



# **Fair Wear and Tear Guide**



## Welcome

Thank you for choosing CA Cars to supply your instructor vehicle. Your custom is very important to us and we take great pride in our ongoing customer service; from helping you change to the vehicle which best suits your needs, to keeping you on the road earning money.

With this in mind, we have devised this booklet to give you some quick and easy tips to help you to keep your vehicle in the optimum condition, both mechanically and cosmetically, so you know what we'll be looking for when it does come back to us.

Please keep this booklet as a tool to help you avoid any unnecessary expenses when your vehicle is returned.

If at the end of your contract you decide not to have another vehicle with us it is your responsibility to return the car to our Leicester site.

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## The aim of this Guide

Fair wear and tear occurs when normal useage causes acceptable deterioration to a vehicle. When we inspect the vehicle at the end of a contract, we consider the age, mileage and whether the vehicle has been looked after sufficiently.

Fair wear and tear should not be confused with damage, which occurs as the result of a specific event or series of events, such as an impact, inappropriate stowing of items, harsh treatment, negligent acts or omissions.

## What does this booklet contain?

Advice and guidance. You can use this booklet throughout your hire period. It contains tips for looking after the vehicle, information you should know at the start of your lease, tips on appraising the vehicle and what to expect upon the vehicles return.



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# Advice For customers during the term of their lease

Advice for your specific vehicle can be found in the manufacturers handbook. We will cover all routine servicing and maintenance if your vehicle is on a maintenance-inclusive contract. We will provide advice and guidance to help you whenever you may need us.

## The Customer should:

- ◆ Use, Maintain and look after the vehicle in accordance with the vehicle manufacturer's guidelines
- ◆ Follow the advice provided to keep the vehicle in good condition, help maintain it's performance and preserve its safety features and emissions standards. Looking after the vehicle will minimise any potential charges at the end of the contract
- ◆ Follow the manufacturers recommendations regarding fuel and fuel blends, additives such as Adblue, lubricants and battery recharging (In electric or hybrid vehicles), because the vehicles warranty may be invalidated and long term damage caused , through inappropriate use of fuels, additives, lubricants and battery usage. You will be charged if this is the case.
- ◆ Report any suspected manufacturer faults identified on any part of the vehicle, it's bodywork or trim, to us as soon as possible.  
Call our service team on 01162849067
- ◆ Be aware that blocking or adjusting the vehicle's odometer ('mileage clock') before return is not permitted and is a prosecutable offence.

Private plates are allowed on the vehicle after delivery. We ask that you contact our admin team with a copy of your certificate of entitlement/ retention document. There is no charge for us to apply your plate, however you will be liable for the £80 DVLA charge payable upon it's removal.

Appraisal Tips before  
returning your vehicle



# Advice For customers before returning their vehicle

- ◆ Around 10 weeks prior to it's return, check your vehicle over at home, you may wish to ask a friend or family member to go over the car with you so they can additionally point out any blemishes, dents or scratches you may have missed. It will also give you time to have any damages rectified and missing items replaced
- ◆ Before appraising the vehicle, make sure it is washed , is thoroughly clean and then has time to dry. Water on the paint can mask faults.
- ◆ Choose a time and place with good lighting. We will appraise the vehicle in controlled settings and poor lighting will likely mean you miss faults.
- ◆ Contact us if you are in any doubt as to whether damage is chargeable, you can send us a photo and we can tell you our opinion.
- ◆ Check the tyres (including spare if available) for damage.
- ◆ Inspect your wheels, wheel rims and hubs for scratches, rust and corrosion.
- ◆ Walk around the vehicle and examine each panel closely. This includes the roof, bonnet, doors and body. Observe where light may reflect differently, this is likely because of a dent or scratch.
- ◆ Crouch or kneel down at the front and rear of the vehicle and look along each side and the underneath. This will help you see scratches not visible from a full height inspection. We will lift the vehicle onto our ramp during it's inspection, so we will not miss these areas.
- ◆ Inspect lamps, lenses, windows and mirrors for chips, cracks and holes
- ◆ Check upholstery for odours, tears, burns, stains and wear.
- ◆ Inspect all controls, including audio equipment and accessories—they should be present and fully functional.
- ◆ Clean and valet the interior
- ◆ Arrange to repair areas of damage and replace missing items before the vehicle is returned, ensuring any work is carried out to a professional standard by a repairer who can provide a transferable warranty for the work
- ◆ Ensure all signwriting and glue residue is removed from the vehicle, there is a de-stickering charge if this doesn't happen.

If you would like to keep your vehicle, you can also call us to arrange to purchase it, or extend the lease depending on it's age and mileage.

Day of Return advice



# Advice For customers on the day of return

## If you're having a new car

- ◆ We offer complimentary collection of the vehicle if you are having a new vehicle delivered.
- ◆ A driver will arrive with your new vehicle and hand this over.
- ◆ Ensure your return vehicle is in a safe and road-worthy condition with all equipment and keys present.
- ◆ Ensure all your personal belongings are removed from the vehicle, reset the infotainment system to remove all personal data that could reveal your, your family or friends identities. There is a £10 charge if this is not done.
- ◆ The driver will note any apparent damage and wear and note its mileage.
- ◆ However, we will do a full and final inspection on the vehicles return to us and this will be used to calculate what end of lease charges, if any, are payable.
- ◆ If this is the case, we would recommend you follow the steps on the previous page, and take photographs of every panel on the collection day for your own records. This should be meticulous, as if you miss damage that we find and don't have a photo, you will be liable for it.

## If you are at the end of your lease and not having a new vehicle from CA Cars

- ◆ Your vehicle will need to be returned by you, to our Leicester site—LE183TE
- ◆ Once you arrive with us, have a chat with our front desk to let us know you're here and take a seat in reception. As soon as one of our qualified vehicle appraisal technicians becomes available they will come to see you and take the keys.
- ◆ The vehicle will be taken into our workshop.
- ◆ Our technicians have knowledge of the rules & guidelines and anything that falls outside of our fair wear and tear guidelines will be noted down.
- ◆ Our technician will return to you once the appraisal is complete and let you know if any damages have been found. At this point, you are welcome to perform your own inspection of the vehicle and our technician will be happy to point out what has been uncovered.
- ◆ Within 4 weeks, we will be in touch with the final invoice stating the damages and prices. We can offer a payment plan if this is more suitable.

End of Lease charges



# End of Lease Charges Explained

You can always expect to be treated fairly.

It is always recommended that you (or a nominated representative) is present for collection or inspection at our site.

IF the vehicle is not sufficiently clean, the appraisal may be aborted and a charge applied for the cost of a valet.

You will be informed, if charges are applied, within 4 weeks of the vehicles return. You may not receive the full invoice until a later date if significant repairs are expected, but we will let you know of our intention to charge.

## Why do we have end of lease charges?

These compensate us for the cost of rectifying damage and replacing missing items, such as keys, parcel shelves etc.

You can also expect charges if there is no evidence that the vehicle has been serviced and maintained according to the vehicles manufacturer guidelines.

Charges will also be applied if damage is found but we decide to not repair the vehicle for commercial reasons before it's sale. You are still liable for the cost of the repair as this will directly effect the vehicles resale value by that cost.

You will not be charged for any refurbishment that arises from normal wear and tear.

You can arrange to repair the vehicle before it's return, so long as the repairs are carried out to a professional standard by a reputable repairer, who can provide a fully transferable warranty on their work.



Appraisal Tips before  
returning your vehicle



# BVRLA Code of Conduct

CA Cars Is a member of the BVRLA so are obliged to trade fairly and responsibly in our dealings with our customers. The BVRLA promotes ethical trading, clear pricing, transparent terms and conditions and the provision of high-quality vehicles and customer service. The Code of Conduct sets out the standards we must comply with regarding pre- and post-contract procedures, level of customer support during the contract period and how customer complaints should be handled.

## In Case of a Dispute

In the event of a dispute about the condition or damage to the vehicle,

You have the right to pay for a review of the documents and photographic evidence by an independent qualified engineer—eg, an engineer unrelated to the original inspection and agreed by both parties. The engineers finding will be binding.

## BVRLA dispute resolution process

The BVRLA is approved by the government as a Consumer ADR body under the alternative dispute resolution for Consumer disputes (Competent authorities and information) Regulations 2015.

If you are unhappy with the service you've received you should in the first instance inform us to give us the chance to resolve the issues. Contact us in writing, explaining the issue and how you'd like for us to put it right.

If you deem our final response unsatisfactory, you can escalate the complaint to the BVRLA's ADR service.

There is no Cost to this service. The ADR is a restorative justice service, not a compensatory scheme.

Find out more here:

[BVRLA.co.uk/Consumer-advice](https://www.bvrla.co.uk/Consumer-advice)

The fair wear and tear standard.





# THE FAIR WEAR AND TEAR STANDARD

## Servicing • Routine maintenance • Documentation

### What's required?

### CA Cars suggests

#### Servicing

Your car should be serviced according to the manufacturer's service schedule, using only genuine manufacturer parts. You'll find details of service intervals in your vehicle's service book. A full service and maintenance record must be returned with the vehicle.

If a service book was supplied with the vehicle, it must be returned. If servicing records are kept electronically, you must provide evidence of the servicing and maintenance.

Vehicles should be serviced by Kwik Fit, ATS, or a franchised dealer. You must use genuine manufacturer parts. To book, call fleet assist on 0333 2412600

When a car is serviced, make sure the service book is stamped and ensure proof of the service is provided. Please refer to the orange service authorisation pamphlet located within your service book.

Keep evidence of servicing, such as an invoice or job card.

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#### Routine Maintenance

It is your responsibility to ensure the vehicle is maintained to a roadworthy standard. Mechanical faults must be rectified promptly. Many serious faults will be covered by the manufacturer's warranty.

Check oil and coolant levels weekly and maintain at correct levels.

Investigate any poor running symptoms or unusual noises and have them rectified.

If you have any problems, contact the relevant local franchised dealer.

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#### Documentation

All vehicle documentation must be returned with the vehicle. This will include the owner's manual, the service book (stamped as appropriate), details of audio security codes and all evidence of services and repair work (invoices).

Keep all documentation relating to the car including service history, key codes and book packs in a safe place within the vehicle.

Label any items you remove so you know which vehicle they belong to.

# THE FAIR WEAR AND TEAR STANDARD

## Appearance • Decals and badges • Keys

### What's required?

### CA Cars suggests

#### Appearance

Prior to vehicle swap-over/ return to us, the vehicle's exterior should be cleaned to allow a detailed inspection. The interior should be cleared of rubbish and kept clean and tidy.

Clean the interior and exterior regularly to ensure a good cosmetic appearance. Polish the exterior every few months to remove traffic grime.

Always operate a no smoking policy in your car, it will be easier to keep it clean and reduce the risk of carpet/seat burns.

#### Decals and badges

Remove sign writing prior to changeover / return. Any remnants of glue must also be removed.

Differences in paint colour following removal of decals etc. is unacceptable.

Manufacturer's badges must be in their correct place on the vehicle.

If we remove signage on your behalf, it is chargeable.

1. Always use decals/stickers that can be easily removed without damage to the car's bodywork (We recommend using 3-5 year vinyl rather than 5-10 year).
2. When removing stickers, make sure all glue remnants are removed.
3. If decals are left on the vehicle at swap-over/return, watch out for dents hidden under them, any damage found under signs will be charged.
4. Try to avoid magnetic signs as these can mark paintwork. However, if used, ensure a protective covering is placed underneath to avoid direct contact with paintwork.
5. Check to make sure no manufacturer's badges are missing.

#### Keys

A master key and any locking wheel nut keys should be returned as originally supplied, complete with any fobs. If applicable, remote controls or devices for the remote locking system and/or vehicle security system must be available and working properly.

Locking wheel nut keys should be kept in a secure location in the car. Please ensure they remain in the vehicle after service/ tyre work.

Take good care of keys as replacing master keys for engine management systems can be very expensive.

# THE FAIR WEAR AND TEAR STANDARD

## Body and paintwork damage • Windscreen and Windows • Mouldings and Wheel Arch

### What's required?

#### Body and paintwork damage

The bodywork must be free of rust, corrosion and discolouration. Bodywork includes all painted areas of your courtesy vehicle, including painted bumpers, body mouldings and mirrors.

Very small areas of chipping are acceptable including door edge chipping, as long as the base coat hasn't been penetrated and there is no corrosion. 4 chips per panel, 6 per door edge, 8 on any forward facing panel are allowed.

Minor dents (up to 15mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion. Multiple dents on one panel are unacceptable. Dents on the roof or on a swage line are not acceptable.

Light scratches (up to 25mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion, provided they can be polished out.

#### Windscreen and windows

Chips, cracks or holes are unacceptable and potentially dangerous. Window heating elements must be working. Light scratching is acceptable so long as it does not interfere with the drivers line of sight and the heating elements or ADAS systems. Panoramic roofs must be free of chips, cracks and holes and fully functional. Windscreen wipers must be present and functional.

#### Mouldings and wheel arch trims

Light scuffing is acceptable up to 25mm, as long as the moulding or wheel arch trim is not broken, cracked or deformed.

### CA Cars suggests

Repair all damage to paintwork as soon as possible.

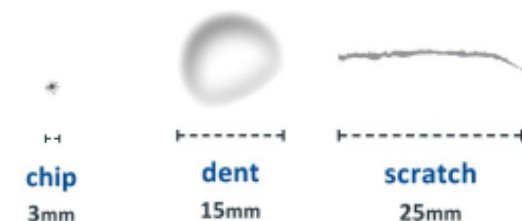
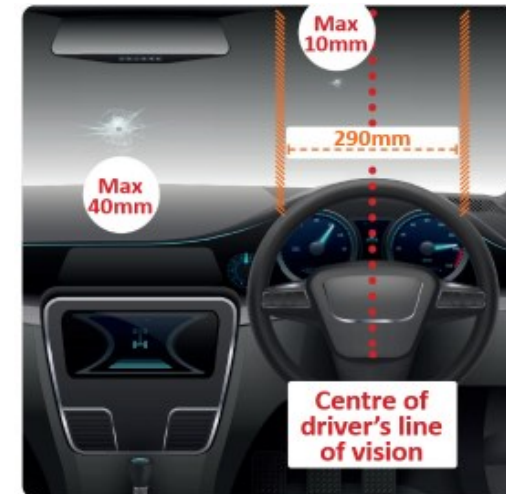
Minor scratches can often be polished out, doing it yourself will save you money.

High quality 'SMART' repairs are an effective and economical way of dealing with dents, chips and scratches.

Substandard repairs are a false economy. They have to be rectified at a greater cost to you.

Keep vehicle glass clean for safety, and to allow damage to be identified and repaired.

Pay careful attention to windscreen damage. It must be repaired immediately. When there is damage in the driver's line of sight, (the area where the wipers touch) the windscreen will need to be replaced and ADAS systems reconfigured.



# THE FAIR WEAR AND TEAR STANDARD

## Door mirrors • Lamps/Lenses • Number Plates • Vehicle underside

### What's required?

### CA Cars suggests

#### Door Mirrors

Door mirrors must not be cracked, damaged or missing. If adjustable and/or heated, they must work properly. Scuffs and scratches to coloured mirror castings are not acceptable.

Keep door mirrors clean.

Repair or replaced if damages.

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#### Lamps/lenses

All lamps must work. Minor scuff marks or light scratches are acceptable. Holes or cracks in the glass or lamp unit covers are not acceptable.

Keep lamps and lenses clean.

Replace if damaged.

Regularly check to see all lamps are working.

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#### Number plates

Number plates must be in good condition, without cracks, distortion or discoloration.

Keep number plates clean.

Replace if damaged, distorted or discoloured.

Your chosen supplier will need the vehicle log book details from us to enable any replacements.

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#### Vehicle Underside

Any impact damage to the vehicle's underside is not acceptable. Catalytic converters not working because of obvious abuse or damage is not acceptable

Take care driving the vehicle over lumps, bumps or holes in the road.

# THE FAIR WEAR AND TEAR STANDARD

## Wheels and wheel trims • Alloy wheels

### What's required?

#### Wheel and wheel trims

Dents or damage to wheels, including the spare are not acceptable.

The spare wheel, jack and other tools must be present, working properly and stowed in the proper place.

Very light scuffing of wheel rims or trims is acceptable as long as it's smaller than 50mm over the whole circumference.\*

Damage to trims is chargeable.



#### Alloy wheels

Alloy wheel damage sustained during use can only be repaired using refurbishment methods, which can by their nature tend to be more expensive.

Polished/ diamond cut wheels should not be painted, if damaged they need specialist refurbishment.

Scratches up to 50mm across the total circumference are acceptable on the rim.\*

Any damage on the face of the alloy or any damage above 25mm on the rim is unacceptable.

### CA Cars suggests

If you need to replace wheels they must meet manufacturer's standards.

Make regular checks for damage to wheels, especially side walls.

We recommend changing the manufacturer trims for a generic set as this is likely to be cheaper for you.

Ensure the wheels are checked before and after each use.

Carry out any refurbishment prior to return.

Alloys can be misshapen due to being driven over damaged road surfaces or driving too fast over speed bumps.

This will be checked once the vehicle is back on site

\* For example, if you have 3 scratches, 20mm each, these are chargeable as 60mm is damaged across the circumference of the rim

# THE FAIR WEAR AND TEAR STANDARD

## Tyres • Mechanical condition

### What's required?

#### **Tyres**

Tyre wear should be in keeping with the vehicle's age and mileage.

All five tyres must meet minimum legal requirements; with a tread depth of at least 1.6mm in a continuous band throughout the centre of the tread. Bald spots are unacceptable.

Tyre walls must not show signs of damage such as gouges or bulges.

Replacement tyres must meet manufacturer's standards.

### CA Cars suggests

Check tyre condition weekly, measuring tread depth. We authorise tyre changeover at 2mm or below.

Check for missing valve caps and replace if necessary.

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#### **Mechanical condition**

The vehicle must be in good mechanical condition when it is collected, capable of passing an MOT.

Brakes must be working well, brake discs or drums must not be grooved due to excessive wear.

The engine should run smoothly with clean emissions. Any seizure or damage due to insufficient coolant, oil or broken internal components is unacceptable.

The clutch and gearbox should be working smoothly and quietly. A noisy clutch or gearbox or worn synchromesh is unacceptable.

No warning lights should be displayed.

Fluid leaks, such as oil, coolant and brake fluid, are not acceptable.

Always keep your car in good mechanical order.

Check all fluid levels regularly and top up when necessary.

Investigate any poor running symptoms or unusual mechanical noises immediately.

Remember all vehicles have manufacturer's warranty cover.

# THE FAIR WEAR AND TEAR STANDARD

## Vehicle interior (trim, carpets, headlining, boot) • Seat and seatbelts

### What's required?

#### Vehicle interior (including trim, carpets, headlining and boot)

The interior, trim, carpets, headlining and boot area must be clean with no visible burns, tears, holes or staining. Wear and light soiling through normal use is acceptable. Repairs that are not readily visible are also acceptable.

All interior fittings such as rear view mirror, courtesy lighting, sun visors, door bins, handles and holders must be in place and undamaged.

### CA Cars suggests

Keep vehicle interior clean with regular vacuum cleaning.

Remove any stains with a suitable proprietary cleaner.

Accessories such as parcel shelves, load covers, boot liners, restraining straps and nets must be returned with the vehicle.

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#### Seats and seatbelts

Any wear on seats due to normal usage is acceptable. Fabric faded by sunlight is acceptable, but fading due to cleaning agents is unacceptable.

Light marks are acceptable if they can be removed by steam cleaning.

Heavy marking, such as dirt or oil that cannot be removed is unacceptable. Cigarette or match burns are unacceptable.

Seat structure and adjustment mechanisms must be sound and undamaged. All seatbelts must be present and undamaged.

Choose a suitable stain remover to remove any stains before the vehicle is returned.

Do not use an agent that may discolour fabric.

Check seatbelts and seat adjustment mechanisms regularly.

It is a legal requirement to operate a no smoking policy in your vehicle.

# THE FAIR WEAR AND TEAR STANDARD

## Dashboard, controls and steering wheel • Car audio

### What's required?

#### Dashboard, controls and steering wheel

Light marking to the dash, steering wheel or controls is acceptable as long as it can be removed by steam cleaning. Small light scratches such as those caused by fingernails or rings are acceptable.

Deep scratches, scuffs or cuts are unacceptable, as are cigarette and match burns and damage caused by installation of accessories.

Grease or oil stains are unacceptable. Stickers placed inside the vehicle must be removed cleanly. All vehicle controls, stalks, switches, buttons, etc. must be in place, working and undamaged.

### CA Cars suggests

Damage to the vehicle interior will be charged.

Avoid fitting accessories to your car.

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#### Car audio /Infotainment

All original audio equipment, including speakers and aerials, must be intact, working properly and undamaged. If replacement is required due to damage or theft, it must be an identical replacement.

Details of audio security codes must be returned with the vehicle if applicable

All original equipment, accessories and controls must be present and operating properly (including satellite navigation, battery charging leads, Bluetooth, Cameras, speed limiters, cruise control and other integrated systems)

All personal data, should be removed.

Check the car radio regularly.

Keep the security pin for the audio system in a secure place (if included)

A factory reset should be performed to ensure personal data is not passed onto vehicle owners.



# THE FAIR WEAR AND TEAR STANDARD

## End of Contract Checklist

### Missing Items

### What's required?

### Checked

1. Key	With the vehicle upon return	<input type="checkbox"/>
2. Book packs	Complete and in the glovebox	<input type="checkbox"/>
3. Service books	If applicable, stamped in accordance with service intervals and in the glovebox	<input type="checkbox"/>
4. Locking wheel nut	Stored in the glove box	<input type="checkbox"/>
5. Rear Parcel Shelves	In good condition, in the correct place	<input type="checkbox"/>
6. Aerials	Fitted to the vehicle as supplier	<input type="checkbox"/>
7. Spare wheel/ Tyre inflation kit	In place, to road standard / Unused in the correct place	<input type="checkbox"/>
8. Fuel Caps	In place on the vehicle	<input type="checkbox"/>

### Interior

### What's required?

### Checked

1. Seats	Free from snagging, heavy stains and burns	<input type="checkbox"/>
2. Carpets	Free from Damage/ Burns	<input type="checkbox"/>
3. Boot mats	Must be in place and undamaged	<input type="checkbox"/>
4. Dashboard	No holes, stains, missing items or damage	<input type="checkbox"/>

# THE FAIR WEAR AND TEAR STANDARD

## End of Contract Checklist

Bodywork	What's required?	Checked
1. Body Damage	Repaired prior to return	<input type="checkbox"/>
2. Windscreens	No chips or cracks	<input type="checkbox"/>
3. Mouldings	Must be in place, undamaged and undistorted	<input type="checkbox"/>
4. Door Mirrors	Free from damage and scuffing	<input type="checkbox"/>
5. Dents	Singular dents up to 15mm diameter are acceptable	<input type="checkbox"/>
6. Scratches	Singular light scratches up to 25mm are acceptable	<input type="checkbox"/>
7. Lamps/ Lenses	No holes or cracks	<input type="checkbox"/>
8. Stickers/Decals	All must be removed including adhesive	<input type="checkbox"/>

### Appraisal tips

1. Conduct your appraisal a week or two before the collection date, giving you plenty of time to rectify any faults or missing items.
2. Be as objective as possible. Make sure the light is good so you don't miss any defects.
3. Wash the vehicle (and allow to dry) before appraising it.
4. Check each panel carefully, including the roof, bonnet and boot/hatchback.
5. Check the tyres (including the spare) for damage. Inspect wheels and trims (if fitted) for scratches, dents and gouges.
6. Clean and valet the interior.
7. Check interior for tears, burns, heavy stains and wear.

# Useful day to day tips

1. Check your vehicle's oil, water and lights regularly.
2. Operate a no smoking policy in your car. It is illegal to smoke in your car when you are working.
3. Take regular rests and avoid driving when tired.
4. Do not use your mobile phone when driving.
5. If another person is using your car, make sure they can do so legally and they have a valid licence.
6. If you get involved in an accident of any sort, report it immediately even if you can see no damage. Always have your vehicle inspected by a professional afterwards.
7. Watch out for fraudsters operating crash for cash scams, this is now big business and you may be targeted.

## Disclaimer

This booklet aims to give our customer a clear indication of the standards of condition expected when a vehicle is returned to us.

While it aims to be comprehensive, it is not practical to cover every possible fault, defect or problem that may arise. As such, this booklet should not be seen as an exhaustive list.

If your vehicle has a fault, defect or problem that you are unsure about please contact us on 0116 2849067. Inspect all controls, including audio equipment, for damage.