

**Europcar**  
VANS & TRUCKS



# FAIR WEAR & TEAR **GUIDE**

# Fair Wear and Tear Guide

## Light Commercial Vehicles

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## What is this guide for?

Europcar has consulted with partners in the Freight Transport Association (FTA) and British Vehicle Rental and Leasing Association (BVRLA) to devise this guide. The Fair Wear and Tear Standard defines every aspect of the condition a vehicle should be in when it is returned at the end of a rental period.

### Who uses the guide?

The guide is intended to be used by all customers of Europcar renting light commercial vehicles. It is aligned with our Standard Europcar Wear and Tear Policy.

### What is the purpose?

Based on industry-wide standards, the guide defines what will be considered as fair wear and tear for light commercial vehicles when inspected upon return to a Europcar location at the end of a rental period.

### What is fair wear and tear?

Fair wear and tear is the deterioration in the condition of a vehicle through normal use.

Europcar customers should take into account things such as the age of the specific vehicle and the mileage when assessing the vehicle's condition at the end of a rental period.

Damage to a vehicle that is the result of a particular event or series of events such as negligent acts or omissions, inappropriate stowing of cargo, harsh treatment or impact is not considered fair wear and tear.

## Information and advice for customers

**The rental location will give you information at the start of the rental that will help you meet the standards required by Europcar, when you return the vehicle.**

At the start of the rental, you will be issued with an inventory of all standard and optional equipment that comes with the vehicle.

You can avoid or minimise end of contract charges at the end of the rental period by following all of the advice provided by the rental location, to help keep the vehicle in roadworthy condition.

If any of your details change during the hire, such as place of use, operating conditions or purpose for which you hired the vehicle, you should notify the renting location immediately.

You should also contact the rental location straight away if you discover what you think is a manufacturer's fault on the vehicle or its trim or bodywork, with a view to getting the issue repaired as soon as possible.

**The vehicle manufacturer's guidelines should be followed closely to maintain the vehicle's equipment and accessories.**

Regular and robust maintenance such as visual vehicle inspections, daily checks of items such as fluid levels and tyres, scheduling repairs with Europcar, and adhering to best practices in fleet management will help prevent damage to vehicles through tough and heavy usage. These are legal requirements to ensure the vehicle is roadworthy.

The majority of our rental vehicles are fitted with telematics devices and, where this is the case, we are able to obtain mileage reports remotely. For further information on the telematics device, please refer to our privacy policy (<https://www.europcar.co.uk/privacy-policy>) and our specific Connected Cars privacy policy (<https://www.europcar.com/files/live/sites/erc/files/connected-cars/privacy-policy.pdf>).

## An explanation of the Europcar Fair Wear and Tear Standard

### At the start of a hire contract

The information contained within these pages constitutes our Fair Wear and Tear policy and details all of the elements expected in terms of how you should regularly inspect the vehicle, its condition, its accessories and the expected standard of the vehicle at the end of the rental period.

### At the end of a hire contract

When a vehicle is returned to Europcar, we will conduct a full inspection of the vehicle, its equipment and accessories. You will not be charged at the end of a rental period for normal wear and tear.

If the vehicle hasn't been used as agreed or items such as wheel jacks and keys are missing then Europcar will make charges to compensate for repairs or replacing the missing items.

### Zones

Wear and tear must be appropriate to the usage on light commercial vehicles.

Vehicles are split into Green, Red and Orange Zones for simplicity when referring to the condition of a vehicle and differ by vehicle type. These zones are detailed on the following pages.



## How Zones apply to different types of vehicle

The images below represent the different body types of light commercial vehicles (LCVs). Working surfaces appear red, nonworking surfaces green, and interiors are orange.

The expected condition at the end of the contract for these 'working vehicles' must allow for wear and tear appropriate to their use.



### Coach-built bodies

All parts of the coach-built body are classed as a Red Zone (Includes drop sides, flat-beds and tippers). The actual cab body is a Green Zone.



### Passenger areas and interior cab

These areas including their interior trim are denoted as the Orange Zone.



### Panel vans and 4x4s

Outer shell of the vehicle is a non-working surface, hence identified as a Green Zone.

The load areas are classed as a working surface hence identified as a Red Zone. If the loading area has a rear step, the rear step will be red.



### Luton with tail lift

The internal cargo area and the upper and lower surfaces of the tail lift platform are Red Zones.



## Green Zone: non-working surfaces

Areas in the Green Zone do not contain any working surfaces such as: trims, bumpers, in-fill panels, air-management, the cab and exterior paintwork.

**No panel or component in the Green Zone should have cracks or deviate from its original shape or position.**

Painted areas inside the Green Zone including body, painted bumpers, body mouldings and mirrors, should not show signs of rust, corrosion, or discolouration.

### Chips

Stone chipping up to 2cm that has not dented the affected panel is acceptable.

### Glass chips

Acceptable under 10mm, chargeable thereafter.

### Surface scratches

Surface Scratches are acceptable up to 15cm.

### Penetrative scratches

Scratches that penetrate the paint surface or, are over 2cm in length are unacceptable.

### Dents

It is not acceptable to have:

- A dent that has broken the paintwork.
- A dent that is on the swage line.
- A dent that is over 2cm in diameter.
- A dent on the roof.

### Wheels and tyres

Wheel and rim and wheel trim scuffing over 2cm (total area) will be chargeable.

All tyre management must be handled by Europcar.

## Red Zone: working surfaces

Red Zones are surfaces that are subject to heavier wear and tear during conventional use.

### Red Zones include:

- Areas close to the road surface prone to damage such as around the wheel arches.
- Rear and side guards.
- Drop-sides, tail boards, kick panels and tail lifts.
- Body floors, tipper load areas or any area that comes into contact with the payload.
- Areas used by drivers to step into the cab.

### Acceptable

- Wear and tear to ply-lining (if fitted) as long as there is no delamination or deformation from the original shape of the component. No distortion to any metal panel is permitted.
- Rust is acceptable on a tipper or drop side body only so long as the integrity of any panel or component is not compromised by the corrosion and the vehicle would meet the requirements of an MOT test.

### Not acceptable

- Damage or distortion to interior panels, bulkheads, or other components caused, for example, by insecure, excessive or inappropriate loads.
- Deformation to the original shape of the component or distortion to any metal panel.
- Oil or liquid stains in the cargo area that could be transferable to subsequent loads.



## Orange Zone: passenger areas and interior cab

### In-cab equipment and controls

All original controls, accessories and equipment must be present and operational. These include (but are not limited to) Sat Navs, tracking equipment, tachographs and charging cables for electric vehicles.

Written permission must be gained from Europcar for the fitment of any additional equipment. Please note hard wired devices are not allowed under any circumstances.

### Driver and crew areas

- There must be no holes in carpets or footwells. Surrounding trims should not be torn or split.
- There must be no burns, scratches, tears, rips or staining to any interior upholstery, fascia, dashboard, headlinings or trim, and they must be clean and odour-free.
- Europcar operates a no smoking policy in its vehicles and this must be adhered to at all times.
- Rear view mirrors, courtesy lights, seat belts and similar interior fittings must be present and free of damage.

## What are potential end of contract charges?

When a vehicle is collected or returned at the end of its rental, both you and an authorised member of our Europcar staff will need to be present to check its condition. Both parties should then sign the vehicle collection documentation (either on a hard copy or electronically on the Europcar returns device) where the condition of the vehicle will have been recorded.

You can also be asked to sign the condition report if the vehicle is too dirty to be able to do a detailed inspection upon return, causing the process to be abandoned. In this instance a charge may be applied to bring the vehicle up to an inspectable standard. Exact charges will be specified at the time of return, where appropriate.

If charges are applied by the location, you will be provided with a breakdown of the charges. If the damage charges are applied after the completion of the rental, they will be supported by photographic or other documentary evidence and an explanation of how the charges have been calculated.

## When the vehicle is returned

On returning the vehicle, any special conditions that are specified in the rental agreement must be complied with. Generally, returning vehicles should be roadworthy, displaying no warning lights, free of damage or deterioration, except for fair wear and tear.

If we are collecting the vehicle, it should have – as a minimum – sufficient fuel or battery charge level (for electric vehicles), to enable us to return the vehicle to the intended rental location. In addition, if the vehicle doesn't meet the return fuel policy applicable to the hire agreement then additional charges will be applied as per our fuel policy.



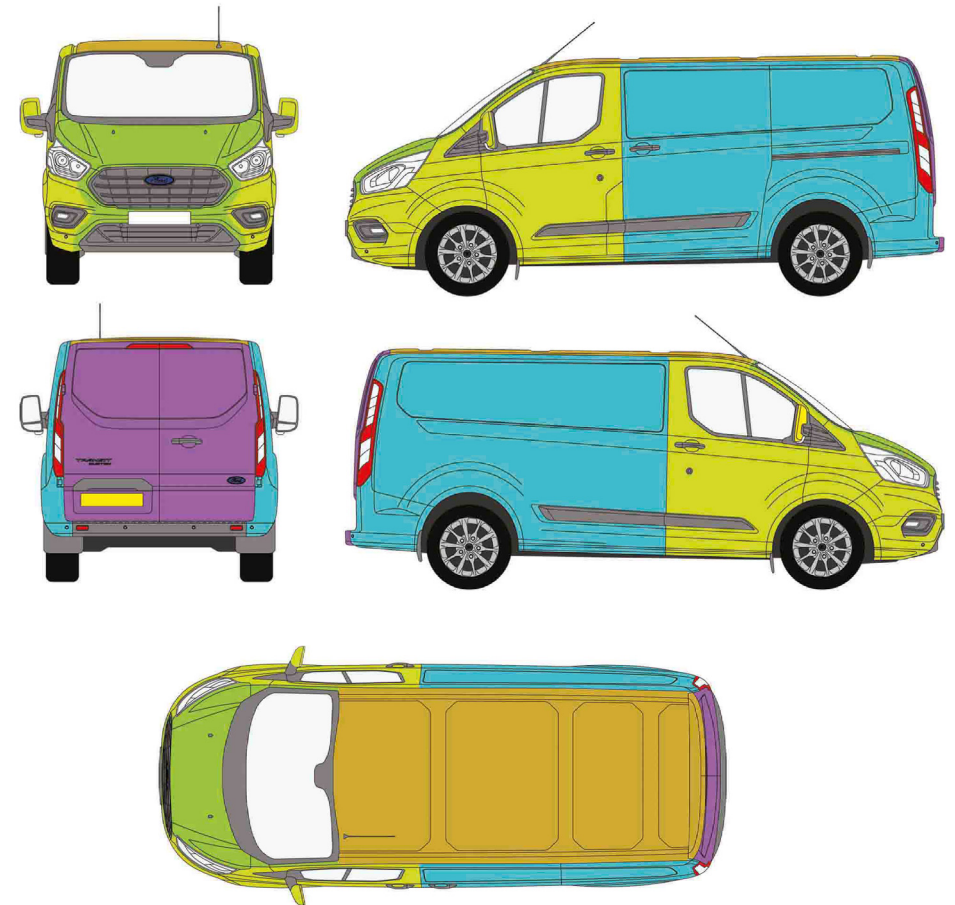
## Badges, labels, livery and signwriting

Many of our customers request to have their own signage or livery on the vehicles they hire. Any alterations to our vehicle for livery, signage or even vehicle badges or emblems need to be agreed by Europcar before the start of the work. This includes removing Europcar branded livery from our fleet.

Once permission is given the work must be completed professionally and the vehicle returned to the original state at the end of the rental period.

Any damage caused by the fitting or removal of signage or missing items will be charged for. Alternatively, Europcar can undertake the removal of Livery at the end of the rental period at the appropriate livery removal fee.

- Fee per Side
- Fee per Side
- Front Fee
- Roof Fee
- Rear Fee



This fixed removal fee will be charged per zone per side (see our ancillary pricing) for all vehicles with customers livery returned still in situ. The charge does not apply to Europcar's own branded livery, if fitted.



## General appearance, tools and additional equipment

### Load contamination

Excessive damage caused by contamination should be avoided with regular cleaning and maintenance procedures. Load residual contamination should be eradicated from all vehicle bodies.

### Electrical equipment

All fitted electrical equipment must be present and fully functioning. This includes adaptive speed controls, tachographs, speed limiters, reversing cameras, and compulsory and optional vehicle lights.

### Tools and additional equipment

Tools that were originally supplied with the vehicle such as battery charging cables and jacks etc. must be present and in good working condition, as should additional equipment, panels and components. It is not acceptable to fit replacements.

### Batteries

Batteries should be able to start a cold engine without the need for additional external charge and be suitable for the vehicle they are used in.

### AdBlue tanks and fuel tanks

AdBlue and fuel tanks must be leak and damage-free with no contamination.

### Wings

If spray suppression flaps are fitted, they must comply with legal requirements and wings must be hole-free and complete.

### General appearance

Any fittings on the vehicle and its bodywork must be free of any damage, save for the fair wear and tear tolerances explained in this guide. The interior of the vehicle must be clean and the exterior clean enough for a detailed inspection to take place.

### Vehicle keys

All keys originally supplied must be returned, including master keys.

### Repairs, service and maintenance

All service and maintenance must be carried out by Europcar and its representatives.

Europcar will ask you to supply regular mileage reports and readings from the vehicle's odometer.  
**Any unauthorised adjustments to the vehicle's odometer are unacceptable.**

## Additional considerations when returning a Specialist Vehicle

### Commercial Bodies

#### Tail lifts

##### Acceptable:

- Minor dents and paint deterioration on tail lift platforms subject to wear and tear tolerances as highlighted in the Green Zone information.

##### Not acceptable:

- No distortion or failure to the mechanical components of the tail lift including the platform.
- Tail lift must be in full mechanical working order.

#### Platform bodies, tippers and drop-sided bodies

- Must be free of any gaps or holes where the load could escape.
- Must have no distortion to bodies resulting from collision or load impact.
- Must have no damage preventing correct operation and security of the tail board or drop-sides.

#### Curtain-side bodies

- Curtains should be free of any damage or holes, run freely and appear tidy. Curtains should be replaced if there are a large number of repairs or any unrepaired split.
- Load retaining straps should be returned in good condition.
- Straps and tensioners should operate properly, and none should be missing.

#### Rear shutters and tail boards

##### Acceptable:

- Minor dents in tail boards and paint deterioration subject to wear and tear tolerances as highlighted in the Green Zone information.
- Scratches to the paintwork on shutters if due to normal usage.

##### Not acceptable:

- Movement or impact of a load that has caused damage is not acceptable.
- Distortion to uprights and channels.
- Cracks and other damage.

#### Temperature-controlled bodies and box bodies

- Monitoring devices, temperature controls and fridge engines should work correctly.
- Evidence of swelling or delamination of panels is unacceptable as is water contamination of insulation.
- There must be no damage to interior or exterior panels and floors.
- Brackets, straps and any load-restraining devices must be free of damage.
- There should be no interior water leaks to box-bodies or temperature-controlled vehicles and they must be clean.
- The body of the vehicle must be free of distortion and cracking and be securely mounted to the chassis.
- Fridge Calibration must be compliant and up to date.

## Lights, external mirrors, windcreens and glass

As part of your daily check you should check windows and light lenses, including fog lights, for cracks, scratches or large chips.

### Lenses and lamps

Small glass chips (under 1cm) are acceptable on headlamps. Any cracks or holes in the glass or plastic covers of lamp units are not acceptable. Any beacon lights, lamps or reflectors must be as originally fitted and operational.

### Door mirrors

Adjustable or heated mirrors must be fully functioning. Damaged, cracked or missing door mirrors are not acceptable.

### Windscreens

Small glass chips (under 10mm) are acceptable on windscreens. Light scratching of the windscreen is acceptable so long as it does not impede the driver's sight line however the windscreen must be watertight and secure. Additional equipment like electronic driver assistance cameras and heating elements must be in fully functioning order.

### Windows

Windows must operate freely through their full travel and be free of cracks.





## Wheels and tyres

### Wheel trims and wheels

Damage to the hub of an alloy wheel or steel wheel spokes, corrosion, holes or dents on steel wheel trims, alloy wheels or wheel trims are not acceptable.

The total circumference of scuffs on a steel wheel trim or alloy wheel must not total more than 2cm all together. Jacks, other tools, 'spacesaver' wheels and spare wheels must be stowed properly, be intact and in good working order.

### Tyre wear and damage

Sidewalls and treads must be damage-free. All tyre management must be handled by Europcar.

### Mechanical condition including engine, driveline and transmission

All vehicles should be regularly inspected and any mechanical faults should be reported immediately to avoid further unnecessary damage.

On return of the vehicle there must be no warning lights showing on the engine management system, indicating problems with AdBlue or oil pressure, or the diesel particulate filter. Advisory illuminated alerts like countdowns to next service are acceptable but an illuminated warning light would mean the collection process would need to be abandoned as the vehicle may not be driveable. In this situation a fee can be charged for a recovery vehicle.

## Additional equipment

### Tow bars

Tow bars, if required, must be fitted by one of Europcar's approved suppliers.

### Roof racks and ladders

The approval of Europcar must be sought before temporary ladders or roof racks are fitted to a vehicle and if they are fitted they must meet the vehicle manufacturer's recommended load specification and design, be fit for purpose and fitted correctly with pads and anti-rust mounting clamps.

The roof, panels, and gutter rails must have no distortion. No holes can be drilled in our vehicles unless expressly undertaken by ourselves.

No permanent ladders or roof racks can be fitted unless by a Europcar-approved supplier.





## Customers: how we assess your vehicle on return

- Europcar conducts its assessment at a time and a place with good light with a viewing distance of 2 metres at an angle of between 45-90 degrees.
- The vehicle is washed and thoroughly cleaned to ensure no faults are masked.
- We examine the roof, body and door panels and the bonnet by walking around the whole vehicle.
- We will pay close attention to areas where the light reflects differently, as this can reveal any dents and scratches.
- We look for chips, cracks and holes in windows, lenses and lamps.
- We check hubs, trims and wheels for deterioration or scratches.
- We expect the interior and any load areas are valeted and/or well cleaned.
- All upholstered areas will be checked for stains, burns, tears, odours and wear.
- We will check all controls are fully functional plus any audio equipment and accessories.

**All keys, accessories and equipment must be available on return and the vehicle must be in a safe and roadworthy condition.**

## Customers: things to remember

At the end of the rental period Europcar will arrange the surrender or return of the vehicle. At this point you will be given the opportunity to agree or disagree with any readily apparent damage or wear that is documented on the vehicle by Europcar, regardless of who is liable for it. Damaged or missing equipment will also be documented. Europcar will then make a second inspection for a fuller assessment of your vehicle allowing them to calculate what end-of-contract charges are due, if any.

- ✓ If for whatever reason we (being you and us) cannot inspect the vehicle at the end of the rental period then we (Europcar) will inspect it on our own as soon as possible after its return. Once the inspection is complete we will supply you with a condition report together with any damage information (if any).
- ✓ Don't forget to remove sunglasses, any other personal effects and business materials from the vehicle.
- ✓ Remove any paperwork or correspondence that could reveal any personal data about the driver or their family and friends.
- ✓ It is your responsibility to remove any business or personal information from the vehicle including from the vehicle's onboard systems.
- ✓ Delete any personal information like address and postcode from the vehicle's navigation system but leave any of its discs and cards in the vehicle.
- ✓ Don't leave house or premises keys on the vehicle key fob.
- ✓ Deactivate any Bluetooth.
- ✓ Number plates should have characters of a specified size and font that comply with the Road Vehicles (Display of Registration Marks) Regulations 2001 and must be intact.

## Terms you should know

<b>Chip</b>	A concise area of surface material removal (glass) caused by impact.
<b>Dent</b>	An area where impact damage has caused distortion of the surface structure.
<b>Scuff</b>	An area of light abrasion that has not penetrated the base material.
<b>Scratch</b>	An area of the top surface where a single line has penetrated the base material.
<b>Swage line</b>	A panel's folded edge.



## If a dispute occurs

Under our terms and conditions, our engineer's damage assessment of a Vehicle (produced using the Audatex cost estimating system) is final. If you disagree with this assessment, you should speak to either your account manager or contact our damage team directly using the contact details on the documents you receive. It would be helpful if you provide as much information as possible, together with any evidence, e.g. documents, photographs or video recordings, which support your position. We will review the information provided and attempt to resolve the dispute.

If the dispute cannot be resolved, all customers have rights under the dispute resolution provisions within their contract.

Alternatively, consumers may wish to contact the British Vehicle Rental and Leasing Association (BVRLA) for further assistance.



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