

Hertz[®]

ACCELERATE
YOUR BUSINESS
WITH **HERTZ LEASE**

CAR RETURN GUIDE
WHEN YOU NEED
TO BE SURE

For the simplification and clarity of the vehicle return process, this document is designed to explain the main steps of this process as well as the responsibilities of the involved parties.

HERTZ LEASE
AUTOHELLAS GROUP
Hertz International Franchisee



SUMMARY

- ▶ Guideline
- ▶ Body paint
- ▶ Grille / Bumper
- ▶ Tyres and Wheels
- ▶ Windows and Glass
- ▶ Interior
- ▶ General



GUIDELINE

THE AIM OF OUR GUIDE

The aim of the Hertz Fair Wear and Tear Guide is to provide an accepted standard that defines fair wear and tear on passenger cars when they are returned to Hertz at the end of a contract. This guide covers all passenger vehicles including multiple passenger vehicles (MPVs) with up to eight seats and small VANs up to 3.5t gross weight.

Fair wear and tear occurs when normal usage causes deterioration to a vehicle. It is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate load of items, harsh-treatment, negligent acts or omissions or any road accidents.

To help our customers determine what fair, wear and tear is, we have produced these guidelines. Any damage arising from routine, normal use of the vehicle will be regarded as fair, wear and tear. These examples are framed with green borders.

Examples of damage which is not fair, wear and tear has been illustrated with pictures in a red border.

PRESENTATION

DAMAGES

ACCEPTABLE 

UNACCEPTABLE 

- ▶ Hertz Lease through Autotechnica Ltd. recognizes the importance of managing the return vehicle process. That is why we have trained officers who will meet you and ensure stress free return of the vehicle.
- ▶ Prior to any Remarketing activities, the vehicle is appraised as quickly as possible after its return to Hertz.
- ▶ The assessment is fair and adheres to guidelines that are transparent to our customer base and endorsed by the leading European leasing organizations.
- ▶ Please note that the assessment of fair, wear and tear is generally dependent upon the age and mileage of the vehicle under inspection.
- ▶ Certain breakages and damage however are not acceptable, regardless of age and mileage, and these include missing items or broken glass.

All examples of damages are designed for 3,4 & 5 year duration. Should a vehicle is returned earlier for any reason, before the age of 3 years, some wear & tear items and damages should be accepted or treated with limitations, relevant to the vehicle age and mileage driven.

INTERIOR & EXTERIOR

On the following pages you will find examples of what is acceptable and unacceptable damage. By using this information, you can avoid recharge costs by knowing in advance the fair, wear and tear consideration that we will apply. This information should be made available to your drivers so that they are fully aware of the process.

DAMAGES

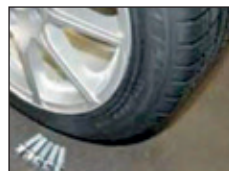
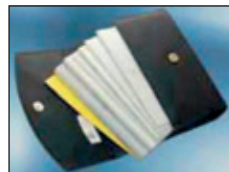
ACCEPTABLE 

UNACCEPTABLE 

General

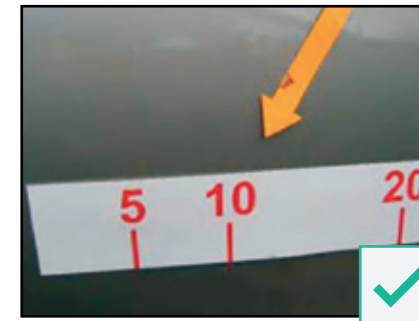
When a vehicle is returned to Hertz, you should ensure that everything that came with the vehicle is returned:

- ▶ all keys, including any master or workshop keys
- ▶ all vehicle documentation
 - service books with applicable stamps, to show relevant servicing at correct intervals
 - operating manuals
- ▶ any card for navigation system as well as the Travel Cards/petrol cards obtained through Hertz by separate mail to the local head office.
- ▶ if for instance winter tyres were included in the service agreement, the complete set of 4 wheels including rims and bolts have to be returned. If a vehicle is returned during winter the same applies for the summer tyres.



DAMAGES

Body paint



Scratches up to 90 mm are acceptable except where primer or bare metal is showing.



Small areas of chipping are acceptable if there is no corrosion present. Up to 3 chips per element each not larger than 3 mm.



Up to 2 small „dings” per panel is acceptable (3 or more is regarded as multiple and therefore not acceptable).



In all cases, damage greater than 20 mm is unacceptable, therefore this dent is acceptable as it is clearly within the 20 mm tolerance.

DAMAGES

ACCEPTABLE

UNACCEPTABLE

Body paint



Scuffing and scratches, which penetrated through to the base coat are not acceptable. Two or more scuffs or scratches on one panel/body part are not acceptable.



Scratches/multiple scratches or abrasions which (relative to age and Mileage) are over 100 mm in length, have penetrated the paint and cannot be removed via mechanical polishing.



This panel has multiple dents and they are greater than 20 mm.



Damages of the mud protection and other exterior components.

DAMAGES

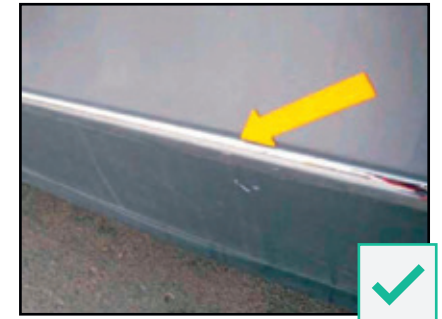
ACCEPTABLE

UNACCEPTABLE

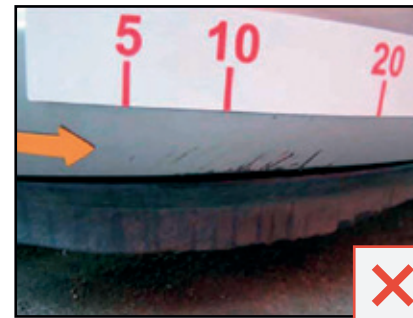
Grille / Bumper



For painted bumpers - Light chipping and scratches which have not penetrated the paint coat.



For textured and non-painted bumpers Light scratches are acceptable.



Scratches, which penetrated through to the base coat are not acceptable.



Broken, cracked or excessive damages are not acceptable.

DAMAGES

ACCEPTABLE
UNACCEPTABLE

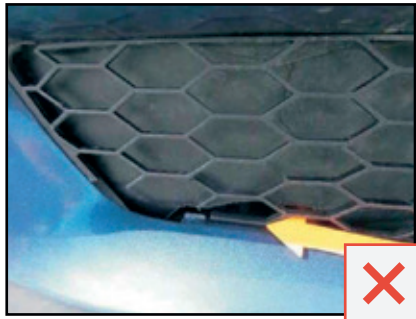
Grille / Bumper



Bumper detached is not acceptable.



Peeling paint is not acceptable.



Broken, cracked grille is not acceptable.



Excessive, apparent damages on the non-painted bumpers are not acceptable.

DAMAGES

ACCEPTABLE
UNACCEPTABLE

Tyres and Wheels



Scuffs up to 25 mm on alloy wheels are acceptable.



Light scratches of the when cover are acceptable.





Damaged tyres are not acceptable.



Surface deterioration on alloy wheels is not acceptable.

DAMAGES

ACCEPTABLE 
UNACCEPTABLE 

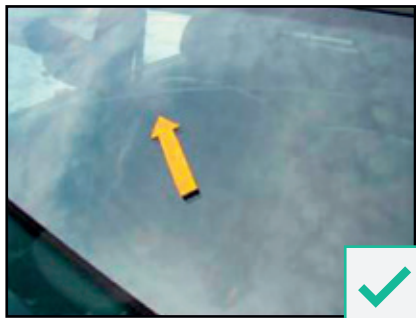
Tyres and Wheels



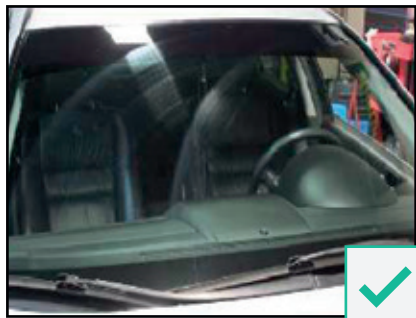
Wheel cover - broken is not acceptable.




Tyres damages are not acceptable.



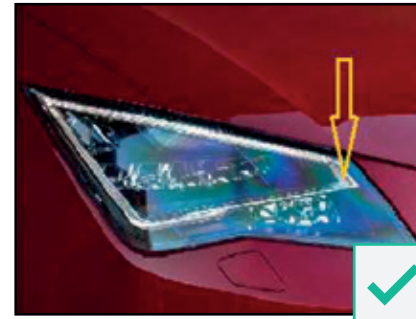
Scratches without relief and which do not affect the driver's sight areas.



DAMAGES

ACCEPTABLE 
UNACCEPTABLE 

Windows and Glass



Small stone chips (not parking scratches) on the headlights, which do not affect the light beam and are under 4 mm of size.



DAMAGES

ACCEPTABLE
UNACCEPTABLE

Windows and Glass | Interior



Cracks are not acceptable.



Damages of the fog lamps are not acceptable.



Light staining to seats area is acceptable.



Light scratches on the interior elements are acceptable.

DAMAGES

ACCEPTABLE
UNACCEPTABLE

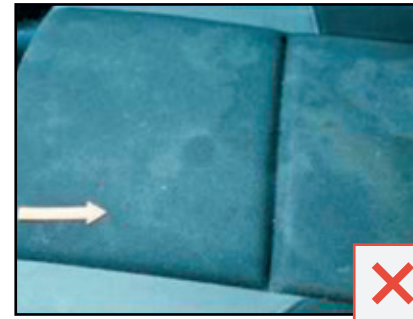
Interior



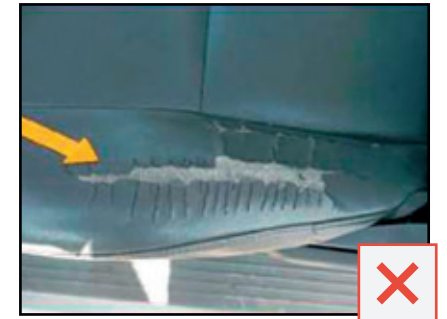
Stuffing which are not torn or cut.



Light scratches on the interior elements.



Stained excessive upholstery is not acceptable.



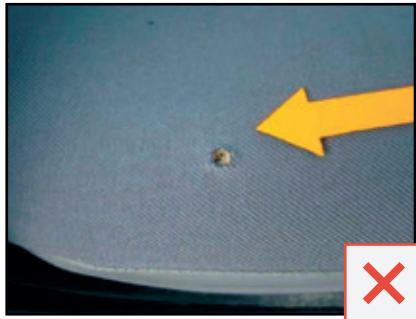
Excessive damages are not acceptable.

DAMAGES

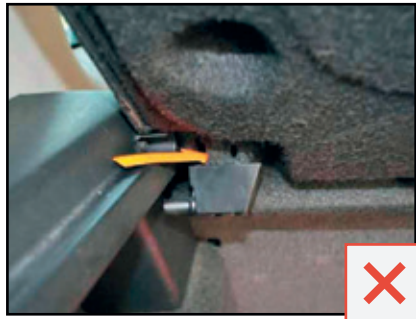
ACCEPTABLE
UNACCEPTABLE

GENERAL

Interior



Unrepaired cigarette burn are not acceptable.



Torn covering and trim in boot area are not acceptable.



All original equipment must be present and operate correctly otherwise the damages are not acceptable.



The vehicle must be returned in a safe, legal and reliable mechanical condition, capable of passing an ITP test. All electronic safety features and devices to help the driver e.g. parking sensors, adaptive cruise controls, etc. must be in working order.

Maintenance and servicing

The vehicle must have been serviced according to the manufacturer's servicing schedule. The service book must be date-stamped by the authorised repairer. In addition, all necessary maintenance and repairs must be carried out by an authorised provider.

Documentation

All vehicle documentation operation manual, service book and any other documents relating to vehicle equipment and maintenance must be intact and available. All documents must be in the vehicle on its return - including details of all audio equipment security codes. Any odometer alterations must have been reported to Hertz. Unauthorised odometer changes are not acceptable.

Appearance

The vehicle's exterior should be clean in order to allow a detailed inspection. The inside should have been valeted, cleared of rubbish and the ashtrays emptied.

Vehicle keys

A full set of keys including the master key, spares and locking wheel-nut keys, should be returned if originally supplied. If a remote locking system is fitted, the appropriate remote controls should be available and functioning.

GENERAL

Paintwork, body, bumpers and trim

There should be no rust or corrosion on any painted area including painted bumpers, body moulding and mirrors. Obvious evidence of poor repair is not acceptable.

Chips

Small areas of chipping, including door edge chipping, are acceptable relative to the vehicle's age and mileage. If the areas of chipping require the entire panel to be re-painted, the damage is not acceptable.

Dents

Dents (up to 10mm) are acceptable provided there are no more than two (2) per panel and the paint surface is not broken. Dents on the roof are not acceptable.

Scratches

Scratches and abrasions (up to 25mm) are acceptable, if the paint coat was not penetrated, and provided the primer or bare metal is not showing.

Moulding, wheel arch trims

Scuffs and scratches are acceptable provided the moulding or trim is not broken, cracked or deformed.

Badges and labels

Badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed unless originally fitted with the agreement of Hertz and any damage caused by their attachment or removal must be made good. Any difference in paintwork colour noted following the removal of advertising, labelling or logos is not acceptable.

GENERAL

Soft top convertibles

Convertible roofs must be fully operative and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied, e.g. tonneau cover, must be present and in good condition.

Tow bars

A tow bar, if fitted, must be in good, rust-free condition with electrical connections working properly. A ball cover must be in place.

Windows, glass, door mirrors and lights

Windows / windscreens

Light scratching is acceptable provided it does not interfere with the driver's line of sight and any heating elements still work properly. Chips, cracks or holes are not acceptable.

Door mirrors

Missing, cracked or damaged door mirrors are not acceptable. If adjustable and/or heated door mirrors, they must work correctly.

Lights and lenses

All lights must work. Minor scuff marks or scratches are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tyres and wheels

Tyre wear and damage

All tyres, including the spare, must meet minimum legal requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating for the vehicle. There must be no damage to sidewalls or tread.

GENERAL

Wheels and wheel trims

Dents and holes on steel rims and the main body of the wheel, are not acceptable. Scuffs up to 25mm on the outside edge of wheel trims and on alloy wheels are acceptable. The spare wheel, (including Aspacesaver) jack and other tools (including emergency tyre inflation canister) must be intact, stowed properly and in good working order.

Mechanical condition

The vehicle must meet current ITP standard. The following items are not acceptable fair wear and tear because the driver has neglected to service the vehicle and/or failed to action warnings from the vehicle management system:

- brakes: grooved brake discs or drums caused by excessive wear or metal to metal contact from worn out disc pads
- engine: seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components
- manual transmission: clutch slipping, noisy clutch or gearbox, excessively worn or ineffective synchromesh
- automatic transmission: noisy gearbox or torque converter, abrupt gear changes, loose gear linkage

Vehicle underside

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

GENERAL

Vehicle interior

Passenger area, seats and trim

The interior upholstery and trim must be clean and odourless with no visible burns, tears or staining. All seats originally supplied must be present. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc. must be present and intact.

Door aperture, boot and luggage area

Scratches on treads, sills and seals that reflect normal use are acceptable. Torn or split floor coverings or surrounding trim panels are not acceptable.

Equipment and controls

In-car entertainment equipment, telephones and navigation systems

All original equipment, accessories and controls (including satellite navigation CDs) must be present and operate correctly. If accessories such as car telephones and other non-standard equipment have been wired-in or mounted on the dashboard, any holes or other damage must be neatly repaired when they are removed. Aerials must be left in place or the hole must be neatly repaired.



IMPORTANT

Your vehicle must be maintained in accordance with the manufacturer's guidelines to ensure its safe running. You may be charged for failure to correctly maintain the vehicle and for any missed servicing.

WHAT TO DO PRIOR TO YOUR VEHICLE COLLECTION

- ▶ Ensure interior and exterior of the vehicle is clean on the day of collection
- ▶ Return all original items that came with the vehicle
- ▶ Ensure all personal belongings are removed from the vehicle
- ▶ Remove all evidence of personal data stored in the vehicle (e.g. phonebook, sat nav locations) or any documents (e.g. names, addresses, bank card number)