

# NF Fleet Wear and tear Standards

All good things must come to an end, even your journey with a leasing car. We gathered a manual for when it's time to return the car. All of our leasing cars at NF Fleet go through an inspection-on-return. Our inspection-on-return is performed by an independent external company. The inspections-on-return for all returning leasing cars are performed applying the same process.

## The on-return inspector will

- Inspect the car inside out
- Photograph the car thoroughly
- Document everything
- Write down possible shortcomings or defects
- Assess the possible repair costs
- Advise the customer as necessary on how to fill-in the damage report

The possible repairs will be performed cost-effectively with due consideration for the age of the car and its mileage reading. Minor dents are fixed using methods that do not cause cracks in the coat of paint, and this means clear savings in costs.

The inspection-on-return is documented and all incidents of damage are photographed. Our customers get an e-mail containing a report of the information gathered from the inspection, should there be any shortcomings.

## Examples

The criteria applied in inspection-on-return are set out on the following pages.

## Rims and tyres

### Acceptable damage

- Scratch on the hubcaps or rims, max. 5cm
- Minor abrasions
- Damaged coat of paint

### Unacceptable damage

- Numerous scratches on the hubcaps or the rims
- Big scratch, over the length of 5 cm
- Cracks or major abrasions
- Deformations
- Wrong types of rims
- Wrong types of tyres
- Damaged tyres
- Accessories unreturned



## Body and coat of paint

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### Acceptable damage

- Minor stone impacts in the front of the vehicle
- Scratches and abrasions in the vicinity of door handles
- Faded coat of paint
- Abrasions to coat of paint caused by car-wash equipment
- Individual dents without the coat of paint being damaged, under 2 cm in diameter
- Individual depressions without the coat of paint being damaged, under 2cm in diameter



### Unacceptable damage

- Dents over 2 cm in diameter both with or without damage to the coat of paint
- Collision damage not repaired
- Broken mirrors
- Damage to coat of paint requiring painting
- Removal of tapes and stickers
- Damage caused by roof racks
- Individual scratch in the coat of paint exceeding the length of 5cm



## Bumpers and strips

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### Acceptable damage

- Minor scratches on bumpers and strips
- Minor scratches and abrasions on edges of doors



### Unacceptable damage

- Significant scratches on bumpers and strips
- Cracks in bumpers
- Deformations

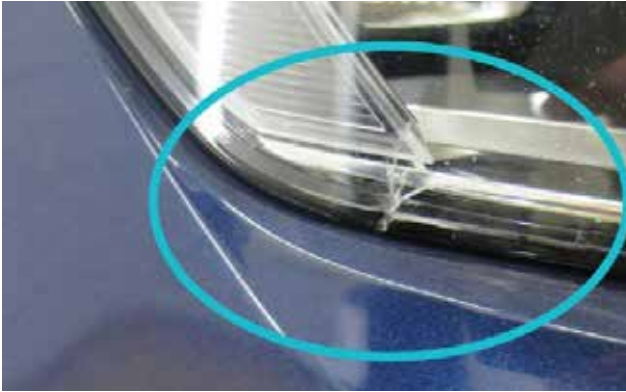


## Windscreen and windows

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### Acceptable damage

- Scratches on light units
- Minor stone impacts on windscreen but without cracks



### Unacceptable damage

- Cracks in light units
- Broken light units
- Cracks and "bulls-eyes" in windscreen and other windows



## Inside of vehicle

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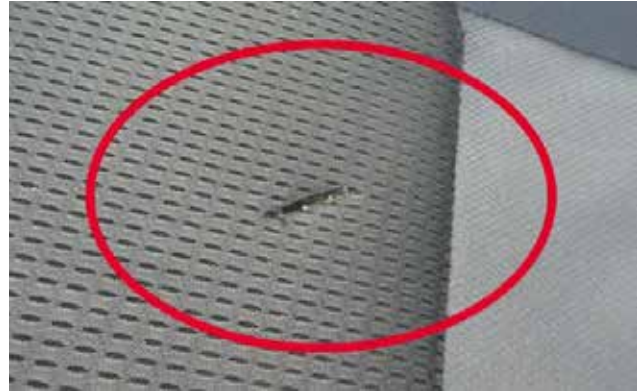
### Acceptable damage

- Faded surfaces
- Abrasions
- Normal soiling



### Unacceptable damage

- Persistent stains
- Holes and tears
- Difficult to remove dirt and smells
- Animal hairs (requiring replacement of upholstery)



## Marks left by removal of auxiliary devices

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### Acceptable damage

- Small, concealed screw holes

### Unacceptable damage

- Modifications, which cannot be reverted to their former state
- Visible screw holes and which cannot be concealed

## Accessories not returned

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### Unacceptable shortcomings

- Different tyres
- Different bolts, locking bolts
- Hubcaps
- Car radio code card, code number
- Tools
- Spare set of keys
- Service manual
- Owner's manual
- Other manuals