

Europcar
VANS & TRUCKS



MOVE SAFELY

Fair Wear and Tear Guide
Light Commercial Vehicles

Contents

What is the guide for?	3
Advice and information for customers	4
What are end-of-contract charges?	5
An explanation of the Europcar Fair Wear & Tear Standard	7
An introduction to Zones	7
The Green Zone: non-working surfaces	7
The Red: working surfaces	9
The Orange Zone: the vehicle's internal areas	10
Zones and different types of bodies	11
When the vehicle is returned	12
Lights, external mirrors, windscreens and glass	16
Wheels and tyres	17
The working condition of the vehicle	18
Additional equipment: roof racks, tow bars etc.	19
Customers: how to assess your vehicle before return	20
Customers: things to remember	21
What wear is permissible?	22
Terms you should know	22

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 for more than 14 consecutive days. Less than this period the Standard Europcar Wear and Tear Policy would apply.

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 optional and standard equipment that comes with the vehicle.

You can avoid or minimise end of life 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, scheduled repairs, 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.

Costs can also be reduced by using a good maintenance system promoting road safety and road compliance. This will also lower/remove the risk of any refurbishment charges being applied when the vehicle is returned.

What are end of contract charges?

When a vehicle is returned to Europcar, we will conduct a full inspection of the vehicle, its equipment and accessories to see if it has been maintained as agreed at the start of the rental period. You will not be charged at the end of a rental period for normal wear and tear.

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

At the start of a contract

Your Europcar Account Manager will explain to you the end-of-contract return standard expected in terms of how you should regularly inspect the vehicle, its condition, its accessories, the equipment and keys.



What are 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 sheet (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 a dispute occurs

You have the right to pay for an independent qualified engineer to review evidence or do an examination in the event of a dispute about the condition of a vehicle or damage it may have sustained. The engineer must be agreed by both parties and not related to the original inspection.

Both parties are bound by the engineer's decision and the reasonable cost of the examination will be refunded to you if the decision is made in your favour.

An explanation of **The Europcar Fair Wear and Tear Standard**

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.

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 painted bumpers, body moulding and mirrors, should not show signs of rust, corrosion, or discolouration.

It is acceptable to have repaired dents, scratches and chips if the work is done to a professional standard by repairers and the work has a full warranty.

It is not acceptable to have poorly matched paint, flaking paint, paint contamination, preparation marks or rippled finish.

Green Zone: non-working surfaces

Chips

A small area of stone chipping (up to 5mm) and light surface scratching (up to 75mm) are acceptable, with a maximum of:

- Four chips on any panel.
- Six chips per door edge.
- Eight chips per forward-facing panel.

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 25mm in diameter (size of a 10p coin) with a maximum of two dents on any panel.
- A dent on the roof.

Scratches

Scratches that penetrate the paint surface or, are over 75mm in length or, more than four scratches on any panel, are unacceptable.

Red Zone: working surfaces

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

- Areas close to the road surface prone to chipping such as around the wheel arches.
- Rear and side guards.
- Drop-sides, tail boards and kick panels.
- 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 deformation from the original shape of the component and no distortion to any metal panel.
- Rust is acceptable so long as the integrity of any panel or component is not compromised by the corrosion.
- Scratches and chips as per tolerance levels set out in the Green Zone.
- Evidence of wear through absence of paint.

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.

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 and tachographs.

Permission must be gained from Europcar for the fitment of any additional equipment. Any damage resulting from the such fitment, its use or subsequent removal is not acceptable and must be professionally repaired. Permission to return the vehicle without the removal of such items must be given in writing by Europcar.

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.
- Fire extinguishers and other such accessories must be returned unused and intact or replaced with items of an identical specification or standard.
- Rear view mirrors, courtesy lights, seat belts and similar interior fittings must be present and free of damage.

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



Small panel vans and car-derived vans (CDVs)

If it's part of the loading area, the rear step will be red. If not, it will be green.

CDVs and Panel Vans

If it's part of the loading area, the rear step will be red. If not, it will be green.



Coach-built

Includes drop sides, flat-beds, tippers and beaver tails (body separate from cab).

Luton with tail lift

Note: Both the upper and lower surfaces of the tail lift platform are Red Zone.



When the vehicle is returned

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

The vehicle will be driven to a return or collection location and therefore should have sufficient fuel, battery charge for electric vehicles, to enable us to return the vehicle to the intended rental location.

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.

Load contamination

Excessive damage caused by contamination should be avoided with regular cleaning and maintenance procedures especially for tankers and gritters that carry corrosive or potentially harmful materials.

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 obligatory and discretionary lamps. If replacements have been fitted they must be to the same specification and standard as the original items.

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. Europcar's permission must be sought before fitting replacements which must be of the same specification and standard.

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. Any replacement battery needs to be of the same standard as originally supplied.

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 on pages seven to ten. Any repairs that have been carried out should have been done by a reputable dealer to a professional standard with a full transferable warranty included. 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.

Documentation

All documentation must be intact and available. This includes registration documents (if appropriate), MOT certificates and lifting equipment such as LOLER, service and maintenance records, and any documentation that relates to the vehicle's equipment.

YOUR FAIR WEAR AND TEAR GUIDE

Repairs, service and maintenance

Only reputable agents with ISO 9001 accreditation should carry out repairs and maintenance with customers surrendering the vehicle to Europcar at the requested time. Should you be responsible for the vehicle's repairs and maintenance, you must keep a full record and when the vehicle is returned, make it available. You are responsible for making sure accredited repairers reset service interval displays on the vehicle's on-board service history management system, if service records are kept electronically.

Maintenance and service must be done according to the manufacturer's servicing and maintenance schedule on the vehicle and all of its equipment. On return of the vehicle the service book must be present (if originally supplied) and date-stamped by the authorised agent as evidence that a service or repairs have taken place.

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.

Rectification notices issued as part of a recall action by the manufacturer must be actioned on the agreement between you and Europcar.

Additional requirements when returning a Specialist Vehicle

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 a single split longer than 2 metres.
- Load retaining straps should be returned in good condition.
- Straps and tensioners should operate properly, and none should be missing.

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.

Rear shutters and tail boards

Acceptable:

- Minor dents in tail boards and paint deterioration on tail lift platforms subject to wear and tear tolerances on page 8 in the Green Zone.
- Scratches to the paintwork on shutters if due to normal usage.

Not acceptable:

- Distortion to uprights and tail lift platforms.
- Cracks and other damage.

Specialised bodywork

There must be current statutory certificates in place on all specialised bodywork and it must operate satisfactorily.

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.

Lights, external mirrors, windscreens 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 5mm) 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 first fitted and if fitted without permission of Europcar, should be professionally removed before the vehicle is returned. If the removal creates holes or any other damage, these must be neatly repaired unless agreed in writing with Europcar.

Door mirrors

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

Windscreens

Small glass chips (under 5mm) are acceptable on windscreens. Larger chips that are outside the driver's sight line are acceptable if they have been professionally repaired and the work has a warranty. However, larger chips within the driver's sight line that have been repaired are not acceptable.

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 40mm 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 tyres and spares must comply with the vehicle manufacturer's recommendations for load index, speed rating, and size for the vehicle, and all tyres including the spare must meet minimum UK legal requirements.



Mechanical condition

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

You should seek written permission from Europcar before fitting speed-limiting devices. Such devices may need to be removed or disabled before the vehicle is returned, with the work professionally carried out by reputable agents who can provide a full transferable warranty.

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.

Engine, driveline and transmission

Any repairs should be done professionally by a reputable repairer with a full transferable warranty available for the work. The manufacturer's guidelines should be met when maintaining the vehicle to ensure the prop shaft, gearbox, clutch and rear axle etc. are free from any significant defects that may impact good running.

Additional equipment

Tow bars

Permission must be sought from Europcar before fitting a tow bar. If fitted they should have fully working electrical connections, be in a good condition with no evidence of rust and should be of a type approved for the vehicle.

Roller shutters

Movement or impact of a load that causes damage is not acceptable but scratches to the paintwork on roller shutters are acceptable if they are the result of normal usage.

Roof racks

The approval of Europcar must be sought before 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 and any holes drilled during fitting must be treated against rust and water penetration.

Lifting equipment

All lifting equipment must operate satisfactorily and have current, valid, statutory certificates present when the vehicle is returned, including tail lifts, cranes and any other vehicle-mounted lifting equipment.

Customers: how to assess your vehicle before return

Use these tips to help you evaluate your vehicle with the Europcar fair wear and tear standards before it is returned to Europcar.

If you find unacceptable areas of damage, you can minimise end-of-contract charges by arranging repairs. However, before you do that, seek advice from Europcar or check the terms of your contract. If you leave any wear or damage unrepaired, always point this out to a Europcar representative upon collection to avoid difficulties later on.

- Give yourself enough time to arrange repairs to unacceptable wear and tear by assessing your vehicle 10 to 12 weeks ahead of its return.
- Ask a friend or co-worker to help you and be as honest and objective as you can when making your evaluation of the vehicle.
- Europcar conducts its assessment at a time and a place with good light. You should do the same so as not to miss faults.
- The vehicle must be washed and thoroughly cleaned before it is inspected but allow time for it to dry properly as water marks can mask faults.
- Examine the roof, body and door panels and the bonnet by walking around the whole vehicle. Pay close attention to areas where the light reflects differently, as this will reveal any dents and scratches.
- It will be easier to spot dents and scratches if you kneel down or crouch at the front and rear of the vehicle and look along the side panels.
- Look closely for chips, cracks and holes in windows, lenses and lamps.
- Check hubs, trims and wheels for deterioration or scratches, then inspect the tread on all tyres including the spare to make sure it is even across each tyre.
- The interior and any load areas should be valeted and cleaned well.
- All upholstered areas must be checked for stains, burns, tears, odours and wear.
- All controls should be fully functional on any audio equipment and accessories.

Customers: things to remember

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

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.

What wear is permissible?

Green Zone: Non-working surfaces

Forward-facing panels: chips of 5mm or less.

Rear right panel: scratch.

A single dent of 25mm in diameter or less.

Red Zone: Working surfaces

Interior panel load area: multiple scratches.

Load area: Paint missing but no deviation to metal panel.

Rear bumper loading area: heavy wear.

Orange Zone: passenger areas and interior cab.

Access areas showing removal of paint and scratches.

Non-permanent staining on visor and soiling of any upholstery.

Terms you should know

Chip

A concise area of surface material removal (glass or paintwork).

Dent

An area where impact damage has caused distortion of the surface structure.

Scratch

A score or a single line mark in the surface material.

Scuff

An area of the top surface where light scraping has penetrated the base material.

Swage line

A panel's folded edge.



Europcar
moving *your* way