

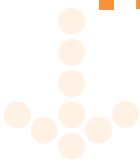
# Unfair Wear & Tear



**Acceptable / Unacceptable conditions**



# Introduction



When **assessing** your vehicle at the end of its lease term, LeasePlan will take into account that there will have been some deterioration in the vehicle's overall condition. **Unfair Wear & Tear** is any deterioration judged as unreasonable and therefore may be subject to a refurbishment charge.

Examples of what are and are not acceptable conditions as detailed in this document may also be accessed in the Driver Section on [www.leaseplan.com.au](http://www.leaseplan.com.au)

# Quick menu



<b>Equipment</b>	<b>2</b>
<b>Glass</b>	<b>3</b>
<b>Lights</b>	<b>4</b>
<b>Tyres</b>	<b>5</b>
<b>Wheels</b>	<b>6</b>
<b>Wheel Trims</b>	<b>7</b>
<b>Carpet/Upholstery</b>	<b>8</b>
<b>Interior</b>	<b>9</b>
<b>Paint</b>	<b>10</b>
<b>Body</b>	<b>11</b>
<b>Cargo Area for Utilities &amp; Vans</b>	<b>12</b>
<b>Mechanical</b>	<b>13</b>

# Equipment

## Acceptable

Vehicle is as per the original specifications with all equipment and fittings including 2 sets of keys and keypads originally issued with the vehicle.

Mechanical and Electronic systems are to be in good working order. All options and accessories are to be in good working order.

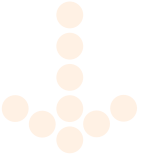
## Unacceptable

### Missing:

- cigarette lighters
- badges
- ashtrays
- knobs
- trim clips
- light bezels
- fuel caps
- wheel trims
- service books
- spare wheel
- tools and equipment
- jack and wheel brace, including incorrect or inferior substitutes for the original items
- broken or bent radio aerial
- options, accessories and any keys and keypads originally supplied with the vehicle will be charged for



# Glass

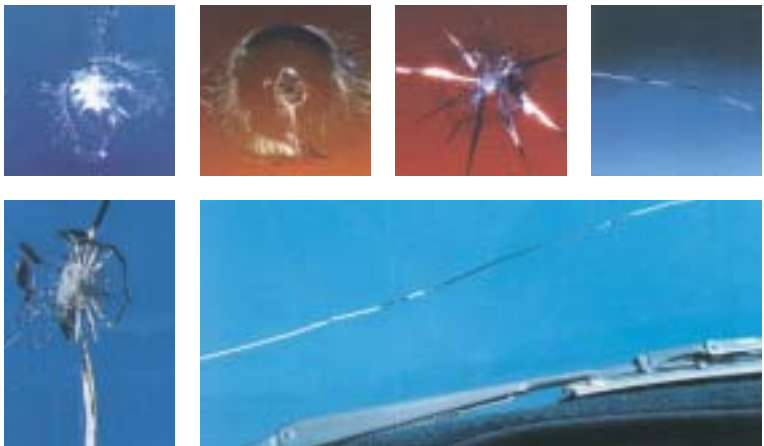


## Acceptable

All glass complies with the relevant state's roadworthy regulations.

## Unacceptable

- any chips to driver's side (at repair or replacement rate)
- cracks
- separation in the lamination (as a result of damage)
- bullseyes
- milkiness in the shield
- cracked, broken or missing external mirrors
- fine peppering and scrapes caused by dirt or other material under the wiper blade will be ignored unless they would cause the vehicle to fail on re-registration
- replacement windscreens which do not conform with original equipment manufacturer specifications
- window tinting darker than allowed by legislation



*Photos courtesy of Novus Windscreen Repairs*

# Lights



## Acceptable

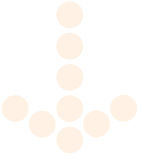
Roadworthy without missing or damaged lights.

## Unacceptable

- bullseyes
- cracked
- broken
- full of water
- discoloured
- lights that have been dislodged from mountings



# Tyres



## Acceptable

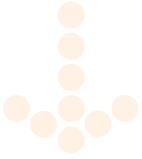
Tyres that are roadworthy and all of the same type, size, ply rating and brand, including the spare tyre.

## Unacceptable

- missing, damaged spare tyre
- tyres that are mismatched in tread pattern, height, width or composition on the same axle
- tyres with uneven wear and with less than 1.6mm of tread
- damage to tyres that have not been repaired or have visible vulcanised repairs
- replacement with retread or regrooved tyres



# Wheels



## Acceptable

As per original specifications.

## Unacceptable

- cracked rims
- bent
- torn
- mismatched
- scrapes from kerb



# Wheel Trims



## Acceptable

As per original specifications.

## Unacceptable

### Missing:

- wheel trims
- alloy wheel nuts
- alloy wheel centre cap

### Damaged

- broken
- disfigured
- cracked and mismatched
- scrapes and gouges from kerbs



# Carpet/Upholstery

## Acceptable

Clean undamaged condition.

## Unacceptable

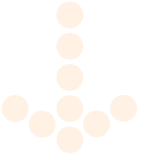
- badly stained
- mismatched colours
- burnt
- cut
- torn
- holed heel pads
- excessive odour
- damaged boot lining

### Damage caused by:

- exposure to ink
- blood
- photocopier toner
- paints
- dyes or other staining chemicals



# Interior



## Acceptable

Clean undamaged condition.

## Unacceptable

Trim and panel damage caused by ill-suited loading/unloading procedures, damage to vehicle interiors (other than occasioned by normal vehicle use) such as:

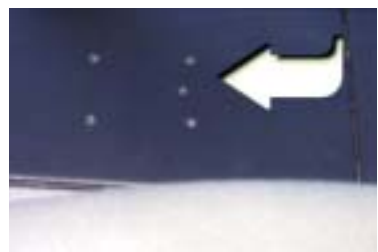
- cigarette burns
- carrying goods or animals unprotected in passenger carrying vehicles
- rips, cuts or permanent discolouration

Damage to dashboard caused by:

- cracks due to heat shrinkage of dash materials
- discolouration including that caused by the sun

Damage to soft trim or plastic caused by:

- exposure to ink
- blood
- photocopier toner
- paints
- dyes or other staining chemicals
- plastic trims having more than 3 x 3 holes to mount equipment
- missing facia or facia modified for speakers, phone fitments or similar



# Paint

## Acceptable

Clean undamaged condition.

## Unacceptable

Damage to exteriors caused by:

- logos
- transfers
- stickers
- stone chips to bonnet
- dents and chips to the side of the vehicle from other car doors
- degradation of paint by failing to wash the vehicle on a regular basis and maintain the vehicle in a clean condition (ie damage from bird droppings, tree sap)
- paint/panel damage not reported or repaired in line with the accident procedures provided to the customer by LeasePlan.



# Body

## Acceptable

Clean undamaged condition.

Maximum of two marks or indentations on each side  
30mm in diameter or less.

## Unacceptable

Any panel or section that has damage for any reason other than structural design deficiencies.

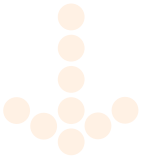
### Indentations on any surfaces including:

- the bumpers
- gouges that appear below the surface of the paint or duco that are a result of metal stretch caused by impact elsewhere or by a previous repair
- protruding lumps or bumps as a result of any object striking the body from the inside
- holes from radio equipment or aerials

### Damage to:

- plastic
- polycarbonate
- perspex
- fibre glass reinforced plastic
- glass





# Cargo Area for Utilities & Vans

## Acceptable

Clean with minor scratches.

## Unacceptable

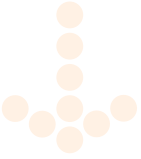
- damage to structure
- damage as a result of unsecured loads
- damage as a result of spillage of paint and chemicals
- bent, twisted, holes, torn

### Inoperative equipment including:

- doors
- tailgates
- side panels



# Mechanical



## Unacceptable

- battery not the same specifications as the original with regard to:
  - plates
  - amp hour rate
  - size and capacity
  - missing battery hold-down clamps
  - battery with split or cracked case
  - loose terminal posts or dead battery
- noises other than those that would have been regarded as normal given the distance travelled
- engine bay stains that are unable to be removed during normal detailing procedures
- air conditioners not able to retain an acceptable operating temperature due to inadequate servicing
- radiators that have been plugged due to damage
- damage caused to a vehicle by failure to carry out regular checks of oil, water, battery, tyres, etc
- failure to heed warning lights or to use recommended oils, fuels and lubricants
- damage resulting from driving a vehicle after being advised by LeasePlan or an authorised person that it is defective/damaged
- any other damage to a mechanical part that causes the vehicle to perform abnormally
- incomplete services records in the vehicle's service booklet.