

DAIMLER

Daimler Truck Financial

End of Contract Fair Wear and Tear Guide.





Your Fair Wear and Tear Guide.

Congratulations on taking delivery of your vehicle and welcome to the Daimler Truck Financial Services family.

We encourage you to review the guidelines in this brochure, which highlight our vehicle return standards and what we consider reasonable fair wear and tear when returning your vehicle.

Taking into consideration the vehicle's age, kilometres travelled and overall condition, you need to be aware of the acceptable return condition of the powertrain through to the bodywork and upholstery.

This Fair Wear and Tear guide summarises the degree of deterioration acceptable at the end of your agreement. Lack of attention to preventative measures, misuse, or neglect are the main reasons vehicles suffer from excessive wear and tear. By following these guidelines, we expect your vehicle return process to be a smooth transition and limit any excess fair wear and tear charges.

It is highly recommended that you complete a pre-inspection of your vehicle at your chosen dealership up to 90 days prior to the end of your contact. This will allow time to rectify any excess fair wear and tear before your contract comes to an end.





Where Fair Wear and Tear starts and stops.

Some wear and tear damage occurs through everyday operational use, especially for high usage vehicles and workhorses.

Let's look at some scenarios to ease the understanding of the term.

What is acceptable?

The type of damage that is considered acceptable through everyday operational use.

These types of abrasions would typically be minor dents and scratches to the vehicles paintwork and would be considered fair wear and tear for it's age and kilometres travelled.

What is not?

The type of damage that is not considered acceptable and is not caused by operational use.

If the dents are more significant than that caused by operational use, or have caused damage to the paintwork that has resulted in badly flaking rust, then this deterioration would not be accepted as fair wear and tear.

The main question then becomes one of responsibility – where fair wear and tear starts and stops.



ELITE
SUPPORT

TRUCK
DROP OFF

BAY 1

ALLIANCE
TRUCK PARTS

Take responsibility.

Taking responsibility in monitoring, maintaining and repairing a commercial vehicle will vary from business to business.

It is important to have checks and measures in place to help ensure all bases are covered.

The main causes of unreasonable wear and tear.

- Lack of regular checks by the vehicle user and/or fleet operator, leading to faults and damage going undetected and unrepaired.
 - Drivers not taking responsibility for the day-to-day care and maintenance of the vehicle.
 - Not adhering to the manufacturers recommended maintenance and servicing schedule.
 - Drivers provided with insufficient information to enable them to responsibly fulfil their obligation to maintain the vehicle.
 - Poor quality of body repairs, leading to general neglect.
- i** This guide will assist in addressing these causes.



Your guideline starts here.

How to identify whether the damage is considered acceptable.

Guidelines.

By following these guidelines, we expect your vehicle return process to be a smooth transition and limit any excess fair wear and tear charges.

Equipment

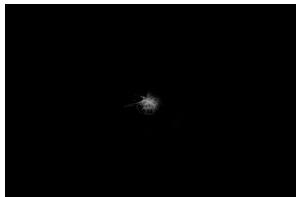
All items and equipment supplied at the start of your contract must be returned with your vehicle and must be in working order. Any missing or damaged items will be recharged. Items to be returned with your vehicle at the conclusion of your contract include, but are not limited to:

- Service book and owner's manual.
- Keys and any supplied remotes.
- Tools including wheel brace, jack handle and triangles.
- Satellite navigation equipment (if applicable).
- Battery (must start vehicle at time of inspection).

Windshield, Glass, Lights & Reflectors

The windshield must not show bad signs of scratching, breaks, cracks or repair discolouration, which interferes with the driver's vision within the swept area. Headlights and lenses must be operational and be free from cracks, holes and damage.

- Minor chips not within the driver's field of vision are acceptable.
- Minor windscreens damage repaired with resin impregnation to motor registry standards, is acceptable.
- Minor scuff marks or scratches on headlights and lenses are acceptable.



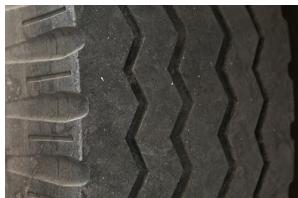
Acceptable



Not Acceptable

Tyres

All tyres on the vehicle must have a minimum of 5mm tread and must be returned in roadworthy condition for all states. All tyres must free of cuts to sidewall and tread area exposing cords. All tyres must be of a recognised premium brand and comply with all regulatory bodies. Any replacement tyres required will be charged at the cost of a new tyre.



Acceptable



Not Acceptable

Wheel Rims, Trims & Wheel Guards

- Scratches and scuffing are accepted from every day use.
- Wheels are not bent, broken (free of cracks) or rust showing major metal flaking.



Acceptable



Not Acceptable

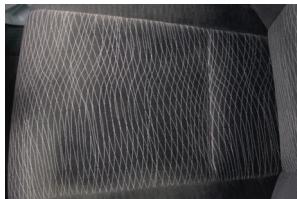
i Tyre tread depth is measured from visible areas of the tyre during inspection, lower readings may exist in areas which are not visible at the time of inspection, the lessee remains responsible for tyres that fail to meet the standard if identified at a later date, this includes areas of the tyre that contain flat spots or sidewall damage to the inner area of the tyre.

i The inspection cannot detect damage such as buckling, this can only be diagnosed during a specialised road test or wheel balancing, the lessee remains responsible for any damage of this nature identified at a later date.

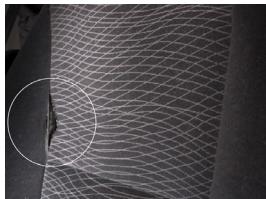
Interior

A limited amount of light damage to your vehicle's interior, based on everyday use, falls within our acceptable fair wear and tear standards. More severe damage is deemed as excess fair wear. Please see below for further details on what is deemed as acceptable fair wear and tear for your vehicle's interior.

- Console holes are acceptable, provided they are neat and no larger than 6mm.
- General scratches and scuffing are acceptable due to heavy use.
- Stains that can be removed are considered acceptable.



Acceptable



Not Acceptable

Truck Body Damage (eg: Pantech, Tipper etc)

- Any repairs that have been completed must hold a warranty for quality and carried out by a reputable panel shop to acceptable industry standard.

i We reserve the right to amend inspection faults in the event unforeseen damage is identified post inspection.

Cabin Panel & Paint

- Chips are acceptable caused by heavy road use.
- Scratches are acceptable up to 100mm in length or paint damage up to a surface area of 20sq cm.
- Dents are acceptable up to two per panel and up to 25mm in diameter and 5mm deep.
- All signage/decals must be removed prior to hand back. Curtains on tautliners can be painted.
- Rust is acceptable to a degree of minor surface discolouration and limited minor flaking in panel joint areas and meets RWC standards.



Acceptable



Not Acceptable

i **Chip:** Defined as removal of paint topcoat that causes base primer or metal to be exposed.

Scratches: An elongated mark that causes base primer or metal to be exposed that cannot be removed by cut and polish (normally is evident by touch)

Dents: Depression in surface caused by a blow or pressure, with no paint surface penetration.

Repairs: All repairs must be conducted by a reputable panel shop. The Lessee remains responsible for any repairs undertaken and must warrant against repair deterioration.

Plastic panels in general have memory and may conceal damage to adjacent panels and components, we reserve the right to amend inspection faults in the event unforseen damage is identified during the rectification process.

Bumper Bars, Bull Bars and Body Mouldings

- Scuffing and minor gouging is acceptable.
- Paint damage up to a surface area of 25sq cm.
- Dents acceptable (two dents up to 50mm in diameter and 5mm deep).



Acceptable



Not Acceptable

Cargo and Entry Areas

- Scratches and damage caused by normal use is acceptable.
- Dents are acceptable (up to 5 dents per area up to 25mm in diameter and 5mm deep)
- Scraping and surface rust is acceptable up to 1mm deep , as long as the integrity of the component is not affected.
- Holes from ancillary equipment must be reported upon end of contract.

Kilometre Provision

If your vehicle's odometer reading is over the maximum number of kilometres allowed on your agreement, an excess kilometre charge will be assessed at the return of your vehicle. Please refer to your agreement for the total kilometres allowed for your vehicle and for excess kilometre charges.

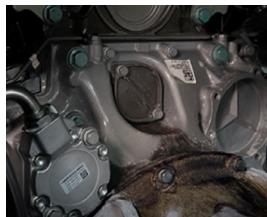
Miscellaneous

Any known mechanical, electrical or hazardous defects must be reported to us prior to the contact end date.

- All components must be free from any major leaks or defects, including the driveline-mechanical, electrical, compressed air, air valves and hydraulic systems.
- Fitted with all original equipment or replacements to a good industry standard
- Lifting equipment - Any lifting equipment, cranes, tailgate loaders ect. must comply with any regulatory body's
- Bodies and ancillary equipment - must be fitted to an industry standard and comply with any regulatory bodies.



Acceptable



Not Acceptable



Ancillary equipment includes items that have been fitted to the vehicle that are not standard issue or design of the vehicle manufacturer.



Contact Us.

If you have any questions relating to the Fair Wear and Tear Guide,
please contact your authorised Daimler Truck Dealership.



Mercedes-Benz
Service

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