forget to remove these before the vehicle is returned.



6 ROUTINE MAINTENANCE, DOCUMENTATION, APPEARANCE, TAX DISCS, KEYS AND FOBS



Routine maintenance

If the vehicle has not been maintained through Lex, a full maintenance and servicing record must be available for inspection on the vehicle's return. This should include details of all servicing carried out on the vehicle.

As part of your agreement with Lex, vehicles need to have been maintained in accordance with manufacturer guidelines. Routine servicing should be undertaken at recommended intervals by authorised agents and care should be taken to ensure that the vehicle's service record is stamped each time.

Any additional checks and procedures described in the vehicle's maintenance guide should also be conscientiously observed. Also, any odometer alterations must be reported.

De-hire charges apply if

- › A vehicle has not been maintained in accordance with your agreement with Lex.
- › A vehicle's service record is missing or incomplete and an alternative record is not available.
- › Any component has deteriorated as a result of driver negligence.

Documentation

All vehicle documentation including the operation manual, service book and any other documents relating to vehicle equipment must be intact and available. All documents must be in the vehicle on its return – including details of all audio equipment security codes.

Appearance

The vehicle's exterior should be sufficiently clean to allow a brief inspection. The inside should ideally have been cleaned and cleared of rubbish.

Tax discs

On collection of your car, please ensure that the current Road Fund Licence (tax disc) remains in the vehicle. Should a vehicle be returned without the current tax disc, Lex reserves the right to invoice you for the remaining months.

In the event that you receive a tax disc shortly after your vehicle has been returned, please ensure it is forwarded to:
Tax Disc Reclaims,
Lex,
Heathside Park,
Heathside Park Road,
Stockport SK3 0RB

Keys and fobs

All keys and fobs supplied with the vehicle must be returned, including any spares.

Special attention must be paid to 'master keys' or 'red keys' for engine management systems as the cost of replacing these is significant.

End of contract charges will be applied if any of the above are not returned with the vehicle. Charges are based on individual manufacturer prices.



TOP TIPS TO AVOID END OF CONTRACT DAMAGE CHARGES

› Carry out a thorough appraisal

10-12 weeks before the vehicle is due for collection – so that any damage can be rectified prior to return. A handy pull-out guide is provided inside the front cover to help you do this.

› **Ensure all paperwork** is supplied with the vehicle on collection – this includes the full maintenance and servicing record*, the current MOT certificate (if relevant and only applicable to vehicles on non-maintained contracts), all operation manuals, audio equipment security codes and the current Road Fund Licence.

› **Ensure all keys and fobs** that were supplied with the vehicle are returned – this includes any spare keys, 'master' keys and 'red' keys**.

› **Ensure any items missing** from the vehicle are replaced – this includes aerials, items of interior trim and any wheel trims.

› **Ensure that any repairs** that have been made to the interior or exterior of the vehicle are completed to a satisfactory standard – sub-standard repairs are likely to incur an end of contract charge.

Did you know?

*At the time of going to print, the cost for an incomplete service history for vehicles on non-maintained contracts is:

For engines up to 1400cc	£150
For engines between 1401cc and 2000cc	£250
For engines over 2001cc	£300

**At the time of going to print, the average cost of a missing spare key is in excess of £100, although it can be significantly more.





FAIR WEAR AND TEAR OR END OF CONTRACT DAMAGE CHARGES?

Chips

Fair wear and tear

Up to 10 stone chips per forward facing panel* are acceptable provided there is no corrosion showing.

End of contract charges apply if

› There are more than 10 stone chips on any forward facing panel. Excessive chipping of paint work around the door locks, door edges or surrounds not consistent with the vehicle's age and mileage particularly if the vehicle's bodywork is exposed to corrosion.

Scratches

Fair wear and tear

- › Any scratches where the metal is not exposed and/or rusty, which can be polished out are acceptable.
- › Touch-in repairs** are acceptable provided there is a good colour match and they are not easily visible.
- › Light scratches around door apertures, keyholes and fuel filler caps are acceptable. Any sign writing/transfers should have been removed with no damage to paintwork.

End of contract charges apply if

- › There are any scratches that exceed 45mm in length or there are 4 or more scratches per panel under 45mm.
- › There is a colour mismatch between panels, preparation marks, visible overspray or dirt in the paint.

* 'Forward facing panels' refers to any panel facing forwards including the bonnet, front wings and front bumper/grill.

** 'Touch-in repairs' are those that have been carried out using a colour touch-up paint pen available from dealers and motor accessories retailers.





Dents

Fair wear and tear

Isolated dents under 30mm in diameter are acceptable provided the paintwork or other surface finish is unbroken and there is no visible crease in the dented panel.

End of contract charges apply if

- › There are any dents over 30mm in diameter.
- › There are 4 or more dents per panel of any size.
- › There are any dents that have interfered with the swage*/body line or any folded edge that have caused any paint damage including cracking or flaking.
- › There is any evidence of a poor or inadequate previous repair.

Please note

Dents of a severity that cannot be repaired will be classed as panel replacements and charged accordingly.

* A 'swage' is a pressed or moulded styling feature on a body panel.

Glass, lamps and mirrors

Fair wear and tear

Light scratching and or minor chipping of any glass, mirrors or lamps is acceptable. Stone chips to the windscreen less than 2mm in size are acceptable provided they do not obscure the driver's line of vision and/or there are not more than 3 chips on the windscreen.

End of contract charges apply if

- › There are any cracks or chips within the driver's sight line** which would require windscreen repair/replacement.***
- › There are any holes or cracks in the lamp glass or lens.
- › There is any damage to mirror glass or its surround.
- › There is any damage that affects the effective operation of the heating elements on the rear screen.

** Defined as within the sweep of the windscreen wipers.

*** Current MOT legislation must be adhered to. Please contact specialists, where appropriate, with regard to repair.





Mouldings, bumpers and rubbing strips

Fair wear and tear

Light scuffing and score marks are acceptable provided the moulding or trim is not broken, cracked or deformed.

End of contract charges apply if

- › Any area of scuffing or scratching is over 100mm in length.
- › There are any dents that affect the basic structure of the item.

Please note

Cracks, holes or any item missing will be classed as a panel replacement and charged in accordance with current Thatcham price guidelines.

Wheels and tyres

If damage to wheel trims does occur, it should be repaired, or the wheel/wheel trim replaced.

Tyre pressures should be kept at manufacturer's recommended pressures in order to avoid undue wear.

Fair wear and tear

All wheel trims must be intact with no more than minor scuffing due to everyday use. Alloy wheel rim scuffing is acceptable up to 25% of the total circumference.

End of contract charges apply if

- › There is alloy wheel rim scuffing that covers over 25% of the total circumference.
- › There is any damage to the spokes or main body of the alloy wheel that would need removing by specialist polishing.
- › There is a missing spare wheel or wheel trims.
- › There is any significant damage to sidewalls of tyres.
- › Replacement tyres have been fitted that do not meet the manufacturer's recommendations i.e. type, size and speed rating.
- › Replacement wheels that do not match those originally supplied with the vehicle have been fitted.





Seats and interior trim

The interior upholstery and trim must be clean with no visible burns, tears or staining. All seats originally supplied must be present. Wear and tear through normal use is acceptable.

The interior of the vehicle should be kept clean. Any stains should be removed with a suitable cleaner as soon as is practical to avoid long term damage.

Surface scoring and light blemishes to treads, sills and seals that reflect normal use are acceptable, but charges may apply where floor coverings or surrounding trim panels are torn or split. Where a vehicle was originally supplied with a load cover, this must be present when the vehicle is returned.

Fair wear and tear

Light staining – provided it can be removed by steam cleaning and the seat fabric is not permanently damaged.

Fading or discolouring – provided it has been caused by exposure to sunlight and not through contact with inappropriate substances e.g. corrosive cleaning solvents.

End of contract charges apply if

- › There are any cuts, rips or tears.
- › There are any burns.

Soft tops

Convertible roofs must be fully operative and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied, e.g. tonneau cover and hard tops must be present, free from any impact damage and conform to the guidelines previously highlighted in relation to scratches.

On-board electronic equipment

The driver should always operate in car entertainment equipment, telephones and navigation systems with care, ensuring no damage occurs to the dash, control knobs, etc.

If a replacement is required, due to theft, for example, it must be of identical standard and specification.

If accessories such as car telephones and other non-standard equipment have been installed and then removed, any holes or other damage must be properly repaired. Aerials must be left in place or the hole must be properly repaired. A rubber insert is not acceptable.

End of contract charges apply if

- › The satellite navigation disc is missing.



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0844 879 6105

Email
driversales@lex.co.uk

Visit
www.lex.co.uk

For more information on any aspect of our service you can:

Call: 08457 697381

Email: marketing@lex.co.uk

Visit: www.lex.co.uk

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LOOK AT THINGS DIFFERENTLY