

Fair Wear & Tear Guide



vanarama

What's The Standard Expected For Returned Vehicles?

Sometimes it's difficult to know what is and is not acceptable fair wear and tear when handing back your van, so we've made it a little easier:



Loading Area

Acceptable

- A small amount of scuffing.
- Small scratches.
- Small dents.
- Small bumps.
- Abrasions on the sills due to normal loading activities.
- Added fittings left in that are properly secured & comply with vehicle regs.

Unacceptable

- Damage interfering with use of doors.
- Damage interfering with compartment functions.
- Dents to wheel casing.
- Damage due to improper loading or load securing.
- Holes in loading floor.
- Damaged, dented or broken interior lining limiting use of doors, windows & fittings.
- Deformation of body parts, partition walls, doors or windows.
- Missing interior linings & partition walls.



Door Sill

Acceptable

- A small amount of scuffing.
- Small scratches.
- Small dents.
- Small bumps/abrasions.
- Light damage to the sills of the loading area as long as it hasn't stopped the bumpers, lights etc working.

Unacceptable

- Rips, tears or missing parts of the load floor or lining.
- Damage to the loading area causing rust.
- Damage which has deformed the sill.



Vehicle Body & Paint

Acceptable

- Paint scuffs/scratches easily removed by mechanical polishing with a max length of 25mm.
- Light damage to paint that has not gone through to base coat.

Unacceptable

- More than 2 scuffs or scratches on the same body part.
- Body bumps/dents with a diameter that exceeds 25mm.
- Scuffing that has penetrated the metal.
- Damage which has corroded.



Internal Conditions

Acceptable

- Slightly worn or indented seats.
- A dent on the partition wall separating the cab & load area as long as still functioning.
- Minor damage to the headlining.
- Correctly fitted mobile phone equipment, adhering to legal requirements may be left in the vehicle.
- Holes left as a result of telephone equipment removal are acceptable, provided these are in a discreet area.
- Wear in the footwell through day-to-day usage.
- Abrasions, light staining & minor tears acceptable in the areas of heaviest use.

Unacceptable

- Torn or missing seat cover material.
- Holes/burns or tears in the upholstery.
- Excessive stains that cannot be removed with normal cleaning.
- Deformed or torn panel headlining.
- Clearly visible holes in the centre console.
- Tears/damage to the dashboard.
- Large tears, holes and excessive soiling.
- Broken dashboard or storage compartments.



Tyres & Wheel Rims

Acceptable

- Tyres with a minimum tread depth of 2mm.
- Light scuffs/scratches to the wheel trim/alloy.
- Scuffing, scratches or deposits on rims but not deforming the rim.
- Wheel nuts that are rust and damage free.

Unacceptable

- Bulges, cracks or cuts to the tyre or excess damage to the sidewall or tread.
- Tyres with impact damage.
- Bald tyres and those below 2mm tread depth.
- Flat tyres due to damage or a puncture.
- Damaged wheel trims due to breaks, cracks or scuffing.
- Missing trims.
- Misshapen rim, broken/missing material or rust.
- Missing spare wheel if it is included as standard equipment, or a missing/incomplete 'Tyre Mobility Set.'



Glazing & Lights

Acceptable

- Light chipping or scuffing to indicator or number plate lights.
- Small cracks in the lights.
- Small stickers on glass.

Unacceptable

- Light chips that break the glass or plastic cover, regardless of size.
- Broken or cracked lenses
- 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.
- Self-applied sun protection or tinted strips must be completely removed from the glass area if they have not been professionally applied, are torn, or have begun to peel away at the corners.



Mirrors & External Fittings

Acceptable

- Scuffs/scratches with a max length of 25mm and max depth of 1mm.
- Scuffs/scratches to painted mirror casings with a maximum length of 25mm - not penetrated to the base material.
- Fitted beacons or lights must not have cracks/breaks in the glass and their function must comply with all legal requirements. If necessary, fitted beacons must be registered in the vehicle's documents.
- Additional antenna or roof fittings can remain, but must be fully functional and comply with legal requirements as well as being approved for the type of vehicle.

Unacceptable

- Scuffs/scratches exceeding 25mm in length.
- Cracked glass or damaged mirrors.
- Fitted roof racks that are broken, rusted or damaged affecting safety.
- Badly fitted beacons or lights with damage.



Grille & Bumpers

Acceptable

- No more than 2 light scuffs/scratches in the same area. These must be shorter than 25mm and a depth of less than 1mm. They must not have penetrated through to the base.

Unacceptable

- Broken grilles.
- Misshapen or missing parts.
- Painted bumpers showing scratches through to the base material or are misshapen due to impact damage.
- Severely damaged bumpers.

What Do I Need To Return With The Van?

The van should be returned with everything that was included when it was delivered to you at the beginning of your lease. Also please make sure you remove all personal items from the van (including keys from the keyring).

Returned items should include the following where applicable:

- ✔ All keys for the van
- ✔ Original documents such as the owner's manual
- ✔ Signed/stamped service history
- ✔ Valid MOT certificate (if applicable)
- ✔ Radio code cards
- ✔ CDs or DVDs for satellite navigation (delete stored locations).
- ✔ All removable audio equipment (such as 'face off' units).
- ✔ All optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, rear door sun shades etc).
- ✔ All emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc).
- ✔ Any spare wheels

What Happens When My Lease Van Is Collected?

On your collection day you should be ready with your shiny, just cleaned van. The agent collecting the vehicle will then start their assessment. Please note this is not the full wear and tear inspection but will include:

- A walk round your van to look for any obvious damage.
- A check for all your documentation (service book, V5, owner's manual etc).
- Using an electronic device to complete the collection assessment & take photos of the van.

You will be asked to sign the assessment document (which will highlight any visible damage) and approve collection of the van.

The collecting agent will take your van away for an independent fair wear and tear assessment and following this you will be notified of any damage that falls outside fair wear and tear. You will be charged for repair of this damage.

Just remember, if you've thoroughly read this guide, you shouldn't have that problem!



vanarama