End of Contract Guide

At the end of your vehicle contract, you will need to check your vehicle to ensure it is returned in line with the BVRLA and your vehicles finance companies’ guidelines:

What is Fair Wear and Tear

As part of the terms of your vehicle contract, your vehicle will need to be returned in a condition which complies with the “Fair Wear and Tear” guideline outlined in your contract.

Fair Wear and Tear is the level of acceptable deterioration of your vehicle during its normal use over the period of your contract.

This includes but is not exclusive to:

* Vehicle Bodywork
* Tyres
* Bumpers
* Glass
* Interior

You will not be charged for areas that are covered within the Fair Wear and Tear damage

It is important to remember that Fair Wear and Tear will not cover damage that has occurred that is outside of the Fair Wear and Tear policy. This normally includes but is not exclusive to:

* Excessive Bodywork Damage
* Alloy Wheel Damage
* General Neglect
* Interior Staining
* Interior Tears

The industry standard for the acceptable level of vehicle damage is the British Vehicle Rental Leasing Association (BVRLA), we recommend that you read the BVRLA “Fair Wear and Tear Guide” before returning your vehicle. We would also suggest that you obtain a copy of your finance companies’ guidelines if they are not covered by the BVRLA standard, as they may have some differences.

You can obtain a copy of the guide by either contacting us or contacting the Finance Company direct

What To Look For Before Returning Your Vehicle

* Accident Damage Poorly Repaired
* Carpet Damage / Staining
* Alloy Damage
* Missing Keys
* Missing Service Book
* Scuffed Bumpers
* Scratched Paintwork over 25mm
* Scratched Paintwork Under 25mm to Primer or Bare Metal
* Chipped or Cracked Windscreen

Timeline to return Your Vehicle

13 Weeks: Obtain a copy of the BVRLA Guide / Finance Company Guide and read through

12 Weeks: Inspect your Vehicle (below is a guide to help you)

* Choose a bright day to carry out the inspection
* Wash and dry the vehicle (water can hide any issues on paintwork)
* Stand back from your vehicle and look from the rear of the car along the bodyline to see if you can see any dents (Do this on both sides of the vehicle)
* Crouch and look along the lower part of the bodyline on both sides of the vehicle paying attention to the lower part of the wings and doors
* Walk around the vehicle looking at each of the panels closer to see if you can spot any significant damage to the Roof, Doors, Bonnet, Boot
* Check the vehicle Lamps, Glass, Headlights for any cracks, Damage or Chips
* Check that the vehicle Tyres are legal, and that they have no Sidewall damage or bulges. This includes the Spare Tyre (if the vehicle has one fitted)
* Check the interior seats for Staining, Tears, Burns, Damaged Carpets, Odours, Wear
* Vans: Particular attention needs to be paid to the Rear Bumper, Side Load Doors, Vehicle Load Compartment Floor, Exterior Mirrors
* Ensure any Vehicle Sign Writing is removed
* Check for any damage to the alloy wheels including Kerb Damage and Damage to the body of the wheel such as the vehicle spokes. If your vehicle is fitted with Wheel Trims check these for excessive damage.
* Check the vehicle for any warning lights, service lights and that the vehicle controls are in working order

8-10 Weeks Arrange for any damage outside of Fair Wear to be rectified

4 Weeks Check that you have all the vehicle documentation for the Handover

* 2 X Sets of Keys (these usually cannot be reunited with the vehicle if they are not collected on the day).
* MOT Certificate (If Applicable)
* Service History
* Handbooks

Collection Day

* Remove any personal Data from the Vehicle such as Phonebooks, Satellite Information and any information downloaded to the vehicle Hard drive (if applicable)
* Ensure the vehicle is clean
* Remember to remove all Personal Affects
* Have all the vehicle Documentation and Keys Ready

What Happens Next

A trained vehicle assessor will carry out an evaluation of your vehicle to determine any areas that may fall outside of Fair Wear. The assessor will note the condition of the exterior and interior of the vehicle and the mileage of the vehicle.

They will ask you to sign a form confirming the appraisal of the vehicle.

If they have determined any areas outside of Fair Wear, you maybe charged for the damaged.

If you have exceeded the agreed mileage for the contract you will also be charged for the excess mileage.

If you receive a charge for damage that you deem to be unfair please contact us and we will be able to advise you as to the steps to take to challenge the charge.