



## End of Agreement – Vehicle Return, Cars

Read our guide for helpful tips on how to prepare your car for collection at the end of agreement.

When you return your car to us at the end of your agreement, we need to ensure it is not damaged and in a reasonable condition.

We accept that fair wear and tear occurs when normal day-to-day usage causes deterioration to a car. However, fair wear and tear is not to be confused with damage which occurs as a result of specific event(s), for example harsh driving, impact, inappropriate stowing of items, harsh treatment and negligence. In such event(s) any costs arising from such situations will be recharged.

To ensure fairness and consistency, we use the BVRLA Fair Wear & Tear policy guide as the basis for what we find acceptable.

Click on the image below for more in-depth information:



Additional costs caused outside of the acceptable terms of fair wear and tear can be avoided by looking after your car carefully.

Please allow sufficient time prior to the end of your agreement should you need to carry out any repairs before returning your car.

Repairs to windscreens, minor dents and wheel refurbishments can easily be arranged before your vehicle is collected and will avoid unnecessary cost being recharged to you.

## IMPORTANT!

All repairs must be completed to a satisfactory professional standard.  
Poor repairs may incur a charge.

# Typical examples of car recharges



## Mechanical Condition

Vehicles which cannot be legally driven on a public road; any engine seizure or damage due to insufficient coolant, oil or broken internal components; a noisy or damaged clutch or gearbox. The engine management system should not be displaying any warning light e.g. diesel particulate filter (DPF) or oil pressure.



## Service History

Missing or unstamped service books; vehicles not serviced to manufacturer's schedule; no current MOT certificate.



## Scratches

Scratches that have broken the paint surface and exposed primer or bare metal, exceed 25mm and require the panel to be repainted will be recharged.



## Windscreen and Glass

Unsecure and leaking, scratching and/or isolated stone chips. Damaged heating element, cracks or holes.



## Door Mirror

Missing, cracked or damaged mirror casings.



## Tyres

Damage to the sidewall or tread; tyres that do not meet manufacturer's recommendations of type, size and speed rating: uneven wear. Less than 1.6mm depth throughout a continuous band in the centre  $\frac{3}{4}$  of the tread and around the entire circumference.



## Wheels and Wheel Trims

Any 'spoke' or hub damage to the wheel (steel or alloy). Damaged or missing spare wheel (or missing emergency tyre inflation kit including the compressor & canister), jack and other related tools. NB. Partially or fully discharged canisters must be replaced.



## Unsatisfactory Repair

Flaking paint, preparation marks, paint contamination, rippled finish, mismatched or off colour paint; poor panel fit or any other evidence of poor repair.



## Vehicle Keys

Missing keys, including but not limited to, the master, deadlock, slam lock keys (incl. spares) and locking wheel-nut keys. Damaged remote locking system (if applicable) or missing remote controls.



## Documentation

Missing vehicle documentation (including the operation manual), audio equipment security codes and any other documents relating to vehicle equipment. Any odometer alterations must be reported. Unauthorised odometer changes are unacceptable.



## In-car Technology

Damaged or malfunctioning equipment e.g. Bluetooth, sat nav or any other integrated system. CD and media systems with damaged or missing facias and speakers. Any missing original equipment items e.g. parcel shelves, sat nav discs and charging leads.



## Chips

Multiple chips; areas of chipping requiring a panel to be repainted and chips which have exposed any bare metal.



## Livery

Vehicle returned with livery; damage to paintwork as the result of its removal. This includes glue residue and faded paintwork.



## Lights, Lamps and Lenses

Damaged, unapproved or non-operational lights, lamps, reflectors and beacon lights. Holes or cracks are not acceptable.



## Bumpers

Dents or cracks; scuffing or scratches which require the bumper to be repainted.



## Dents

Dents on the roof or swage lines; dents more than 10mm, or more than 2 dents per panel; dents where the paint has broken.



## Soft Tops & Convertibles

Tear and rips to the fabric of the roof; cracks and creases in the rear windows.



## Interiors

Burns, tears, staining or holes.



## Underside of Vehicle

Damage to the underside.



## Moulding, Wheel Arch Trims

Broken, cracked or deformed.



## Rust & Corrosion

There should be no rust or corrosion on any part of the vehicle.



## Tow Bars

Poor condition (e.g. rust) without working electrical connections. If the tow bar is removed then you are responsible for making good any damage.

## What to do prior to your vehicle collection:

- ☐ Ensure interior and exterior of the vehicle is clean on the day of collection
- ☐ Return all sets of keys, including master and spare keys
- ☐ Return all vehicle documentation, including the V5C vehicle registration document, MOT receipt, operation manual and service book
- ☐ Return all optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, rear door sunshades etc.)
- ☐ Return all emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc)
- ☐ If applicable, ensure the spare wheel is on-board and meets the legal requirements
- ☐ Ensure all personal belongings are removed from the vehicle
- ☐ Remove all evidence of personal data stored in the vehicle (e.g. phonebook, sat nav locations) or any documents (e.g. names, addresses, bank card number)

## Return Day Procedure

When your car is collected it will undergo an assessment to determine whether it meets the BVRLA fair wear and tear guidelines. The assessor will note the condition of your car and the mileage and you will be asked to sign a returns form and a copy will be given to you to keep.

If there is damage beyond what is considered reasonable, you may be liable to pay some end of contract charges.

If you have exceeded the mileage allowance for your agreement, you will need to pay an additional fee based on how much more you have driven.

## Vehicle Return Process

### 12 Weeks:

- Re-read the BVRLA's Fair Wear and Tear Guidelines (link above)
- Give yourself enough time to act on and repair anything that requires attention

### 12-10 Weeks:

- Choose a good time and location to personally check over your vehicle (appraisals carried out in poor light often miss faults)
- Before appraising, make sure the vehicle has been washed and is thoroughly clean but remember to allow time for it to dry (water on the paintwork can mask faults)
- Walk all the way around the vehicle and closely examine each panel including the roof, bonnet, doors, and body for significant damage. Observe where the light is reflected differently, indicating dents and scratches
- Crouch or kneel at the front and rear of the vehicle and look along the bodyline on each side. This will help you see scratches and dents that may otherwise be difficult to spot
- Inspect lamps, lenses, windows and mirrors for chips, cracks and holes.
- Check the tyres (including spare) for damage. Check that the wear on the tread across each tyre is even. Inspect wheels, wheel trims and wheel spokes for scratches and deterioration
- For vans, we also recommend you inspect the following: bumpers (especially the lower-half of both the front and rear bumpers), wheel arches, side-loading door, loading floor and its lining
- Clean and valet the interior
- Check upholstered areas for odours, tears, burns, stains and wear
- Inspect all controls, including audio equipment and accessories – they should be present and fully functional

### 10-4 Weeks:

- Arrange for any non-Fair and Wear Tear damage to be repaired
- Gather together any necessary documentation/items required for hand-back, (see collection list above)

### Return Day:

- Ensure the vehicle is clean and smelling fresh
- Remove all personal affects
- Have documentation pack ready in the vehicle