

**LeasePlan**  
Fair Wear & Tear

# Guidelines for Trucks

A large, stylized graphic of the LeasePlan logo, consisting of three overlapping, rounded, orange-to-red gradient shapes that form a 'W' or 'M' shape. The word 'LeasePlan' is centered within this graphic in white, bold, sans-serif font.

**LeasePlan**



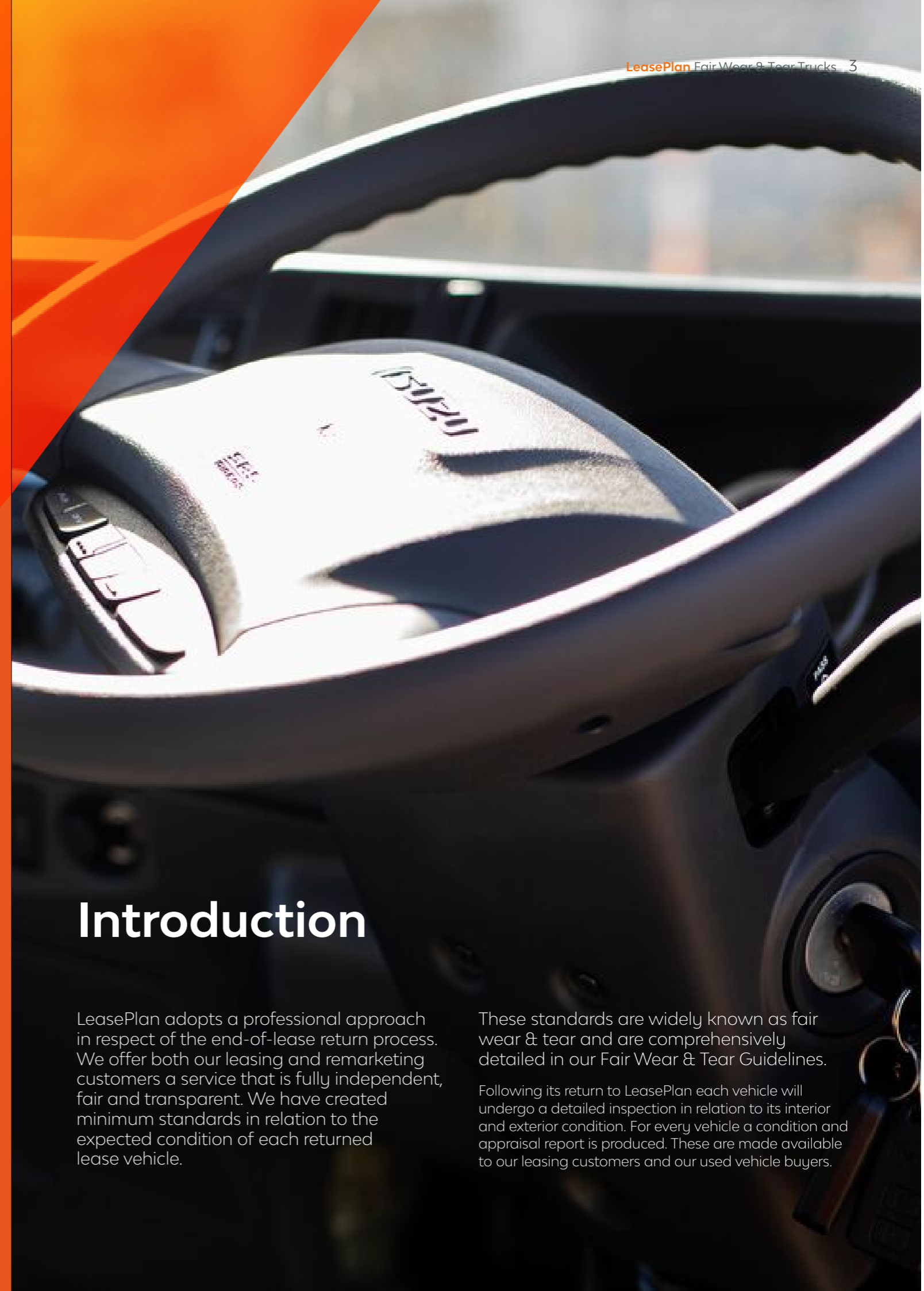
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## Introduction

LeasePlan adopts a professional approach in respect of the end-of-lease return process. We offer both our leasing and remarketing customers a service that is fully independent, fair and transparent. We have created minimum standards in relation to the expected condition of each returned lease vehicle.

These standards are widely known as fair wear & tear and are comprehensively detailed in our Fair Wear & Tear Guidelines.

Following its return to LeasePlan each vehicle will undergo a detailed inspection in relation to its interior and exterior condition. For every vehicle a condition and appraisal report is produced. These are made available to our leasing customers and our used vehicle buyers.

# Fair wear and tear

To make it easier for you to understand fair wear and tear, you'll find details on what is – and what is not – acceptable, in this guide.



## What's fair?

- All equipment must be in full working order and operate to the manufacturer's specifications.
- Minor scratches and chips.
- Weathering
- General wear of attachments items, operational components as part of the expected use, within a safe operating levels. (Such as tracks, tyres and buckets)

## What's not?

- Equipment that is damaged.
- Failure to return any equipment supplied with the vehicle.
- Missing components.
- Impact damage.
- Operational capability related to misuse of equipment
- Missing air and electrical coils.
- Damage to interiors, caused by smoking, retro fitted accessories or driver abuse.
- Corrosion.
- Where applicable/required supply copies of inspection certificates and maintenance records.
- Leaking hydraulics or air leaks
- Batteries or tyres fitted which are unroadworthy or do not align with manufacturer specifications.
- Impact damage to operating platforms, booms, attachments or lifting equipment.

At the end of your lease agreement with LeasePlan your vehicle will be assessed for wear and tear by an independent third party.

This guide will help you understand what is expected at the end of the lease when it comes to the vehicle condition by outlining:

- **What's fair** – acceptable condition.
- **What's not** – unacceptable wear and tear.

It will also be used by LeasePlan to assess the condition of the vehicle to ensure it is consistent with the lessee's obligation to maintain the vehicle in accordance with its lease.

Please note that it is not exhaustive and that any matters not referred to will be assessed by LeasePlan acting reasonably.



# What happens at the end of the lease?

LeasePlan's objective is to help you ensure that your vehicle is returned with minimal damage at the end of the lease period and in a roadworthy condition (where applicable).

This should be achievable by regular cleaning and vehicle inspections as well as repairing any damage prior to returning the vehicle at lease end. We ask that once the lease has ended that:

- The vehicle is returned with a complete and accurate service history, with evidence that services have been performed in accordance with manufacturer requirements, as found in the owner's manual.
- That all equipment fitted to the vehicle, at the time of delivery, is returned including any and all keys/remote controls (where originally supplied).
- Accessories fitted to vehicles which are not included in your lease should be removed prior to returning the asset. It is the lessee's responsibility to repair or refit any damage or alterations to the assets interior (e.g. radios, display screens, phone carriers, telematics devices).

LeasePlan's provider for disposals is Turners.

Turners will take responsibility for the collection, assessment and disposal of all LeasePlan's assets. As such the condition assessment of returned assets is managed by a commercial representative of Turners.



# Tyres, stickers, cleaning and personal items

## Tyres

The fair wear & tear appraisal also includes the inspection of tyres. This means spares, rims, repair tooling, and everything that came with the vehicle must be returned.

## Stickers

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. If the vehicle is returned with signage or stickers, the cost of removal will be included in the appraisal report.

## Cleaning

Unpleasant smells and/or stains in the vehicle's interior can affect a returned vehicle's used value. You may therefore feel it is necessary to have your vehicle completely cleaned using a professional cleaning company before it is returned.

## Remove all personal items

Please also remember to remove all personal effects from your vehicle prior to its return such as:

- Music CDs
- Road maps
- Sunglasses
- Fuel cards

Remember to check all storage areas in your vehicle as we are unable to return personal effects left in the vehicle after it has been collected.