

EverythingFleet[®]

**FAIR WEAR
& TEAR**



TABLE OF CONTENTS

Introduction	3
What is Fair Wear & Tear?	3
Responsibility	4
Overhead or Roof Damage	5
Floors, Carpets, Trims & Upholstery	5
Luggage Area, Door Opening Tread Area	5
Controls, Keys and/or Equipment	5
Rubber Seals	5
Fascia, Dashboard, Trim	6
Window Glass, Lamp Glasses, Lens, Mirrors	6
Vehicle Underside / Underbody	7
Body Work / Vehicle Exterior	7
Paintwork	8
Bumper Bar Sections, Rubbing Strips, Grille, Mudflaps, Mouldings ..	8
Wheels & Wheel Trims (including Hubcaps)	8
Tyres	9
Vehicle Cleanliness	9
Mechanical Condition	9
In Brief	10

Introduction

We pride ourselves on offering a large well-maintained fleet of passenger and commercial vehicles. It is important that our customers look after the vehicle from the time they pick up the vehicle, to the time they return it.

Our staff identify and record any existing damage on the vehicles before the contract commences. We also encourage customers to inspect the vehicles before leaving the location. If you detect damage that has not been recorded on the Vehicle Condition Report, please inform the Staff before you leave. This will avoid any dispute upon return of the vehicle.

What is Fair Wear & Tear?

Taking into account a vehicle's age and mileage and covering overall condition, from the mechanics and the electrics through to the body work and the upholstery, fair wear and tear summarises the degree of deterioration judged to be reasonable at the end of a contract period.

Lack of attention to preventative measures, misuse and/or neglect, are the main reasons vehicles suffer from excessive wear and tear. Customers can expect to incur refurbishment charges from us if a vehicle is returned with an unreasonable level of wear and tear at the end of a contract period.

The Main Causes of Wear & Tear in Vehicles

- Lack of regular checks by the drivers/vehicle user, leading to faults and damage going undetected and unrepaired;
- Not adhering to the vehicle manufacturer's recommended maintenance and servicing schedule;
- Drivers not taking responsibility for the day to day care and maintenance of the vehicle;
- Poor quality of body repairs, leading to general neglect;
- Drivers provided with insufficient information to enable them to responsibly fulfil their obligation to maintain the vehicle.

In this document, we will provide an overview of what we consider to be Fair Wear and Tear on our vehicles. Please consult our staff if you have any questions or concerns.

Where the buck starts - and stops

Some amount of wear and tear damage may occur through normal, everyday business use, especially for high mileage vehicles. After a typical fleet lifespan of three years or 100,000 kilometres, for example, stone chips and minor abrasion to a vehicle's paint work would be deemed fair wear and tear for its age and would not adversely affect the disposal price. If the stone chip damage had exposed the base metal, however, and failure to touch it up had caused penetrating rust to set in, the deterioration would not be acceptable as fair wear and tear.

The main question then becomes one of responsibility – where the buck starts, and stops.

Responsibility

Responsibility for the monitoring, maintenance and repair of our vehicles will vary from fleet to fleet. The following procedures are recommended to help ensure all the bases are covered:

Client/Customer's Responsibility

- Regular maintenance and servicing should be carried out by our approved servicing agent according to the manufacturer's guidelines, using approved service parts and lubricants only.
- Regular spot checks, possibly related to distance travelled and use, should be carried out by the customer to ensure any current problems with the car is identified at an early stage.
- Advertising, non-standard badges or labels fitted to the body work or glass of the vehicle should be removed, with any damage caused by their attachment or removal made good. Any paintwork colour fade due to the attachment of advertising would be chargeable to the user. Advertising should never be painted directly onto the vehicle.
- Accessories such as car telephones that have been installed are to be removed and any holes or damage should be made good to a professional standard. All standard equipment, together with non-standard or 'customised' fitting originally supplied, must be returned at the end of the contract period.
- If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional non-standard, security system should be fitted according to a recognised standard.

Driver/User's Responsibility

- Note any damage, mechanical problems or areas of worsening wear and tear to their Supervisor and Staff, immediately.
- A minimum weekly check on oil, water and tyre pressure by the vehicle user, with the result of each check noted in the vehicle log book (if applicable). This will also help keep tabs on vehicles which may be losing oil or water or have a slow puncture.
- Regular cleaning of both the interior and exterior of the vehicle is required (this includes bodywork, upholstery and trim). The vehicle should be returned in a suitably clean condition to allow proper inspection of the paint, body and interior.
- The vehicle should not be used to tow beyond its capacity.

Keys and security

You will be given the keys and/or remote devices to operate the vehicle. You must return these keys and/or remote devices undamaged and in full working order as they were at the commencement of the contract. Be advised that replacing keys and/or remote devices is costly and you are fully responsible for all costs incurred. If the locking system is remote, the appropriate key fobs should be available and functioning. Return of the master key which controls the vehicle's engine management system is mandatory.

Component	Acceptable	Unacceptable	Definitions Further Information
Overhead or Roof Damage		Any damage above the windscreen line on any vehicle, regardless how minor	
Floors, Carpets, Trims and Upholstery	<ul style="list-style-type: none"> • Light marks that can be removed by general cleaning • Normal odours 	<ul style="list-style-type: none"> • Permanent damage caused by corrosive materials • Any visible repairs e.g. Tears, marks, splits to trim, rips, cuts, scratches, holes or burns • Damage to function, position or shape of seats • Stains that have to be steam cleaned or cannot be removed • Stitching that has come apart and needs repairing • Excessive damage to the load area • Torn or split luggage area trim panels and floor coverings 	<p>Upholstery includes carpet, fabric on seats, roof liner, floor, doors, door trims, floor coverings, consoles, dash trims, kick panels, plastic mouldings and all interior items/ materials</p> <p>We will look for tears, rips, cuts, holes, burn holes, stained, mismatched colours, and holes or ripped heel pads</p>
Luggage Area, Door Opening Tread Area	<ul style="list-style-type: none"> • Surface scoring and light blemishes that reflect normal use • Reasonable amount of scuffing to the door and luggage area treads and sills – providing paintwork has not been damaged down to the bare metal and aperture seals are not torn 	<ul style="list-style-type: none"> • Any item that is structurally damaged, has holes, is bent or twisted, torn or split • Any inoperative equipment, including doors, tailgates and sides 	Includes damage to floor coverings and surrounding trim panels in these areas
Controls, Keys and/or Equipment	<ul style="list-style-type: none"> • All original keys, controls and equipment must be intact and operate correctly 	<ul style="list-style-type: none"> • Unauthorised odometer changes • Information stored in GPS/Satellite Navigation Systems should not be deleted • Missing/damaged cigarette lighter, knobs, trims, aerials, keys or security system remote (if applicable) • Missing/damaged tools / jacks • Damage caused by customer fitting any accessories • Removal of, or damage to any item or accessory fitted to, or provided with, the vehicle 	
Rubber Seals	<ul style="list-style-type: none"> • Normal wear and tear that has caused a certain amount of damage and splits to the rubber door and other seals 	<ul style="list-style-type: none"> • Any evidence of neglect or misuse 	

Component	Acceptable	Unacceptable	Definitions Further Information
Fascia, Dashboard, Trim	<ul style="list-style-type: none"> • Light scuffing that can be removed by general cleaning 	<ul style="list-style-type: none"> • Cuts, tears, burns, dents or scratches • Holes of any kind • Removal of any item or accessory permanently or loosely attached to the vehicle • Stains or marks that cannot be removed by general cleaning 	
Window Glass, Lamp Glasses, Lens, Mirrors	<ul style="list-style-type: none"> • Isolated chips on the windscreen 0.5mm or less that do not sit in the driver's line of sight • Light scratches, scuff marks and minor chipping around the periphery of the windscreen • All lamps must be operational • The windscreen must be able to pass a roadworthy 	<ul style="list-style-type: none"> • Any windscreen damage outlined in the definition column, over 0.5mm • Cracks or damage within the driver's sight line will require windscreen replacement • Any damage, holes and cracks in the glass or plastic covers or lamp units, mirrors, lens • Non-operational or cracked/broken headlights or lenses 	<p>Includes wiper marks, scratches, chips, cracks, discolouration, poor repairs, star fractures, bullseyes, epoxy repairs, de-lamination or any other defect which could impair the driver's vision</p> <p>Crack - a crack is a line fracture through the outer layer of the glass</p> <p>Stare fracture - a series of line fractures radiating outwards from the point of impact</p> <p>Bulls-eye - damage that results from a cone shape</p> <p>Crater - damage that appears in a cone shape and separated from the exterior surface</p> <p>Scratches - anything that has cut a shallow line in the layer of the glass</p> <p>Chip - when a portion of glass has been damaged / removed from the top surface of glass</p> <p>Pitting - multi-pitting that is less than half a mm in diameter</p> <p>Wiper marks - grooving/frosting where windscreen wipers have carved an etching in the top surface of the windscreen</p> <p>Discolouration - from poor or old repairs, which leaves a rough edge and yellowish tinge</p> <p>De-lamination - where the two layers of glass have come apart</p>

Component	Acceptable	Unacceptable	Definitions Further Information
Vehicle Underside / Underbody	<ul style="list-style-type: none"> • Minor dents and deformation such as stone damage or scratches/scrapes and scuffs as long as it has not caused major corrosion • The exhaust system should be properly suspended and in efficient working order - meeting all motor registry requirements • Minor oil misting or dampness around seals or gaskets • Light discolouration to aluminium components • Light rust discolouration to panel seams • Light corrosion to metal fittings that are easily subject to corrosion (e.g., Nuts, bolts, cast suspension, brake components) • There is to be no oxidized material left on any components. This includes aluminium components (whitish oxidation power) 	<ul style="list-style-type: none"> • Major impact damage, poor repairs • Significant damage or distortion to chassis components • Exhaust leaks which are the result of visible damage to the exhaust • CAT failure • Excessive scratching and scuffing • Any corrosion where either the metal or the pain is flaking • Obvious reduction of metal mass or pitting • Significant surface dis-colouration due to rust, or remains of oxidisation on components 	Includes dents, oil leaks, bent or cracked components
Body Work / Vehicle Exterior	<ul style="list-style-type: none"> • Stone chips to any panel up to 2mm. Maximum of 6 chips per contract period • A dent or scratch as long as the surface finish is not affected and there is no visible crease in the panel • Scratches that can be polished out 	<ul style="list-style-type: none"> • Dents or scratches 20mm in diameter/length and /or 1mm deep or greater • Multiple dents within a specific local area regardless of size • Any dent in which bare metal or primer has been exposed • Obvious evidence of unauthorised repairs such as colour mismatch or misalignment between panels 	<p>Dents include those on door sills, door edges, roof, bonnet and boot lid</p> <p>A Chip is the removal of paint topcoat that causes base primer or metal to be exposed</p> <p>On the Bumper Bar we will look for scratches, scuffs, scrapes, dents, twisted, lose, split or missing tow bar plugs</p>

Component	Acceptable	Unacceptable	Definitions Further Information
Paintwork	<ul style="list-style-type: none"> • Small areas of stone chipping and/or door edge chipping • Minor touch ups or minor flaking • Good gloss and colour <p>Scratches</p> <ul style="list-style-type: none"> • 1 per panel, 3 per car • If through to metal and less than 10mm long and 1mm wide • If through to undercoat and less than 50mm long and 1mm wide • If not through the clear coat/colour coat (These scratches must be able to be cut and polished out) <p>Chips</p> <ul style="list-style-type: none"> • Up to a total of 6 chips per panel up to 2mm in diameter, 2 of which may be between 2-3mm in diameter <p>Dents</p> <ul style="list-style-type: none"> • 1 per panel, 3 per car up to 20mm in diameter and less than 1mm deep that has not broken the paint 	<ul style="list-style-type: none"> • Exterior paintwork should be free from major abrasions (i.e.,scratches, chips, and dents) • Prominent touch-ups and major flaking • Evidence of poor or substandard repairs, colour mismatch between panels, or poorly fitting panels • Signs of constant use of automatic car wash • Hail damage, buckling, distortion • Prominent areas of major stone\chipping • Damage caused to the vehicle due to the attachment or removal of stickers • No bird / bat excrement • No tree sap and other acids or materials that are etched into the paint and caused damage to paint work 	<p>Paint includes all exterior painted surfaces. e.g., Scrapes, scratches, chips, thorough to primer or base metal, fading or oxidation, foreign matter, mis-matched colour, poor paint touch-ups and repairs, over spray.</p> <p>Scratches are defined as an elongated mark that causes base primer or metal to be exposed that cannot be removed by cut and polish (normally has a rough edge)</p> <p>Dents are depressions in surface caused by a blow or pressure, with no pain surface penetration</p> <p>At all times, the paintwork's chips, dents and scratches will be assessed relative to the vehicle's age and mileage - as long as they have not penetrated through the metal</p>
Bumper Bar Sections, Rubbing Strips, Grille, Mudflaps, Mouldings	<ul style="list-style-type: none"> • A limited amount of scuffing and score marks • Bumper Bar - we will accept marks up to a surface area of 20sq cm x 1mm deep • If mudflaps are standard equipment, they must be intact and properly attached 	<ul style="list-style-type: none"> • Medium damage such as divots, gouging, minor dents and cracks • Major damage such as rips, major dents, distortions, holes • Missing moulds, grills, bumpers or mudflaps originally fitted to the vehicles 	<p>Damage also includes - not broken, cracked or deformed</p>
Wheels & Wheel Trims (including Hubcaps)	<ul style="list-style-type: none"> • Light scratches or mild scuffing less than 1mm in depth and 10mm in diameter/length. This applies to wheel trims only not alloy wheels • No more than minor scuffing due to everyday use • The spare wheel, jack and appropriate wheel tools must be stowed properly and in good working order • All four wheel trims must be intact 	<ul style="list-style-type: none"> • Damage deeper than 1mm regardless of diameter/length • Damage to the rim or main body of any steel or alloy wheel including the spare • Removal of any items, including the spare wheel, tools and wheel trims • Damage to side walls of tyres • Uneven or premature wear on tyres • Unauthorised replacement of any wheels, wheel trims or tyres 	<p>Damage includes -</p> <ul style="list-style-type: none"> • Cracks, holes or tearing to any wheel trim • Heavily scuffed, badly disfigured, split • Dents, scratching

Component	Acceptable	Unacceptable	Definitions Further Information
Tyres	<ul style="list-style-type: none"> All tyres, including the spare must meet motor registry requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed 	<ul style="list-style-type: none"> There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy misuse Un-roadworthy Missing spare tyre No damage to the sidewall or case 	
Vehicle Cleanliness	<ul style="list-style-type: none"> Regular day to day debris removable by general cleaning 	<ul style="list-style-type: none"> Pet hair, soil, mud, sand, staining or any other foreign matter in or on the vehicle that requires specialised detailing or cleaning Any odours in the vehicle that require specialised cleaning/removal 	<p>Please note that all vehicles are designated non- smoking and any odours and debris from smoking are unacceptable and may require specialised cleaning at the customer's expense</p>
Mechanical Condition	<ul style="list-style-type: none"> Regular servicing and maintenance record through an approved repairer Sound mechanical condition 	<ul style="list-style-type: none"> Grooved brake discs caused by metal to metal contact Engine seized due to running vehicle with insufficient coolant, lubricating oil and with broken internal components Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh Transmission failure Oil or water leaks, damaged exhaust and any other defects 	


In Brief


- All clients/customers and users of vehicles should be aware of the principle of fair wear and tear. On the vehicle's return, it is to be inspected and formal agreement documents signed. In instance of disputes an independent assessment will be made.
- Fair wear and tear summarises the degree of deterioration judged to be reasonable when a vehicle is returned at end of a contract period.
- Lack of attention to detail, misuse and/or neglect, are the main reasons vehicles suffer from unreasonable levels of fair wear and tear. Some amounts of wear and tear damage may occur through normal everyday business use which could be deemed acceptable if reflective of the vehicle's age, mileage, and overall condition.
- All parties should be aware of their responsibilities where monitoring, maintenance and repair of vehicles is concerned – this will differ from vehicle to vehicle.
- Maintenance and servicing should follow the manufacturer's recommended schedule and be carried out by approved servicing agents.
- Regular spot checks will help ensure any problems with the vehicle (or driver) are identified at an early stage.
- A vehicle log book system (if applicable) will help both the drivers and our staff keep track of any vehicle damage, problems or areas of worsening wear and tear.
- The vehicle user should be responsible for a minimum weekly check on oil, water and tyre pressure.
- A schedule of regular cleaning should be worked out between the vehicle user and the customer/client.
- All documents and/or equipment must be intact and in the vehicle on its return (if appropriate).

EverythingFleet®

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