



MANAGE | LEASE | FINANCE

# Fair Wear & Tear Policy

Quality Systems Manual

[YOOGOFLEET.CO.NZ](http://YOOGOFLEET.CO.NZ)

# Defining What's Fair Wear & Tear and What's Chargeable.

## Yoogo Fleet Policy

This manual sets out the distinction between fair wear and tear and chargeable damage. There are always grey areas and exceptions so it is important that this manual be treated as a guide, and that you seek a further opinion if you are unsure of a particular situation when inspecting vehicles.

To identify panel damage the vehicle must be placed in an area with good artificial light. Vehicles must be clean and dry, and not parked in the immediate vicinity of other vehicles or parked close to building walls.

Costs to repair damage caused by accident, vandalism, negligence or poor repair needing rectification, will be recharged. (See manual for specifics in this regard).

Where replacement parts are required, prices for new parts will be obtained.

## Removing Personal Information from your drive vehicle

A reminder that before you return your vehicle to Yoogo Fleet's designated return location, please make sure you have removed all personal information from the vehicle, including business cards, or information/documentation that shows your personal details. Please leave any service logs or service documentation in the vehicle, but feel free to cross out your name or personal details if they appear in those documents.

Please also ensure you clear any personal details from the vehicle's infotainment system. This includes the phone directory, the onboard navigation system and anything else you deem to be private information.

Neither Yoogo Fleet nor their Agent will be held responsible for any personal information or data left in the vehicle.

**All End of Term vehicle inspections** will be completed by us within 96 hours of the vehicle's arrival.

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# Vehicle Damage Chargeable

Exterior



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 Bonnet



- Dents
- Scrapes & Gouges
- Rust

**ACCEPTABLE**

Light chipping (less than 15%) of paintwork that can be repaired by pencil touching.

Isolated dents under 30 mm (Utes & Vans 40 mm).

Scratches under 100 mm.

Scratches that can be removed with a machine cut.

**UNACCEPTABLE**

Dents over 30 mm (Utes & Vans over 40 mm).

Excessive, multiple small dents that can be treated as driver neglect.

Gouges & scrapes 30 mm (Utes & Vans over 40 mm).

Scratches over 100 mm that cannot be removed by machine cutting.

Any damage that requires the bonnet to be completely repainted.

Any hail damage.

Spider rust.

 Grills



- Cracks & Holes
- Gouges
- Missing Items

**ACCEPTABLE**

Light chipping (less than 15%) of paintwork.

**UNACCEPTABLE**

Broken, holed or cracked requiring replacement or repair.

Gouges larger than 30 mm.

Missing grill or badges.

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## Plastic Bumpers & Valances

CAR



- ⊗ Holes
- ⊗ Impact Damage
- ⊗ Paint Damage

### ACCEPTABLE

Minor scrapes, scratches, grazes and light chipping (less than 15%) that can be repaired with pencil touching.

### UNACCEPTABLE

Broken or missing bumper requiring replacement/repair.

Any impact damage where bumper is dented or out of shape.

Holed or cracked bumpers requiring plastic welding.

Any bumper rubbing strip or number plate that is missing or incomplete.

Any damage that requires the bumper or valance to be completely repainted.

Any change of shape or rigidity.

## Steel Bumpers & Valances

UTE / VAN



- ⊗ Dents
- ⊗ Missing Items
- ⊗ Structural Change

### ACCEPTABLE

Dents under 100 mm and light chipping (less than 15%) that can be repaired with pencil touching.

### UNACCEPTABLE

Significant damage over 100 mm in diameter.

Twisted and dented bumpers.

Bent bumper irons.

Missing or torn valances.

Any damage that requires the bumper or valance to be repainted.

Any change to shape or rigidity.

Missing grill or badges.

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## Glass & Lamps



 Damaged Glass

### ACCEPTABLE

General pitting provided it does not interfere with the drivers line of sight and is still warrantable.

Vertical scratching caused by windows being wound up and down. Minor scratches (must be WOF standard).

Scratches under 100 mm.

### UNACCEPTABLE

Windscreen damage including cracks and chipping.

Broken windscreens.

Scratching which has been caused by metal parts of wiper blades, or foreign objects being scraped across the glass.

Lamp body or lense that is broken.

Any hole or crack in a headlight or tail light lense or glass.

Reflector damage due to water or impact.

Any damage to window tints.

Spider rust and hail damaged.

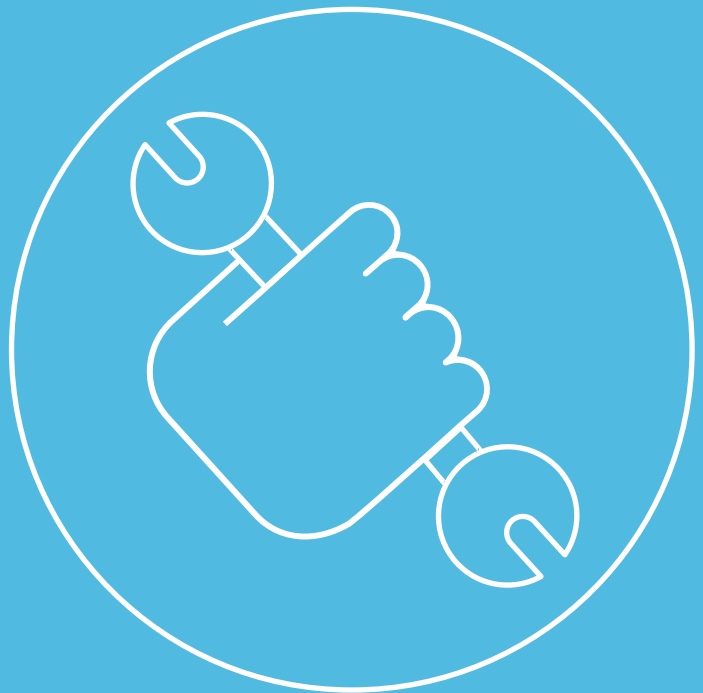
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# Bodywork other than Bonnet & Bumpers



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 Bodywork



- Dents
- Scrapes & Gouges
- Scratches

**ACCEPTABLE**

- Light chipping (less than 15%) that can be repaired with pencil touching.
- Less than 3 isolated small dents under 30 mm per panel (Utes & Vans 40 mm).
- Scratches under 100 mm in length.
- Gouges and scrapes under 30 mm (Utes & Vans 40 mm).

**UNACCEPTABLE**

- Any dent over 30 mm in diameter.
- Multiple dents in a localised area that are less than 30 mm.
- Gouges and scrapes over 30 mm in length or breadth that cannot be removed with a machine cut.
- Any scratches over 100 mm than cannot be removed with a machine cut.
- Sub-standard panel and paint repairs, e.g. paint runs, mismatched paint, poor preparation of surface leaving file and/or sanding marks, peeling of top coat or clear coat.
- Removal of any vehicle signage or the painting out of corporate colours will be chargeable to the customer.
- Damage where decals have been trimmed and where the paint has been cut in the trimming process.
- Damage where decals have been removed but the impression remains after removal and machine cutting.
- Damage where decals have been masked when panel repainted.
- Missing, cracked or broken mouldings that require replacement.
- Missing, cracked or broken badges or decals that require replacement.
- Any rust that will require grinding to remove, or that has penetrated the metal, and is not claimable under warranty is chargeable.
- Any damage that requires the panel to be completely repainted.
- Spider rust.
- Any hail damage.
- Dents that exceed 40 mm in diameter.
- Scratches over 100 mm in length.
- Gouges and scrapes over 40 mm in length or breadth.
- Repair to holes which cannot be plugged with a suitable grommet.
- Rust or damage around drilled holes, which will require repairing and repainting of the panel.
- Significant damage to decking due to loading, or where metal has been pierced.
- Dents over 100 mm on inner side of tailgate and cargo areas.

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## Mirrors



- ⊗ Damaged
- ⊗ Dented
- ⊗ Ripped

### ACCEPTABLE

Light chipping (less than 15%) that can be repaired with pencil touching.

### UNACCEPTABLE

Missing and requires replacement.

Mirror cracked or broken and requires replacement.

Mirror body broken or cracked and requires replacement.

Any damage that requires repainting.

## Wheels, Tyres & Wheel Trims



- ⊗ Damaged
- ⊗ Dented
- ⊗ Ripped

### ACCEPTABLE

Light Damage to wheel trim or wheel rims not exceeding 30% of the circumference of the wheel.

### UNACCEPTABLE

Steel rims bent or twisted. Alloy rims that are gouged, bent, or cracked or where in excess of 30% of the circumference of the wheel is scuffed. Typical cause: running up against kerb.

Wheel trims that are mismatched, cracked, broken or missing.

Missing spare wheels and tyres.

Replacement wheels. Tyres that are not of warrantable standard (including spare). Care: Contact Yoogo for pricing.

## Mudflaps

### ACCEPTABLE

Scuffing on lower edge of mud flap.

### UNACCEPTABLE

If mud flap is ripped or missing.

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# Vehicle Damage Chargeable

Interior



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## Dashboard, Fascia & Trim



- Stains
- Holes
- Missing Items

### ACCEPTABLE

Light Staining.

### UNACCEPTABLE

Cuts, tears, deep gouging – **Cars.**  
Caused by inappropriate loads, e.g. tools equipment.

Deep Gouging – **Utes & Vans.**  
Gouging which is longer than 20 mm and has resulted in plastic material being removed.

All damage to hood linings (for Utes & Vans see acceptable above).

Repairs to inside door panels (includes broken armrests, door/window handles, electric window buttons, rips in the upholstery, cigarette burns etc.)

Holes made to accommodate any accessory.  
e.g. car phones, RTs, navigation aids.

Cost of replacing removed or nonstandard accessories which were supplied with the vehicle, e.g. radio, stereo, stereo fascia.

Burns, e.g. cigarette.

Staining that cannot be removed by shampooing, e.g. glue, paint, grease.

Broken storage lid, glove box lid, centre console lid.

Removed items or accessories (unless done with prior consent of Lease company), e.g. ashtrays, glove box lid, radio, stereo, etc.

Cost of replacing a missing remote or key incorporating a remote.

Missing key (minimum charge of \$150).

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## Flooring, Luggage Areas

CAR



- Holes
- Missing Items
- Missing Tools

### ACCEPTABLE

Carpet flattening or impressions left, due to approved use.  
Any wear that is due to aging or normal usage.

### UNACCEPTABLE

Cuts, rips or tears to carpets or lining fabrics.  
Missing cargo blinds & parcel shelves.  
Cigarette burns.  
Permanent staining on carpets or lining fabrics.  
Jack and wheel brace, tool kit, lock nut key.  
Missing service or owners manuals.  
Deodorisation required due to spillage, animals or tobacco (this includes the air conditioning system).  
Missing CDs or DVDs for satellite navigation system.  
Missing towing accessories or panel parts relating to towing equipment.

UTE / VAN



- Fabric Cuts, Rips & Tears
- Burn Marks
- Deodorisation

### ACCEPTABLE

Carpet flattening or impressions left, due to approved use.  
Any wear that is due to aging or normal usage.

### UNACCEPTABLE

Charge only if it is necessary to replace the floor coverings.  
Missing tools.  
Missing floor coverings in load area.  
Side panels holed or missing.  
Plastic panels that are broken or have holes.  
Missing towing accessories or panel parts relating to towing equipment.

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 Seating



⊗ Stains & Fabric Damage

**ACCEPTABLE**

**Fading or discolouration**, caused by exposure to sunlight and not through contact with inappropriate substances.

**UNACCEPTABLE**

Any staining that damages the texture of the seat fabric e.g. oil, grease, paint, chewing gum, glue, etc.

Cuts, rips or tears, due to carrying inappropriate items on seats or caused by animals.

Cigarette burns.

Missing seats and/or headrests.

 Seat Belts



⊗ Tears & Cuts

**UNACCEPTABLE**

Webbing torn or cut and will fail a Warrant of Fitness.

 Door & Hatch Seals



⊗ Seal Damage

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Missing or damaged seals.

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## Road User Charges & Servicing

### UNACCEPTABLE

Any arrears of RUC or Scheduled Maintenance will be charged to the customer.

Abnormal mechanical wear consistent with age and mileage.

Any mechanical item that prevents the vehicle from being used for its intended use. i.e. slipping clutch, overheating, brake fault, air bag fault.

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# Talk to us

One number. One email. Easy as.

When you need to contact Yoogo, we're always available. You can speak with a Yoogo representative 24 hours a day, 365 days a year on this number **0800 2 YOOGO** (0800 296 646).

## Email

One email address for everything:  
[sorted@yoogo.co.nz](mailto:sorted@yoogo.co.nz)

## Postal

PO Box 1061  
Shortland Street  
Auckland 1140

We'll direct your query to the most appropriate **friendly Yoogo Fleet team member** & reply promptly.

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