

Returning your car

After the contract expires, all GOWAGO AG vehicles are evaluated by trained employees of Galliker Service AG. At this stage, a distinction will be made between acceptable wear and tear and unacceptable damage. In this guide you will find the evaluation criteria illustrated with photos and a checklist to help ensure a smooth return without any unexpected additional costs.



✓ Acceptable damage

Traces of normal use depending on the vehicle's age and mileage, which do not affect the overall visual impression of the vehicle. **No charge for this.**

✗ Unacceptable damage

Damages that by above average wear and tear negatively affect the overall visual impression of the vehicle and/or have technical effects. **Repair costs will be calculated.**

Self-assessment prior to drop-off

Doing a **self-assessment** a few months before the vehicle is returned will allow you to be able to repair possible damages by taking advantage of the insurance included in your All-in-one package. Or, in case you don't have All-in-one, act through your insurance company and get a cost advantage on any repairs that should be made.

Contact us

We are available 9:00 – 18:00 from Monday to Friday.

✉ all-in-one@gowago.ch | ☎ +41 43 588 25 15

🔗 gowago.ch/all-in-one

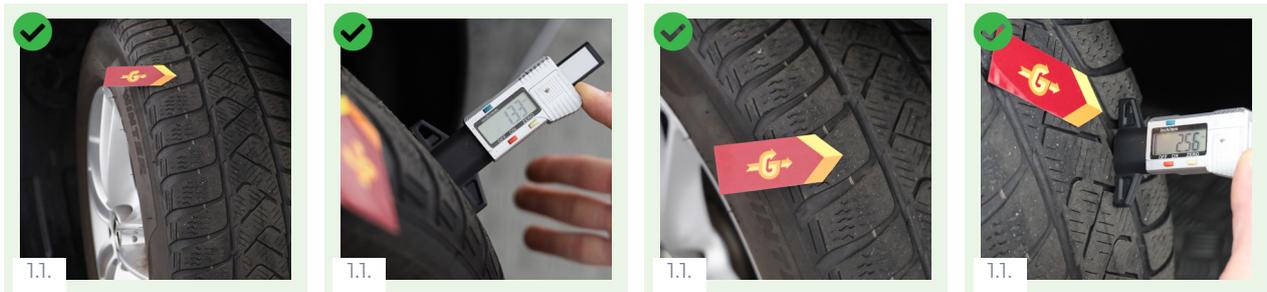


Visit My Services

On the next few pages with pictures you will be able to assess what is acceptable from what is not and then finally make your self-check.

Self-assessment is useful if completed well in advance and before returning the vehicle. In case of questions or the need for support, your customer support advisor will be able to advise you on the best approach to follow.

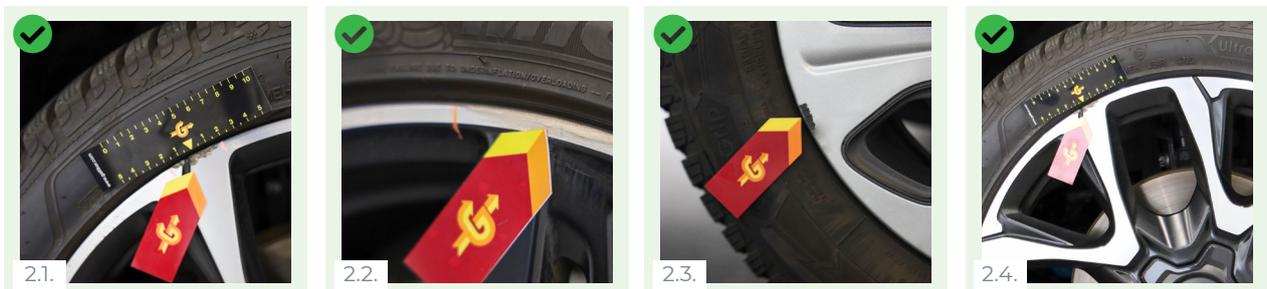
1. Tires



Acceptable

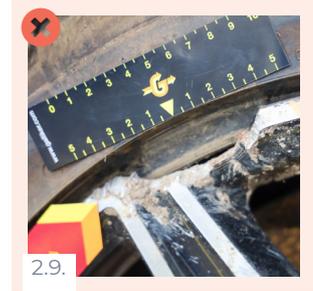
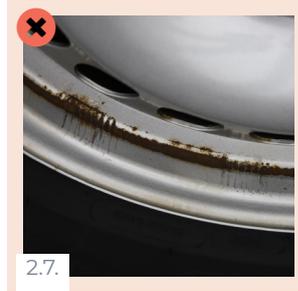
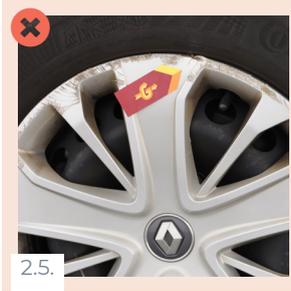
1.1. Minimum tread depth 2 mm (1.6 mm legal minimum). This applies regardless of whether the vehicle is equipped with summer tires, winter tires, or all-season tires at the time of return.

2. Rims



Acceptable

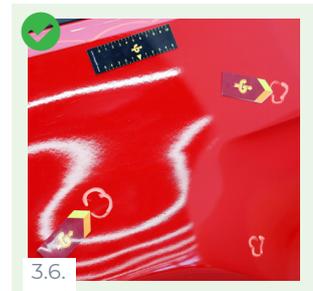
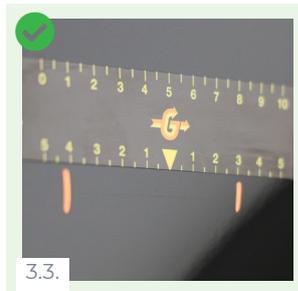
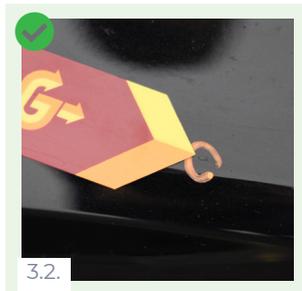
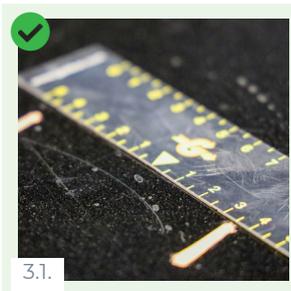
- 2.1. Wheel covers with light (up to max.2 cm) Scratches or scrapes without breakage
- 2.2. Intact steel rims with slight signs of rust
- 2.3. Intact aluminum rims with slightly damaged paint surface up to max.2 cm
- 2.4. A maximum of 2 slight damage per rim



Unacceptable

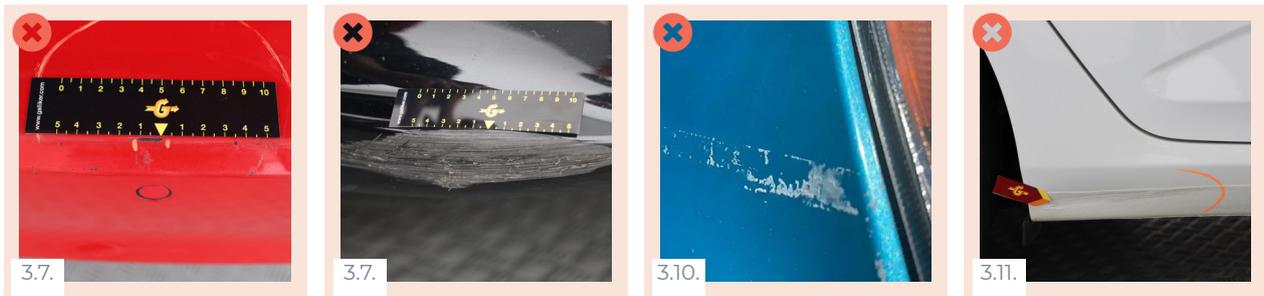
- 2.5. Broken wheel covers
- 2.6. Steel rims that are deformed or deformed at the rim flange
- 2.7. Heavily abraded aluminum rims
- 2.8. Aluminum rims with chips, bridges or deformations
- 2.9. Missing parts (for multi-part rims)

3. Paint



Acceptable

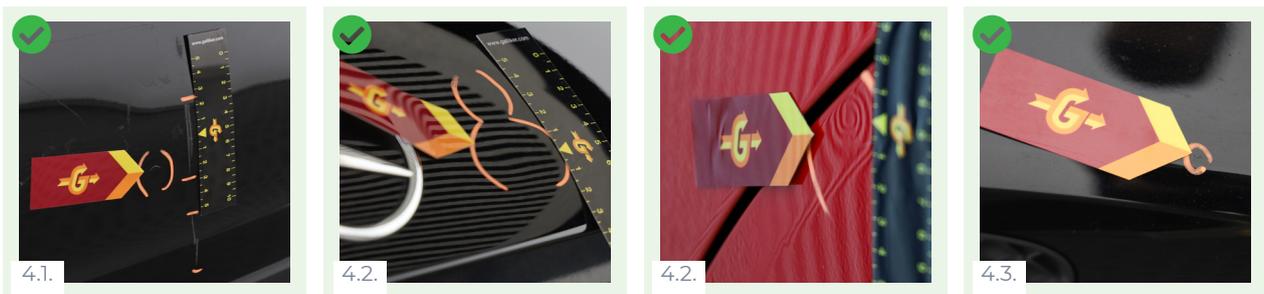
- 3.1. Any paint damage that can be removed by polishing and does not require painting
- 3.2. Stone chip damage in the front area (stone chip density < 3 stone chips per cm² or a maximum of 10 stone chips per component)
- 3.3. Light scratches in the area of the door handles
- 3.4. Slight paint abrasions on the door edges and on bumper
- 3.5. Paint changes (e.g. fine hairline scratches after frequent car wash drives)
- 3.6. Matt spots in the paint



Unacceptable

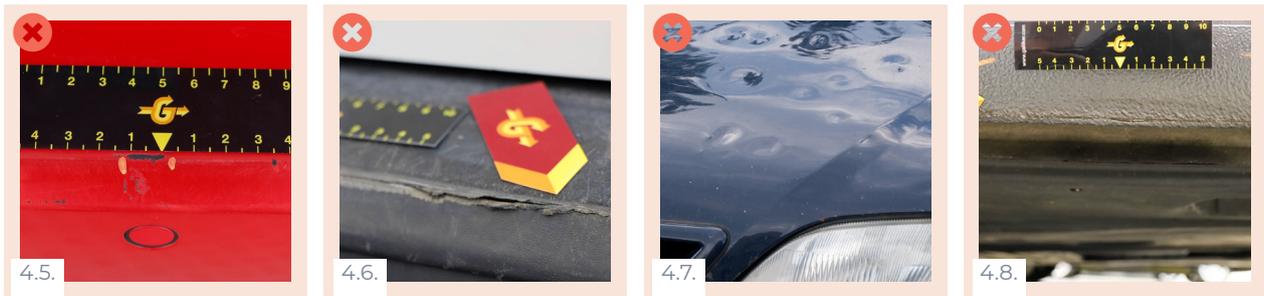
- 3.7. Scratches that cannot be removed by polishing and require painting
- 3.8. Paint damage caused by caustic substances (paint thinner, battery acid, tree resin, bird droppings, etc.)
- 3.9. Rust spots / rust film
- 3.10. Traces of stickers and lettering foils
- 3.11. Differences in color as a result of unprofessional repairs

4. Body



Acceptable

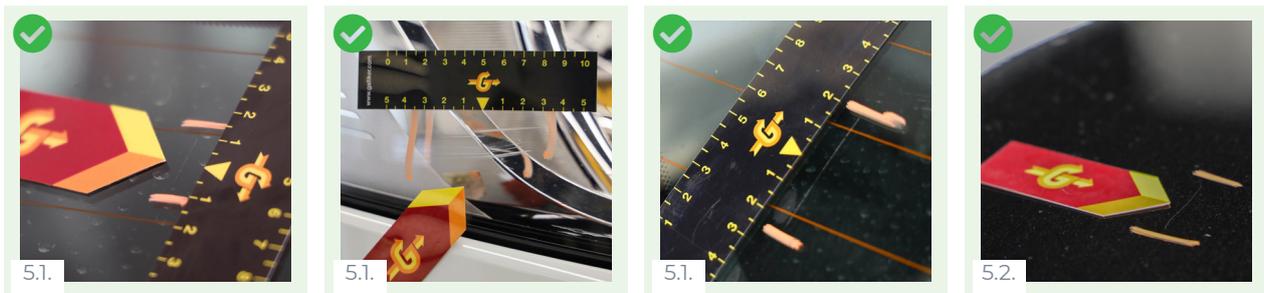
- 4.1. A maximum of 2 dents per body part, which are not greater than 2 cm
- 4.2. Dents must not go through the paint layer (i.e. not chipped)
- 4.3. Damage that does not impair the road safety of the vehicle



Unacceptable

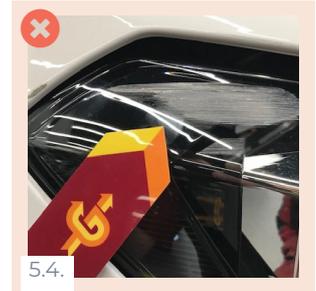
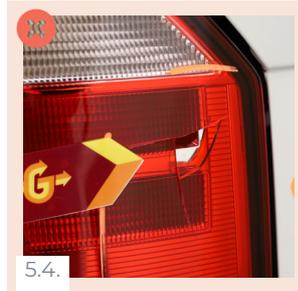
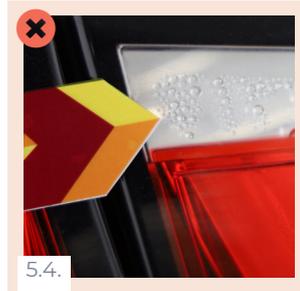
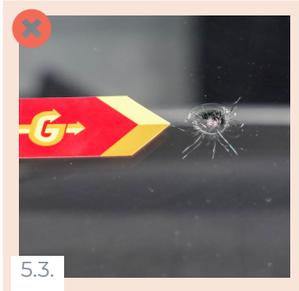
- 4.4. Dents / dents with a diameter greater than 20 mm (> 1 franc piece)
- 4.5. Paint chips
- 4.6. Cracked, crushed or broken bumper bars, spoilers, grille etc.
- 4.7. Hagelschäden
- 4.8. Unrepaired accidental damage (e.g. cracked bumper)

5. Glass & Lights



Acceptable

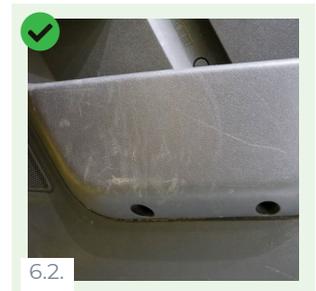
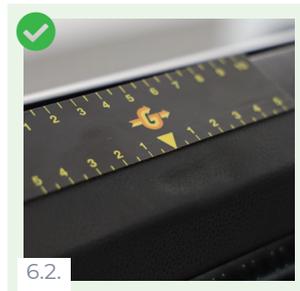
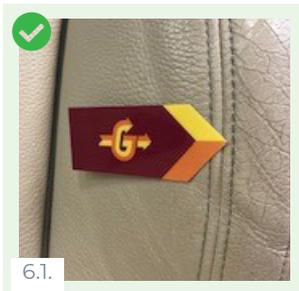
- 5.1. Glass damage that does not impair the road safety of the vehicle - e.g. stone chips in the headlights that have not led to breaks or cracks in the lens
- 5.2. A few stone chips on the windshield that do not affect the driver's view



Unacceptable

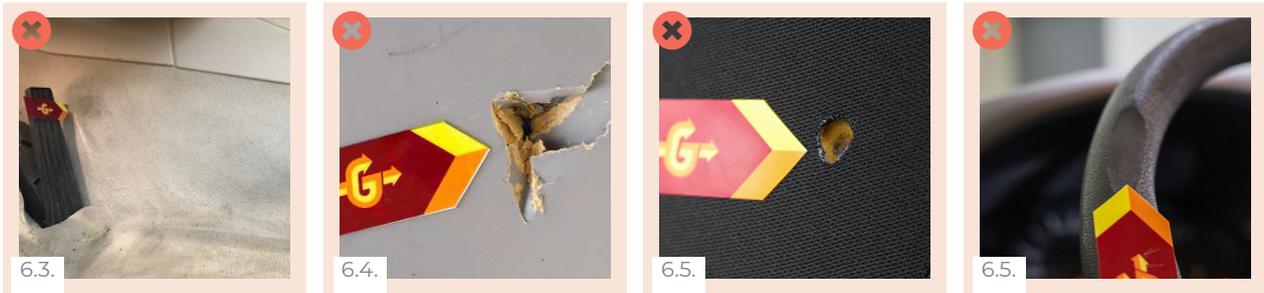
- 5.3. Damage that impairs road safety (e.g. stone chips in the windshield that have damaged the glass layer or that are due to the number or size, impairing the driver's view)
- 5.4. Cracks and impacts independent of the size have led to the breakage of headlights, auxiliary headlights and lamps
- 5.5. Impacts on or in the windscreen, which the STVA needs to verify, will not be accepted.

6. Interior / Cargo area



Acceptable

- 6.1. Color changes in the interior / cargo area (e.g. fading due to sunlight) and wear-related Abrasion of upholstery and trim parts (e.g. abrasion on the seat bolsters on the driver's side)
- 6.2. Signs of wear on the seats, seat edges, seat side panels and disguises.



Unacceptable

- 6.3. Dirt and damage (e.g. burn holes, tears, cuts, torn seams, odor development)
- 6.4. Heavily soiled upholstery, carpets, interior panels
- 6.5. Boreholes on attachments or in the side area from the driver's position

7. Installations and extensions

Acceptable

- 7.1. Changes that can be undone without a trace or that only minimal traces leave behind. (such as removable seat covers)

Unacceptable

- 7.2. Changes that cannot be undone without leaving clear traces. (such as boreholes, antenna holes)

8. Mechanics

Acceptable

- 8.1. Signs of wear on mechanical parts that do not affect the road safety and roadworthiness of the vehicle.

Unacceptable

- 8.2. Signs of wear that impair the road safety of the vehicle.

9. Vehicle accessories

The absence of items of equipment and equipment that were included in the scope of delivery (e.g. keys, navigation CD, radioCode card, first aid kit contents, SD card, luggage and rear blinds, parcel shelf, High voltage charging cable, etc.) will not be accepted.

10. Excess mileage

When returning a car, please check the mileage limit that was agreed upon when the contract was stipulated. If the car exceeds this agreed-upon mileage limit, excess mileage charges will apply, and you will be responsible for covering these charges. The cost for each extra mile beyond the agreed limit can be estimated by contacting our customer support.