

Fair wear and tear

Your guide to end-of-lease charges

Tomorrow. Together

Fair wear and tear

What to expect

We believe in complete transparency, especially when it comes to any charges that you may incur either during or at the end of your agreement with us.

With this in mind, one key area we want to make you aware of is the possibility of any charges you may incur as a result of wear and tear on the vehicle when you return it to us.

This document aims to provide you with:



Clarity on the collection and inspection process



The methodology we use to identify unfair wear and tear



The charging system we use to calculate any potential charge

It is important to understand all of the elements covered in this document before arranging to return your vehicle



Vehicle collection

When you arrange for your vehicle to be collected, we will confirm the collection date with you in advance.

It is important that your vehicle:

- Has been cleared of any personal items
- Is clean and complete with all original equipment*
- Has a valid MOT (if required)
- Is in a roadworthy condition — the collection will be aborted if we are unable to drive the vehicle away legally and additional charges will apply in this instance
- Has no warning, alert lights, or messages, on the dashboard / display
- We also recommend that you erase any personal data that may have been stored in the vehicle's systems, such as satellite navigation or media interfaces

* For example, spare keys, service books with full service details, and other items such as satellite navigation CDs and parcel shelves if applicable.

How does the inspection process work?

A qualified inspector will complete a full visual inspection inside and out of the vehicle, and will assess its condition against a set of guidelines, known as the 'British Vehicle Rental and Leasing Association (BVRLA) Fair Wear and Tear Guide'.

The BVRLA is an independent body that has produced a recognised Industry standard guide for leasing companies to use which details what is deemed acceptable and unacceptable wear and tear on a vehicle; depending on its age and mileage.

As a member of the BVRLA, we adhere to these Fair Wear and Tear Guidelines and a copy can be obtained on our website.

How will I be informed about any costs?

Before the vehicle is driven away, the inspector will show you each area on the vehicle that would be deemed unfair wear and tear, along with the cost of repairing the damage or replacing any missing items.

As a gesture of good will, and to ensure you are offered a fair outcome, we will waive the damage charge if the estimate is less than £150.00.

However, should the damage estimate be more than £150.00, the full value will be charged back to you.



Inspection outcome and cost estimates

Once the review has been completed, we will ask you to sign for the inspection and damage estimate. Once this has been done, the vehicle will be driven away

If you do not agree with the inspectors report, you will need to note the detail of your disagreement on the document provided. This will not remove or reduce the cost at this time, however it will prompt a review process by our damage team.

Upon review, if the team can see that the damage in the imagery provided matches the recharge cost quoted, then the charges will stand. If not, the costs may be removed.

Please remember that in all cases you, or your nominated handover representative, will have seen this damage at the point of vehicle handover and thus should have full knowledge of the damage as found and recorded on the inspection sheet.

In the next section of this document, you will be able to see our methodology for estimating any wear and tear or missing items.



Charging methodology

We will estimate any re-charges using a matrix system, which comprises a list of damage descriptions. Whilst we have included some examples here, this is not a complete list.

We will utilise 'smart repair' pricing where it is possible to do so. 'smart repairs' are repairs that can be made locally to the area of damage, at a lower cost than full body shop repairs.

The prices detailed opposite represent trade prices and do not include any penalty. Please be aware that for commercial reasons, we may not be able to repair the vehicle prior to sale.

Please note, the following instances will require a full body shop estimate:

- Any accident damage which results in not being able to open or shut any panels
- Any dangerous or sharp edges
- Loose panels or panels that are poorly fitted

In the event that a previous repair has been completed to an unsatisfactory quality, the cost of rectifying the repair will also be projected using a body shop estimate. Please note that all the costs quoted here are indicative and provided as guidance only. These costs may be subject to change without notice only.

Damage Description	Action	Car	Van
Alloy Wheel	Repair	£65	£65
Diamond cut alloy wheel	Repair	£95	£95
Glass repair	Smart repair	£50	£50
Glass replace	Repair	£280	£280
Paint chips	Smart repair	£35	£35
Paintless dent removal (cars: 10mm, LCVs: 15mm)	Smart repair	£43	£43
Bumper scratches over 25mm	Touch in and polish	£25	£25
Bumper corner scratch through paint	Smart repair	£75	£75
Two or more areas — damage to a bumper	Repair and paint	£175	£175
Body scratches of up to 25mm	Smart repair	£35	£35
Body dents with paint damage	Repair and paint	£175	£175
Body scratches over 25mm	Repair and paint	£175	£140
Rust	Repair and paint	£140	£140
Metal painted component	Repair and refinish	£175	£242
Metal painted component	Smart repair	£75	£36
Number plates	Replace	£10	£10
Valet	Valet	£50	£50
Trim and upholstery	Trim repair	£45	£45
Aborted collection (excluding fuel and mileage)	Recharge	£123	£135
Carpet	Replace	Manufacturer price	Manufacturer price
Key	Replace	Manufacturer price	Manufacturer price
Seat	Replace	Manufacturer price	Manufacturer price
Body moulding missing from vehicle	Replace	Manufacturer price	Manufacturer price
Broken lamp unit	Replace	Manufacturer price	Manufacturer price
Broken or missing internal trims	Replace	Manufacturer price	Manufacturer price
Missing spare wheel	Replace	Manufacturer price	Manufacturer price
Excessive wheel damage	Replace	Manufacturer price	Manufacturer price
Tyre damage (subject to contract)	Replace	Manufacturer price	Manufacturer price
Missing service history	Loss in value	Estimated loss	Estimated loss

Any questions?

We hope you have found this information useful in preparing for your vehicle's return. If you have any further questions, please visit [NovunaVehicleSolutions.co.uk/existing-customers](https://www.novunavehiclesolutions.co.uk/existing-customers)

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