



# Fair Wear & Tear Guide

## Passenger Vehicles

Guidelines for when a Passenger Vehicle comes to the end of its lease term.



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**Please use this guide to avoid unforeseen costs and if you have any questions, please call your account manager.**

The information in this booklet is current at time of printing only (September 2019). For the most up-to-date information, please refer to our website [www.fleetpartners.co.nz](http://www.fleetpartners.co.nz)



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# Passenger Vehicles

This fair wear and tear guide clearly and simply outlines FleetPartners' expectations of its vehicles at lease end. It shows the most typical forms of wear and tear sustained by vehicles. The guide includes recommendations on how to reduce your exposure to these problems.

## Driver Care

Vehicles must be maintained in accordance with manufacturers guidelines, as per the instructions in your lease agreement. Routine servicing should be undertaken at recommended intervals by authorised agents. Take care to ensure that the vehicle's service record is kept up to date and stamped each time.

Drivers must ensure that oil and coolant levels are checked regularly and maintained at appropriate levels between services. Please follow any other checks and procedures in the vehicle's maintenance guide.

## Additional help at hand

We understand that fair wear and tear and sometimes damage are part of the life of a lease vehicle. We will always work with you to provide ways to minimise any costs for repair that needs to be charged at the end of your lease.

We offer a variety of programmes to assist in reducing your end-of-lease costs:

- » Driver awareness and training
- » Defensive driver education
- » Recommendation on vehicle specifications including accessories
- » Utilisation of our accredited supplier network for vehicle servicing and repairs (including panel repair)

We want your end of lease experience to be as easy as possible. Please ask your account manager to assist in the management of any end-of-lease requirements you may have.



# Seating



**Important Information:** Please note that in line with the Tobacco Control Act and Tobacco Control Regulation (TCAR), smoking is prohibited in all vehicles used for business purposes. To ensure valet charges are not incurred, please do not smoke in FleetPartners vehicles.

## What's acceptable?

### **Fading or discolouring**

It has been caused by exposure to sunlight and not from contact with other substances (e.g. corrosive cleaning solvents).

### **Ageing through normal usage**

Any wear that is due to ageing or normal usage, including surface cracks and threadbare fabric.

## What's not acceptable?

### **Stains (a)**

#### **Stains that permanently damage the texture of the seat fabric**

Typical causes: oil, paint, chewing gum.

#### **Staining that cannot be removed by steam cleaning**

### **Cuts, rips or tears (b)**

Typical causes: carrying inappropriate items on seats, failing to inform us that worn fabric requires remedial repair.

### **Burns (c)**

Typical cause: cigarettes.

### **Damage to seat structure (internal or external)**

Typical causes: carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.

## We recommend:

- » Staff members are advised not to place heavy materials or equipment on the seats of the vehicle.
- » Encourage your staff to treat the seating with care. Ensure they understand that your company will be charged for any significant damage.
- » Ensure that seats which are removed from a vehicle are stored and refitted before the vehicle is returned (e.g. people carriers).
- » Ensure that any seating that is at risk of excessive wear or damage is adequately protected. We can supply you with heavy duty seat covers at a reasonable cost.



# Dashboard, Fascia & Trim



## What's acceptable?

### **Light staining**

Provided it can be removed by steam cleaning.

## What's not acceptable?

### **Cuts, tears, dents and deep scratches including seat belts and door rubbers**

Typical causes: carrying inappropriate loads (e.g. tools and equipment).

### **Holes made to accommodate an accessory (e.g. car phone, navigational aid) (a)**

### **Removal of any item or accessory supplied with the vehicle. (e.g. radio, radio front) (b)**

### **Damage caused by removal or repositioning of any accessory**

Including car phones and navigation kits.

### **Burns**

Typical cause: cigarettes.

### **Staining that cannot be removed by steam cleaning**

Typical causes: oil, grease, paint.

### **Removal of any item or accessory**

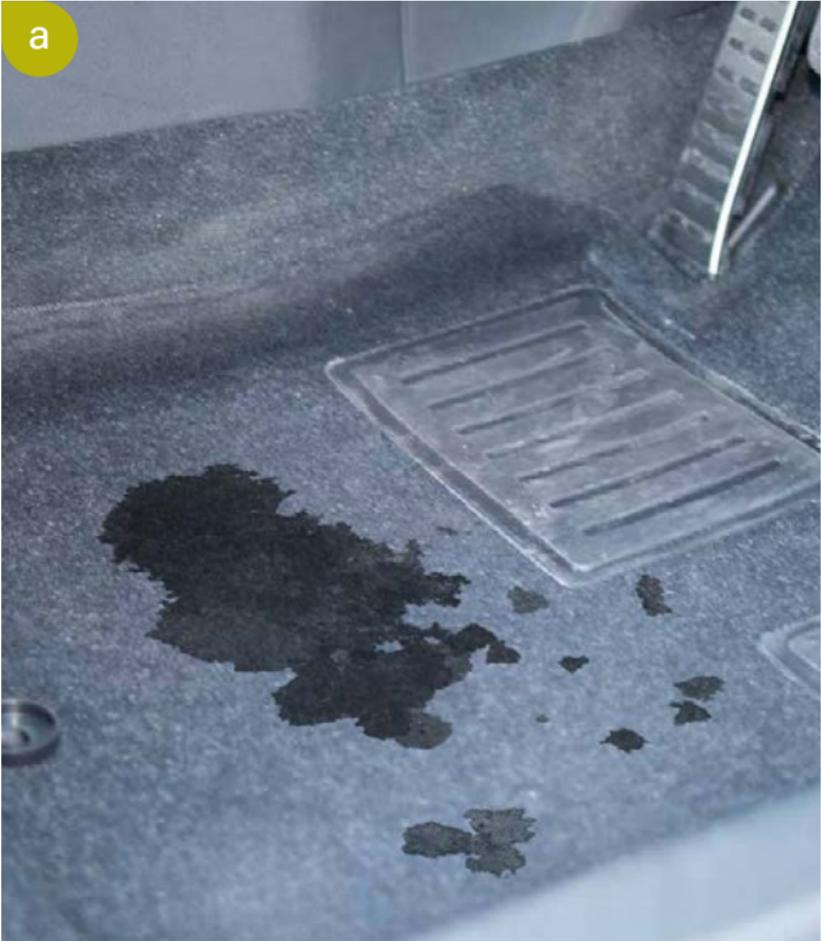
Unless done with our prior written approval (e.g. glove box, ashtray, cup holder, door pocket, radio, radio security device).

## We recommend:

- » Staff are encouraged to treat the interior with care. Ensure they understand that your company will be charged for any significant damage.
- » You contact us for written approval if you want to fit, remove or replace any accessory in a vehicle on contract to you.
- » Any accessories fitted at your expense may be removed before the vehicle is returned to us, provided any accessory supplied with the vehicle is replaced in its original position. Care should be taken when fitting and removing accessories.



## Flooring & Luggage areas



## What's acceptable?

### **Wear that is due to ageing or normal usage**

#### **Staining and dirt on carpets and lining fabrics**

Provided it can be completely removed by steam cleaning.

## What's not acceptable?

### **Cuts, rips or tears to carpets or lining fabrics**

#### **Burns to carpets or lining fabrics**

Typical cause: cigarettes.

#### **Permanent staining on carpets or lining fabrics that can not be removed by steam cleaning (a)**

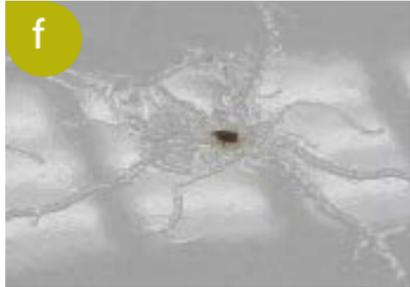
Typical causes: oil, grease, paint.

## We recommend:

- » Floor mats supplied remain with the vehicle; and you arrange for them to be replaced if they wear through.
- » Ensure that interiors, whether fitted or removable, are cleaned regularly.



# Body Work



## What's acceptable?

**Occasional chipping of paintwork that can be attributed to normal usage (e.g. chips caused by stones flying off road surfaces, chips on door edges and surrounds)**

**Isolated dents less than 2cm in diameter**

Provided the paintwork or other surface finish is unbroken and there is no perceptible crease in the dented panel.

**Isolated scratches under 10cm in length that can be removed by buffing**

## What's not acceptable?

**Excessive chipping of point around door lock (a)**

**A dent over 2cm in diameter (b)**

**A dent that is formed in a crease or seam**

**Multiple dents less than 2cm in diameter within a localised area**

**A dent where primer or bare metal is exposed (c)**

**Excessive chipping (d)**

**A scratch that penetrates to bare metal or primer (using fingernail as a guide) (e)**

**Untreated stone chips can turn into spider rust (f)**

**More than three scratches less than 10cm in length within a 30cm<sup>2</sup> localised area**

If several in a localised area penetrate to bare metal or primer.

**Underbody corrosion and/or damage caused by salt water**

**Any tear or rip**

**Sub-standard panel/paint repairs including the use of inappropriate or unapproved products (e.g. Dulon/ lacquer paint).**

**Damage due to decals being applied or removed**

**Stone chips greater than 0.5cm**

**Four or more spider rusts over 2.5cm in diameter**

**Bird droppings that have not been cleaned off and that have left a corrosive surface**

## **We recommend:**

- » Staff are advised not to drive on any terrain for which the vehicle is not suited including beaches and boat ramps.
- » Encourage your staff to drive vehicles with care. Ensure they understand that your company will be charged for any significant bodywork damage.
- » If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently.
- » Regularly wash your vehicle to remove bird droppings as these can become corrosive.

**Please note:** Sub-standard panel and paint repairs eg: paint runs; mismatched paint; poor preparation of surface leaving file and/or sanding marks; peeling of top coat or clear coat. The faulty repair must be obvious and expected repair costs are over \$100.



## Bumpers, rubbing strips, number plates



## What's acceptable?

### **Areas of scratching and scuffing that are less than 10cm in length (using fingernail as a guide)**

Provided there are no cracks or dents and the basic structure is unchanged.

### **Isolated dents less than 2cm in diameter**

Provided the paintwork or other surface finish is unbroken and there is no perceptible crease.

## What's not acceptable?

### **Areas of scratching and/or scuffing (a)**

Where primer or basic material is exposed.

### **Any dents over 2cm in diameter (b)**

**A bumper or rubbing strips which are cracked, broken, missing or severely deformed (c)**

**Cracking paint due to impact (d)**

**More than three dents less than 2cm in diameter within a 30cm<sup>2</sup> localised area**

**A bumper, rubbing strip or numberplate that is missing or incomplete**

**Cracked paint due to flexing**

**Broken grilles**



# Glass, Lamps & Mirrors



## What's acceptable?

### **Light scratching and/or minor chipping of any windscreen or window glass**

Provided it does not interfere with the driver's line of sight and no heating elements are affected.

### **Light scratching and/or minor chipping of any lamp glass**

Provided it remains watertight.

## What's not acceptable?

### **Windscreen damage within the driver's line of sight**

**Windscreen damage including cracks and chipping that would cause the vehicle to fail a Warrant of Fitness (WOF)/Certificate of Fitness (COF) (a)**

**A crack or hole in lamp (c)**

**Damage that affects heating elements**

**Damage to mirror glass or surround (b)(d)**



## Wheels, tyres (including trim, tools & spare tyres)



## What's acceptable?

**Surface scratches and scuffs to wheel trims and alloy wheels**

## What's not acceptable?

**Tyres that aren't up to Warrant of Fitness (WOF) standard**  
Including the spare

**Alloy wheels that are gouged, bent or cracked or where damage is in excess of 15cm (a)**

**Wheel trims that are badly damaged or missing (b)**  
Including the spare wheel, tools and wheel trims

**Significant damage to the sidewalls of tyres (c)**  
Typical cause: kerbing

**Replacement tyres that don't meet the recommendations of the vehicle manufacturer, re: type, size and speed rating**

**Replacement wheels that don't match those originally supplied with the vehicle**



# Accessories



## What's acceptable?

**Removal of any accessory that was fitted at the customer's expense e.g. towbar**

Provided that any damage caused by its removal is made good.

## What's not acceptable?

**Damaged or missing aerials (a)**

**Any missing items (including manufacturer badges and number plates) (b)**

**Damage caused through an incorrectly fitted accessory**  
Such as a roof rack or towbar.

**Damage caused by the removal of an accessory**

**Removal of an item that was supplied with the vehicle or subsequently fitted at our expense**

# Logos and other signage



## What's not acceptable?

**Uneven paint finish or colouration in areas that have been under business signage**

**Damage to paintwork caused by improper fitting and removal of trade/business signage (a)**

## We recommend:

- » All fitted accessories supplied with the vehicle are returned with the vehicle.
- » On the conclusion of your lease, you have the option to leave the removal of any company signage to us. A charge will be made for this service, however it will ensure the job is completed satisfactorily. You will also receive the added advantage of the discounts available through us from our body-work specialists.
- » Where possible fit rubber coated aerials or aerials with quick removal stems. This will avoid the cost of replacing the entire aerial base. We can advise on accessory selection.
- » Fit two-way aerials to gutter mounts or appropriate body locations to avoid drilling holes in the cab roof. We can advise on accessory fitment.



# End of Lease

Vehicles must be maintained in accordance with manufacturers' guidelines, as per the instructions in your lease agreement.

## Keys and remote devices

All keys, remote devices, service books, parcel trays, cargo blinds, tooling, etc. delivered with your vehicle, including spares, must be returned at the end of the lease. A charge will apply for any that are not returned with the vehicle. Please take special care of keys and other master keys for engine management systems as the cost of replacing these can be significant.

## Vehicle Inspections

Upon return of the vehicle an inspection will be completed with a report documenting the vehicle condition at the end of the lease.

Charges are applicable if:

- » A vehicle has not been maintained in the recommended manner
- » Any component has deteriorated as a result of driver negligence.

## We recommend:

Booking your vehicle in for a pre-return inspection through your FleetPartners Account Manager, phone: 0800 438 435









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