

# Vehicle Return Guidelines

passenger vehicles



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# / Introduction

## Greetings

What you are reading is the third edition of the Vehicle Return Guidelines for Passenger Vehicles, which presents examples of acceptable and unacceptable vehicle damage upon conclusion of the contract.

This publication was created by the experts of the Polish Vehicle Rental and Leasing Association (PVRLA) in cooperation with the representatives of SKFS (Stowarzyszenie Kierowników Flot Samochodowych), Dekra, and Macadam (formerly SGS). The Guidelines are available to everyone online at [www.przewodniki-pzwlp.pl](http://www.przewodniki-pzwlp.pl).

These Guidelines, which comply with PVRLA standards, are updated and expanded from the previous version: there are now around 170 photos with descriptions, a bigger list of acceptable and unacceptable vehicle damage, adaptation of the publication to the current reality of the automotive market, and a vast information section for the vehicle's User/Driver, including guidelines on how to prepare the vehicle for its return once the contract is over.

These Guidelines aim to promote the standards of safe and economic use of fleet vehicles. We also want to minimise the costs incurred by the Lessees/Renters (our Clients) and the Lessors/Rental Agencies, as well as simplify the procedures and reduce the time needed to conclude the contract.

Why are the costs of vehicle damage so often charged to the Lessee/Renter after rental? Such costs emerge when the vehicle is returned in a condition inferior to what should be expected of its age and odometer reading. Additional damages – the examples of which you will find in these Guidelines designated as unacceptable – determine the commercial value of the vehicle, i.e. the actual losses. Both sides can eliminate such losses as the vehicle's condition depends solely on the way it is used by the User/Driver. Furthermore, any defects, damages, or concerns towards the vehicle's condition should be reported to the Lessor/Rental Agency as soon as possible.

These Guidelines take effect upon their release.

**Have a safe trip**  
**PVRLA Management**

June 2023



## Key responsibilities of the User

All Users must read the vehicle's instruction manual and obey its guidelines. When collecting the vehicle, please check the original and extra equipment for completeness. The User must obey the deadlines and intervals of service checks and promptly report any identified defects or inconsistencies covered in this Guide. **Failure to do this may void the manufacturer's warranty.**

### The User must also:

- secure the vehicle from permanent effects of unfavourable factors and take measures preventing the vehicle's condition from deteriorating,
- drive with consideration of traffic laws,
- use the vehicle as intended,
- provide the servicing and insurance history and documentation if the Lessor/Rental Agency does not and if this is the responsibility of the client,
- provide the ticket to the Lessor/Rental Agency if the registration is electronically impounded,
- return the vehicle and all of the original equipment inside the vehicle at the time of its collection to the Lessor/Rental Agency (see definitions, pages 5-7),
- any damage and missing equipment unregulated or not definite precisely in this guide shall be evaluated by an expert.

### Repair cost depreciation following return of the vehicle – depending on age or odometer

Driven km	Vehicle age counted from first registration (months)					
	0-12	13-24	25-36	37-48	49-60	over 61
up to 40 000	15%	20%	25%	30%	35%	40%
40 001-80 000	20%	25%	30%	35%	40%	45%
80 001-120 000	25%	30%	35%	40%	45%	50%
120 001-160 000	30%	35%	40%	45%	50%	55%
over 160 000	35%	40%	45%	50%	55%	60%

### The depreciation table does not include the following:

- **Missing vehicle key.** A flat charge for a missing or damaged key in the amount of PLN 1000 applies. For keyless systems, a charge of PLN 2500 applies under the reservation that if the actual cost is higher, it shall be charged to the user in full. The Lessee/Renter has 7 business days to deliver the missing (traditional or keyless) key counted from the date of the vehicle's return.

- **Missing service book.** A flat charge for a missing service book (if the vehicle is equipped with a traditional paper version of said document) of PLN 500 and PLN 1000 for premium vehicles applies. If the traditional service book is returned without complete records conforming to the intervals established by the vehicle's manufacturer, a flat charge of PLN 250 applies.
- **Missing original and extra equipment** (see definitions, pages 5-7).

## Key information for vehicle Users

– failure to follow it may lead to additional charges for the Lessee/Renter.

### Vehicle use

The vehicle must be subject to regular technical servicing in accordance with the readings from its onboard computer and the manufacturer's guidelines established in the instruction manual, by authorised service stations or other service stations specified by the Lessor/Rental Agency. Failure to obey the inspection deadlines or failure to perform inspections voiding the warranty protection of the vehicle may lead to extra documented costs produced due to the guarantor's refusal to perform repairs being charged to the Lessee/Renter. Tires should be changed seasonally within the established time and at specified service stations. The User is also responsible for everyday basic maintenance of the vehicle (e.g. checking the tire pressure, refilling windshield wiper fluid and other fluids, checking the operating order of the external lights).

### Electric and hybrid vehicle use

Use of electric and hybrid vehicles requires strict obedience of the manufacturer's guidelines established in the instruction manual on the terms of use of high voltage system vehicles (incorrect use may expose the user or other people to electric shock or cause a fire).

The high voltage batteries of electric and hybrid plug-in vehicles are charged only via the dedicated accessories (provided with the vehicle) and the dedicated certified infrastructure holding parameters matching those required by the vehicle's manufacturer.

When using a hybrid or electric vehicle, please remember that its temporary downtime may damage the high voltage battery due to complete depletion. Before planned temporary downtime, please remember to charge the high voltage battery. If the downtime is prolonged, please check the high voltage battery charge level in order to prevent the battery from discharging excessively.

#### Attention!

Any modifications and/or repairs to both the vehicle's high voltage system and the accessories used to charge its high voltage battery are unconditionally prohibited.

### Traffic accidents

All traffic accidents must be reported to the Lessor/Rental Agency promptly after they occur or are identified. Failure to do so may lead to rejection of liability or its part by the insurance company and the costs charged to the Lessee/Renter. Body and paint work not authorised by the Lessor/Rental Agency is prohibited. In the event of body and paint work not authorised by the Lessor/Rental Agency, the Lessee/Renter may be charged with the costs of restoring the initial condition.

### Service book (traditional paper version)

The user must make sure that the service book is filled out and stamped during for all instances of servicing. The Lessee/Renter may be held responsible for a missing service book or missing entries.

### Documents

All documents released together with the vehicle (including the instruction manual, registration with entry of the most recent technical inspection, filled out service book, or radio codes) and all other documents associated with the car must be returned together with the vehicle. LPG vehicles must be returned together with the tank approval certificate. The administrative fee for failing to provide the LPG tank approval certificate by the Lessee/Renter within 7 business days counted from the date of return of the vehicle is PLN 500. If there is a bicycle rack with a third license plate (confirmed with an appropriate entry in the vehicle's registration) installed, the extra license plate must be returned as well. The administrative fee for failing to provide the third license plate by the Lessee/Renter together with the vehicle is PLN 200. The Lessee/Renter shall also be charged with the actual costs of the license plate and may be charged with all other costs produced due to the missing extra license plate. LNG/CNG/H2 vehicles must be returned together with their tank approval certificates, revision book, and documentation of the system's manufacturer. The administrative fee for failing to provide the aforementioned documents by the Lessee/Renter within 7 business days counted from the date of return of the vehicle is PLN 150.

## Vehicle keys

The vehicle must be returned together with all issued keys – standard or electronic/keyless (two or more depending on the make) – and all alarm remotes, immobiliser transponders etc. release together with the vehicle. All of the elements should be returned in operating order and in the exact number as that issued. The door and hatch locks must be complete and undamaged.

## Original equipment

The User must use and return the original equipment of the vehicle appropriately. This equipment includes passive and active security devices, the instruction manual and service book (with the etui), the lever, the spare tire or repair kit, the wheel wrench set, the wheel safety screws (if provided), the trunk blind, the partition grates and nets, the charging cables for electric vehicles, the accessories, and other elements. The User must also promptly report any missing or damaged original equipment to the Lessor/Rental Agency.

## Replacing and repairing vehicle windows

Repairs not authorised by the Lessor/Rental Agency are prohibited. In the event of any vehicle window replacements or repairs not authorised by the Lessor/Rental Agency, the Client may be charged with the costs of restoring the initial condition (including potential security system calibration costs).

## Premium vehicle examples (the complete catalogue of premium vehicles is based on the IBRM Samar and CEPIK classification)

- BMW
- Audi
- JLR
- Lexus
- Mercedes
- Porsche
- Volvo

## Extra equipment

Extra equipment constitutes above-standard elements equipped by the manufacturer or dealer. The costs of said equipment constitute an element of the lease instalment.

It includes extra wheels, memory cards for the original navigation system, AV equipment, passive and active security devices, driving assistance devices, roof rack, extra seats, etc. All extra equipment elements must be used as intended, be in operating order, and be free from physical damage.

## Accessories other than original and extra equipment

Any additional devices not constituting original and extra equipment of the device – e.g. speaker phone, tablet, monitor – can be installed only noninvasively with appropriate attachments. Such accessories must hold valid approval certificates and have no effect on any other devices installed in the vehicle or the safety of the people inside. Following the end of the rental/lease period, such accessories should be removed without any permanent marks or left inside the vehicle. Devices altering the vehicle's substance and having potential impact on inspecting/servicing intervals and costs – e.g. tow hitch, engine power enhancement module, bigger rims, spoilers, etc. – may be installed only upon approval of the fleet manager (coordinator representing the Lessee/Renter) and written approval of the Lessor/Rental Agency. Installation of any extra devices not approved by the Lessor/Rental Agency is prohibited. If such devices are installed without the approval of the Lessor/Rental Agency regardless, the Lessee/Renter may be charged with the costs of returning the vehicle to the standard condition if the devices in question are not left in the vehicle.

## Wrapping

No wrapping or decals not authorised by the Lessor/Rental Agency may be applied to the vehicle. Any wrapping (including protective wrapping) must be approved by the fleet manager and approved in writing by the Lessor/Rental Agency. Any applied advertising signs and slogans should be removed before the vehicle is returned. No damage or discolorations resulting from the removed elements are permitted. If any advertisements are left on the vehicle, the cost of their removal and restoration to the original condition shall be charged to the Lessee/Renter.

## Returning the vehicle

The User shall arrange the vehicle return date with the fleet manager. The vehicle should be returned in operating order without any error notifications, clean inside and outside, in a condition allowing for a visual inspection. Any officially recorded damages which can be assessed in an organoleptic manner upon return serve as grounds for charging excessive wear costs. Vehicles not prepared for return or returned during rain or snow shall be assessed after they are washed and any potential excessive wear costs shall be charged to the Lessee/Renter.

Electric vehicles collected at the location specified by the Lessee/Renter must be charged to minimum 70%. If the charge level is lower, the Lessee/Renter may be charged with a flat charge fee of PLN 200. Vehicles cannot be returned without valid technical inspections. If a car is returned without a valid technical inspection, the Lessor/Rental Agency may charge the Lessee/Renter with an administrative fee and the costs of a technical inspection. If the returned car is unserviced, the costs of restoring it to a road-ready condition shall be charged to the Lessee/Renter. The damage costs are calculated based on repair cost calculation systems, e.g. Eurotax, Audatex, etc.

## Vehicle in operating order

Returned vehicles serviced in principle outside of the service stations specified by the Lessor/Rental Agency are also subject to assessment of properly conducted servicing, repairs, and installations, including an inspection of errors in the vehicle. The vehicle should be returned without any active error messages.

## Basic vehicle cleaning

**Basic vehicle cleaning covers the following:**

- **exterior** – car cleaned in an automatic, manual, or touch-free/pressure car wash in order to remove natural dirt resulting from regular use – dust, mud, insects – from the exterior;
- **interior** – standard vacuuming of the mats and upholstery and refreshing the plastic finishing elements with a wet cloth or products intended for basic/daily vehicle interior care.

## Tires

The tires of the returned vehicle must be in a condition allowing safe driving and complying with valid traffic laws. The tires installed on the returned vehicle must be identical (make and model, comparable tread depth) on every vehicle axis.

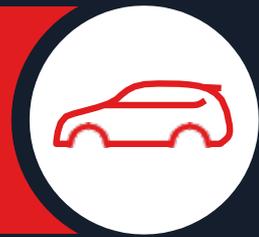
## Repair kit

The vehicle must be returned together with the complete and working tire repair kit (compressor and sealant).

## Vehicle ICT system data

Before returning the vehicle, the user must delete all data – including personal and contact details – from the vehicle's ICT devices and systems. The owner does not touch the ICT devices and systems after the vehicle is returned. The owner of the vehicle is not responsible for failing to remove data from the ICT devices and systems in the vehicle returned by the user.

# Body



Paintwork, scratches and deficiencies / Dents, marks left by accessories /  
Corrosion / Body and paint repairs / Bumpers / Equipment / Grilles, covers, trim  
strips / Mirrors / Windows / Seals / Wraps / Lighting



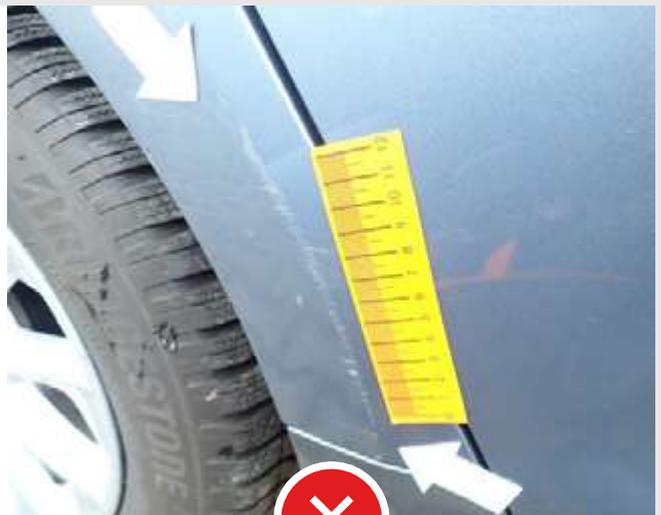
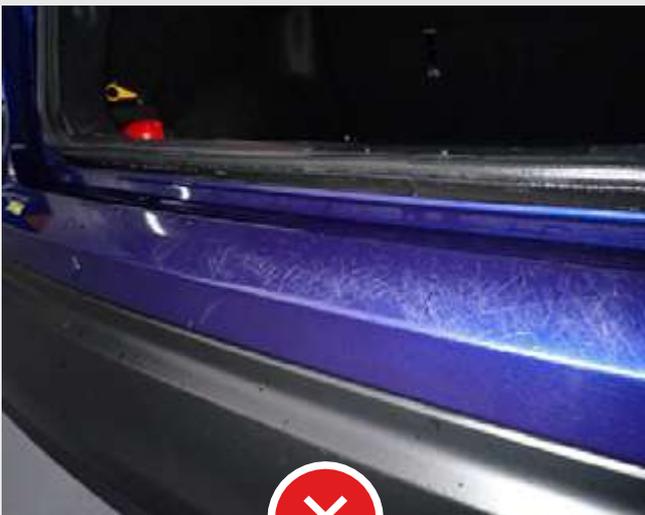
Physical paintwork damage (e.g. scratches) shallow enough to be removed by polishing (e.g. which cannot be sensed by running a fingernail over them).



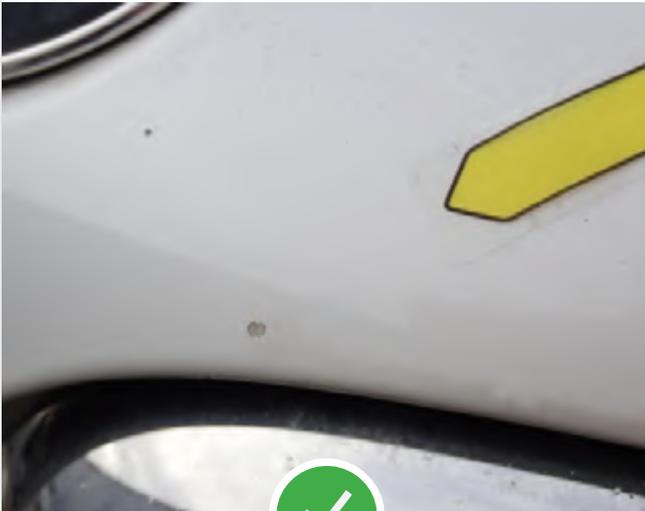
Physical paintwork damage (e.g. scratches) too deep to be removed by polishing but not deep enough to reach the anticorrosion protection layer as long as there is maximum one scratch per given body element and the scratch length does not exceed 100 mm, the scratch width does not exceed 5 mm, or the scratch surface fits within a circle with diameter of 20 mm.



Physical paintwork damage (e.g. scratches) deep enough to reach the anticorrosion protection layer regardless of size.



Physical paintwork damage (e.g. scratches) too deep to be removed by polishing where the scratch length exceeds 100 mm, the scratch width exceeds 5 mm, or the scratch surface does not fit within a circle with diameter of 20 mm, or there are more than one per element.

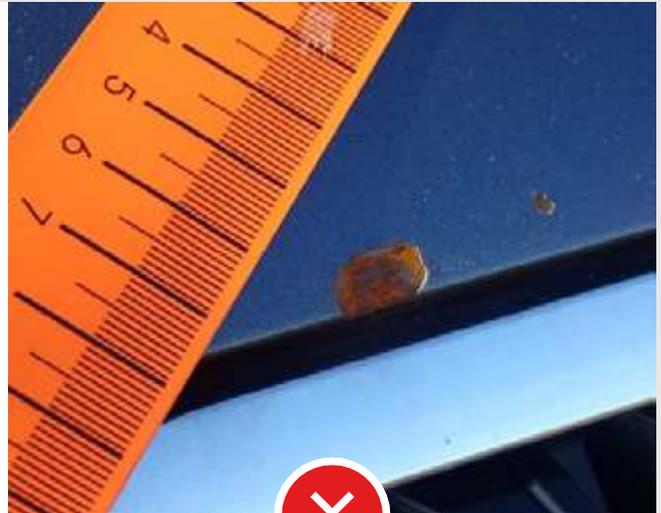


Paintwork deficiencies (e.g. caused by rocks) where the diameter of none of them exceeds 3 mm and the anticorrosion protection layer is intact.  
For plastic elements or composites, there are no deficiencies in the base material.

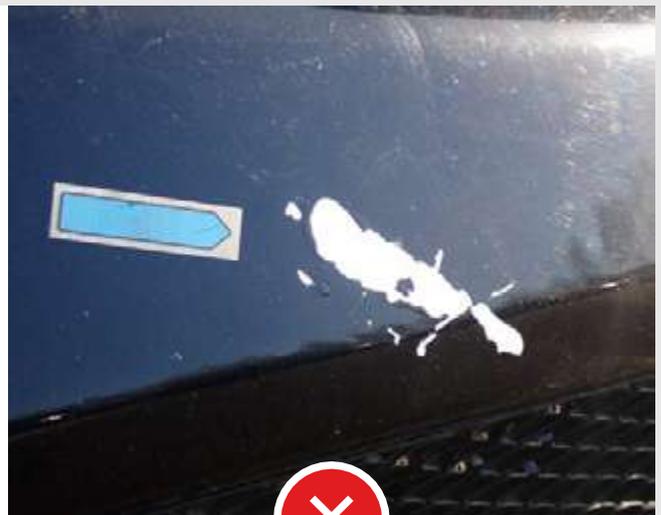
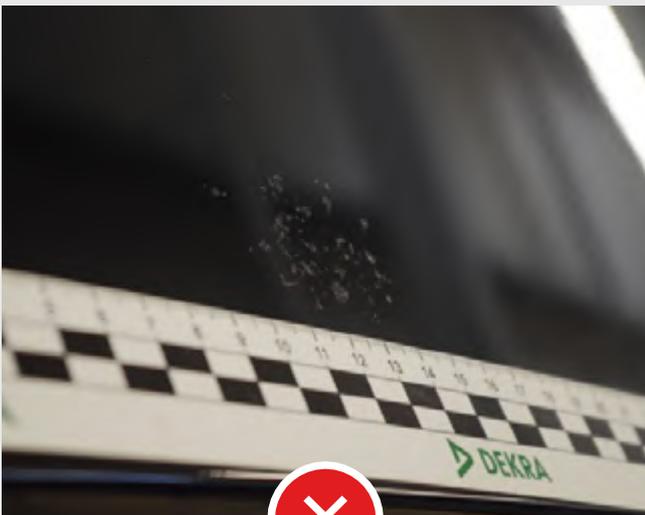
# Body



## Paintwork, scratches



Paintwork deficiencies (chips) with diameter exceeding 3 mm or where the anticorrosion protection layer is damaged.

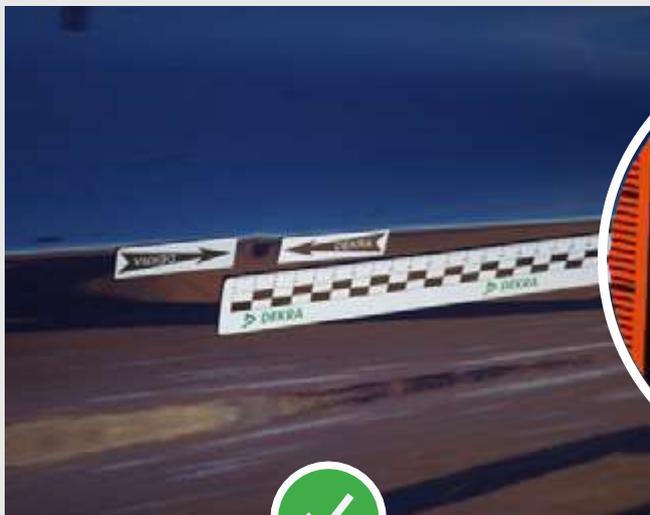


External paintwork damage (e.g. caused by bird excrements etc.), which cannot be removed by polishing regardless of size.

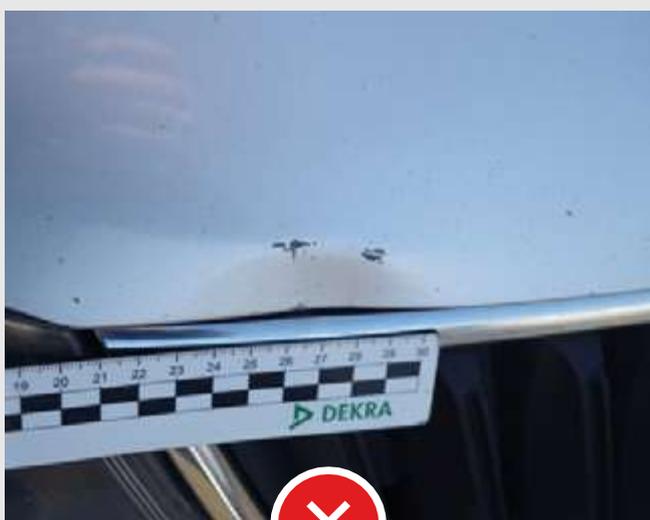
## Body



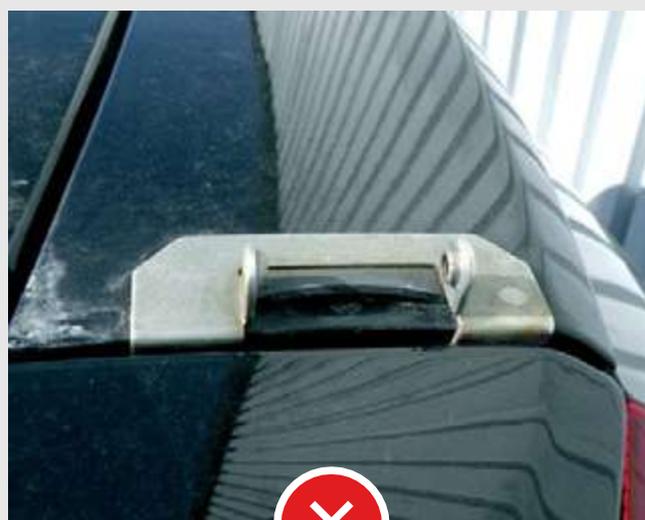
## Dents, marks left by accessories



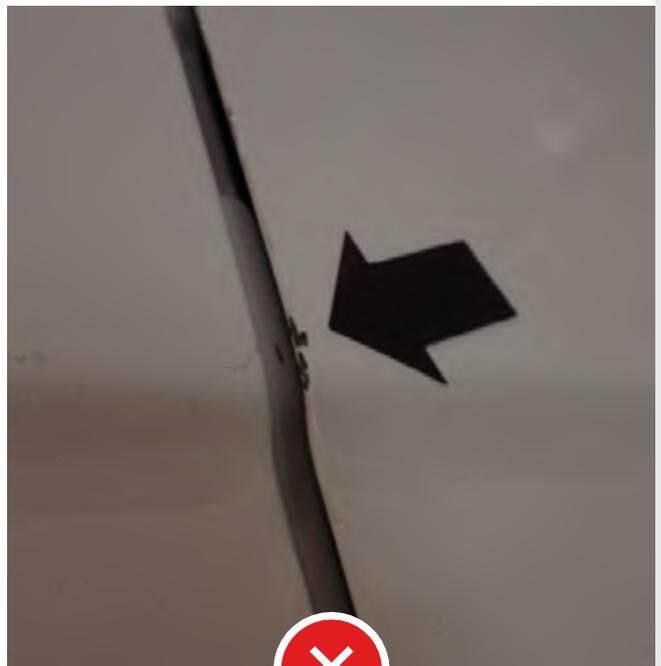
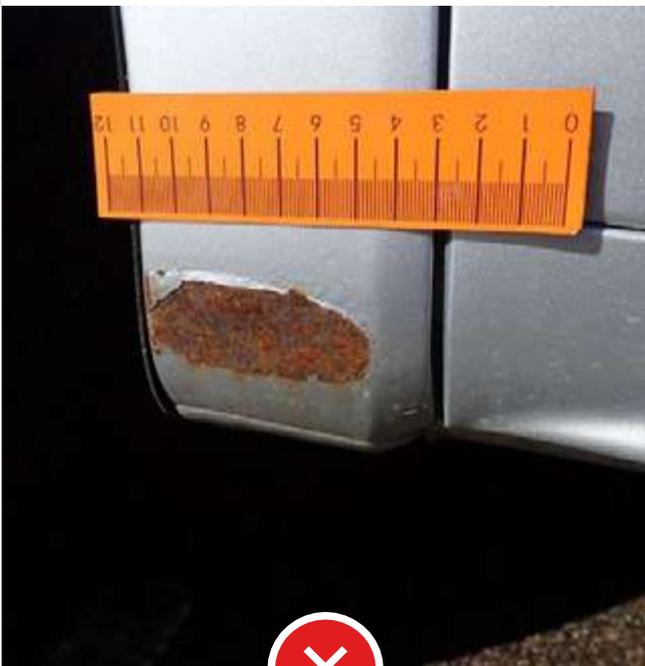
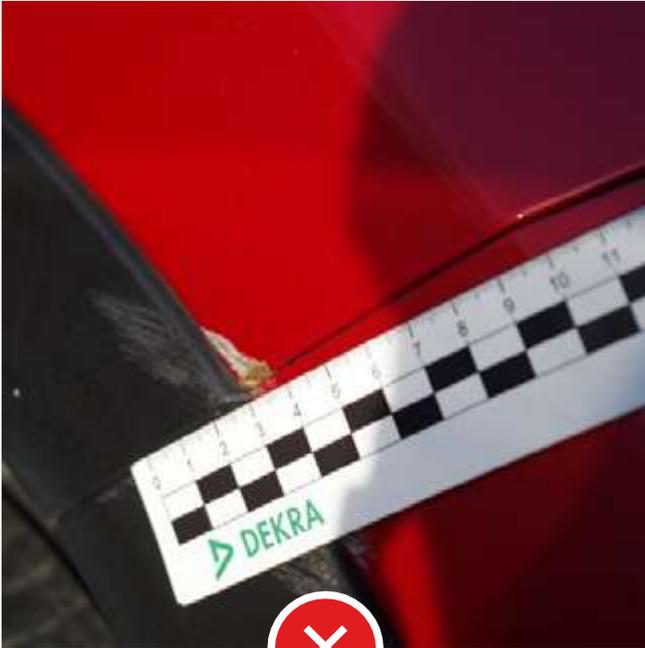
The diameter of an individual dent or collision mark (where the paintwork is not cracked) cannot exceed 20 mm. The number of such dents or collision marks cannot exceed 3 per given body element, e.g. door or mudguard. Maximum 3 damaged elements are permitted.



Dents compromising the paintwork layer (e.g. crack) where the diameter exceeds 20 mm or there are more than 3 per single body element or they appear on over 3 elements.



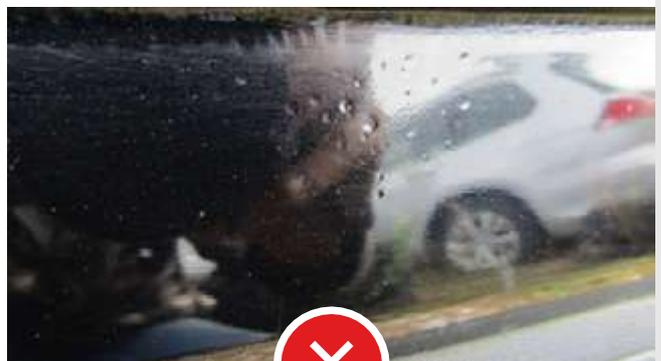
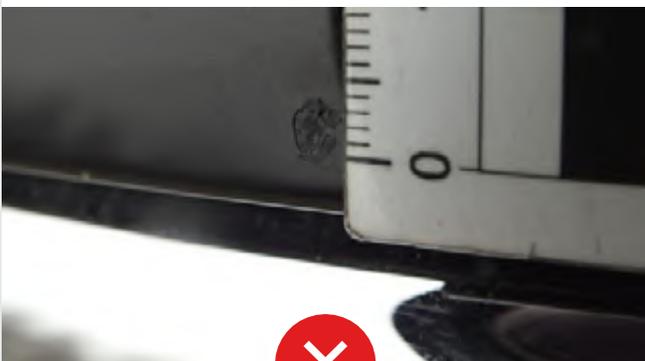
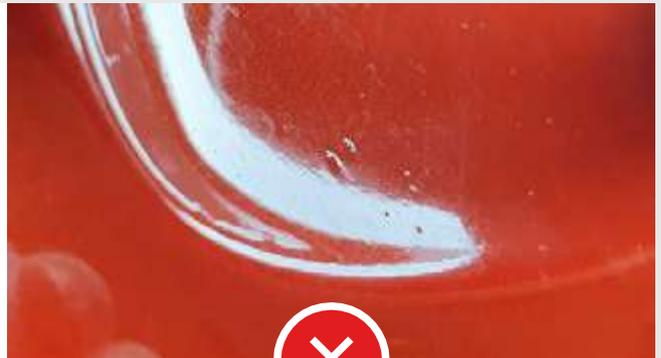
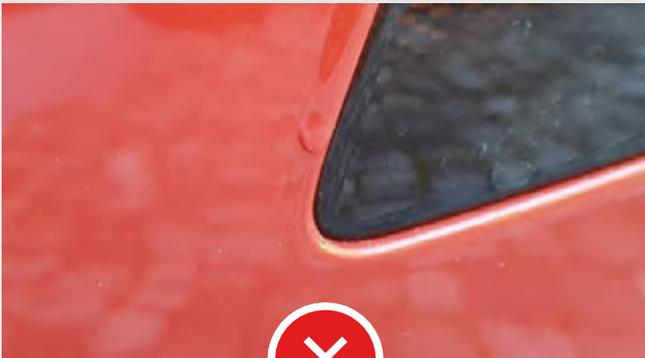
Damage or marks from installation of extra equipment.



Any signs of corrosion regardless of size or origin.



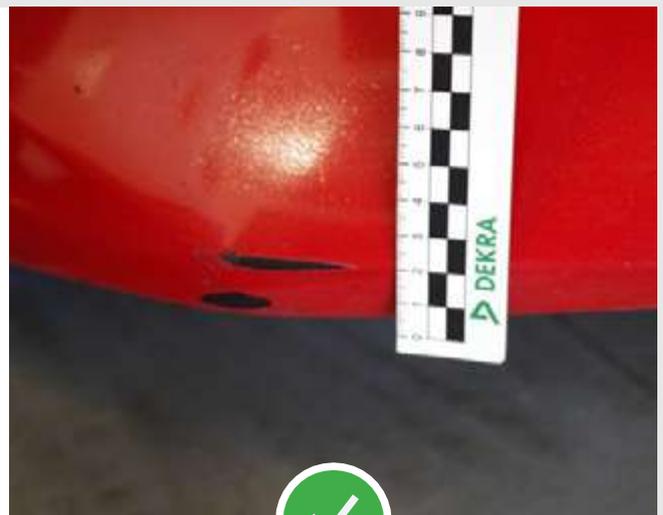
Any bodywork and paintwork repairs performed without due diligence or in violation of the effective technology of the vehicle's manufacturer (e.g. peeling paintwork, cracks, rough paintwork surface, uneven paintwork, paintwork-stained elements).



Rough/uneven paintwork surface.



Physical damage (e.g. scratches) to the bumper with no material deficiencies (maximum one per given element) even if it can be removed by polishing. Length does not exceed 100 mm, width does not exceed 5 mm, or area fits within a circle with diameter of 20 mm.



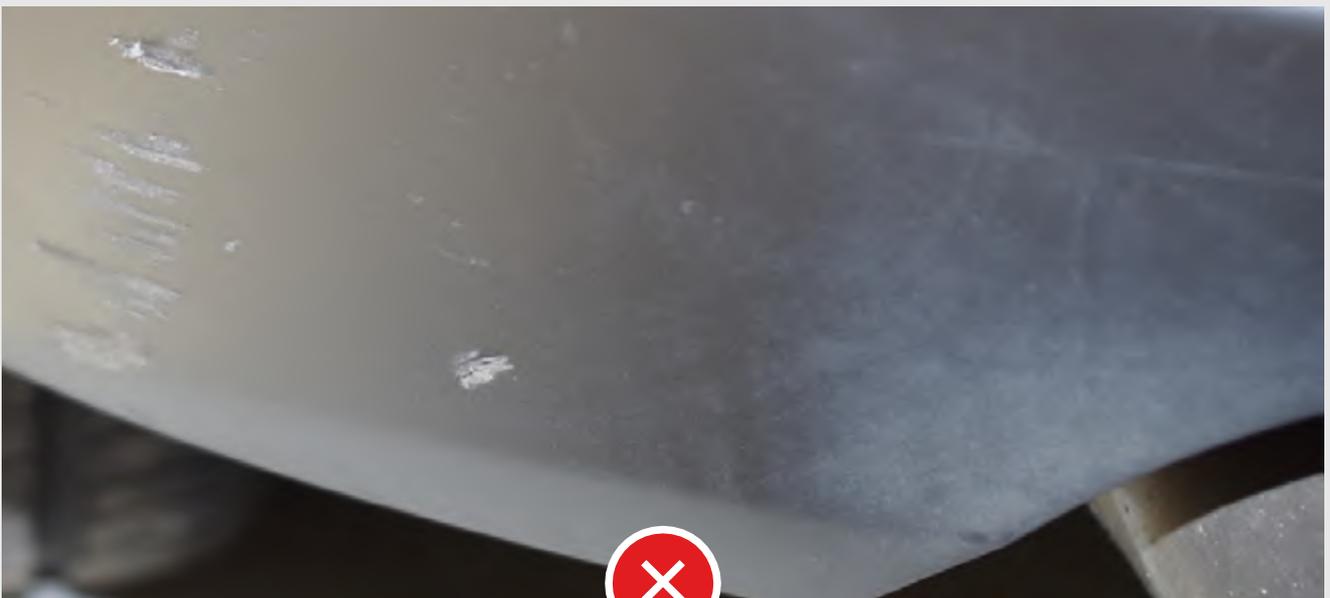
Physical damage (e.g. scratches) in the lower zone (up to 100 mm from the lower bumper edge) that does not cause the bumper to crack or deform.



Physical damage (e.g. scratches) of bumpers with visible material deficiencies.



Physical damage (e.g. scratches) outside the lower zone (more than 100 mm from the lower edge) that cannot be removed by polishing, their length exceeds 100 mm, their width exceeds 5 mm, or the scratch diameter exceeds 20 mm.

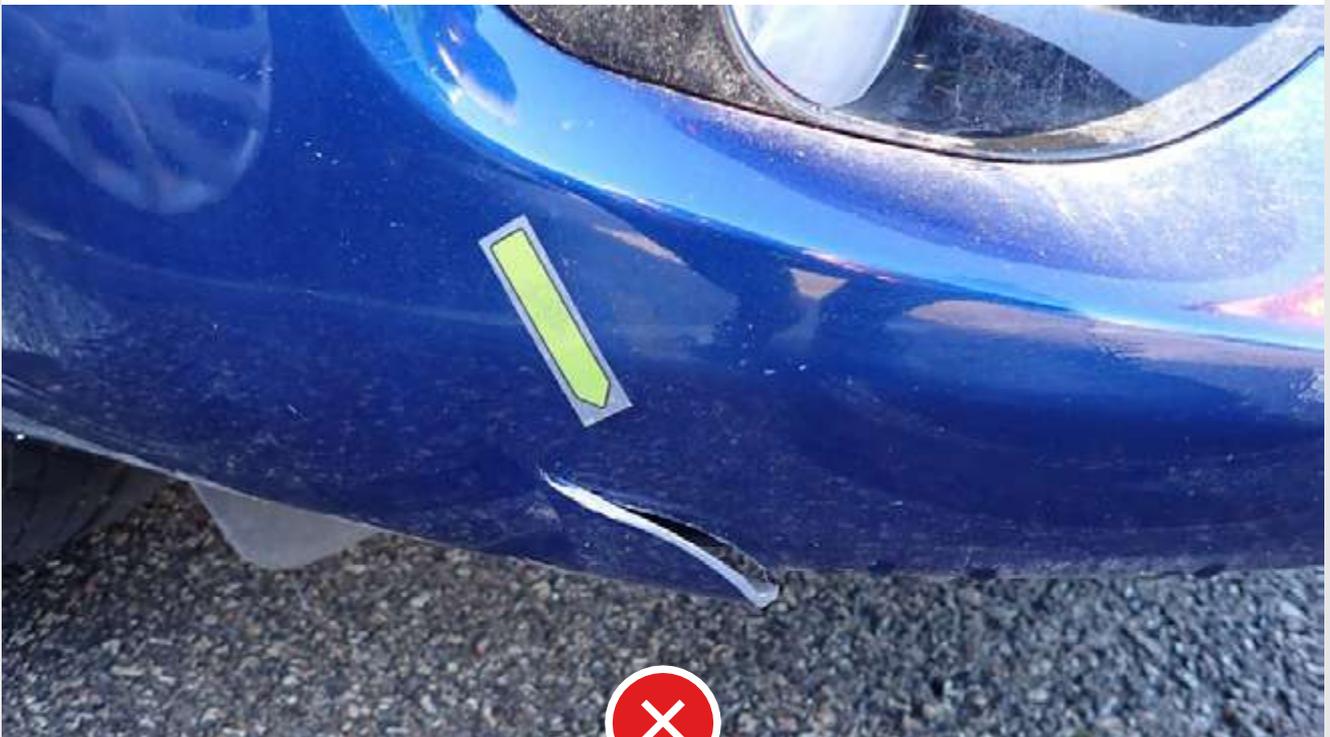


Scratches with material deficiencies in unpainted bumpers.

# Body



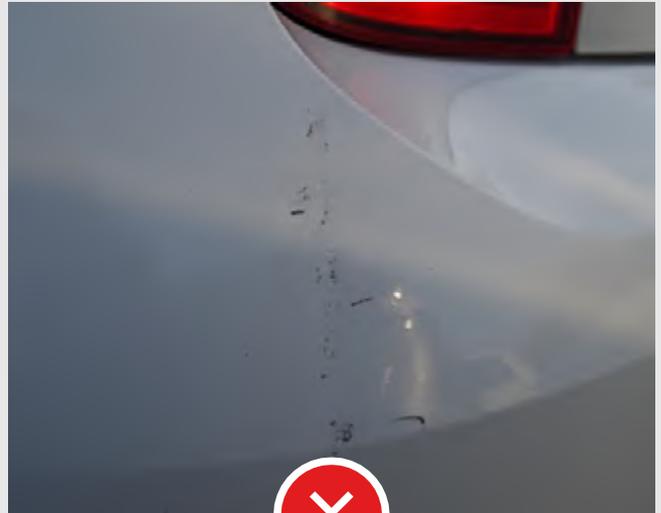
Bumpers – scratches, cracks



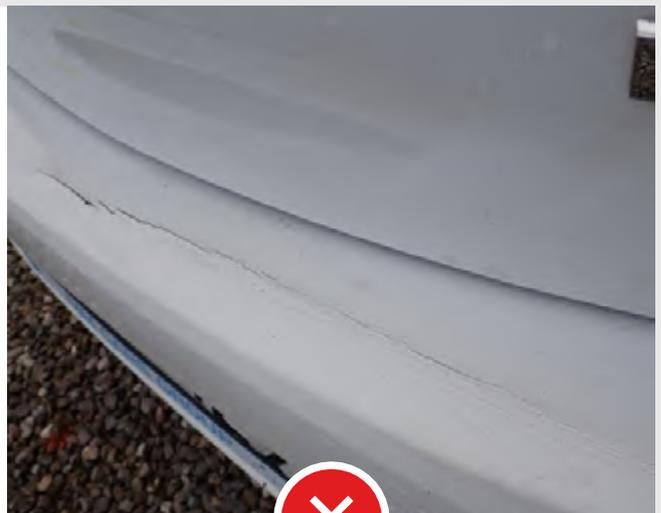
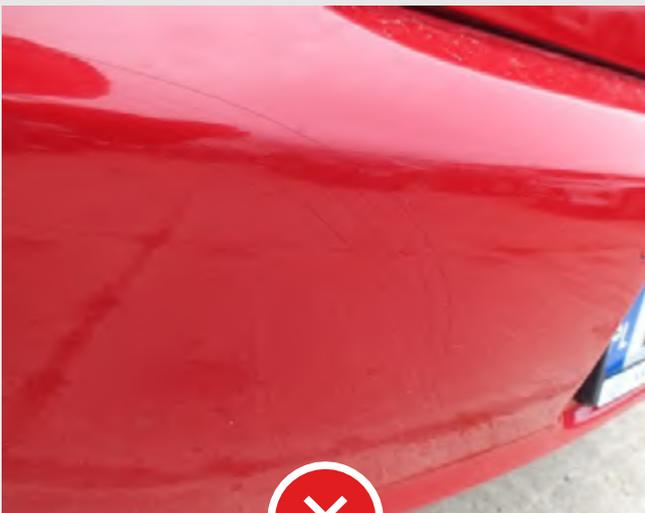
Any bumper cracks.



Bumper deformations.



Deformations causing e.g. peeling.



Bumper deformation or paintwork crack marks.

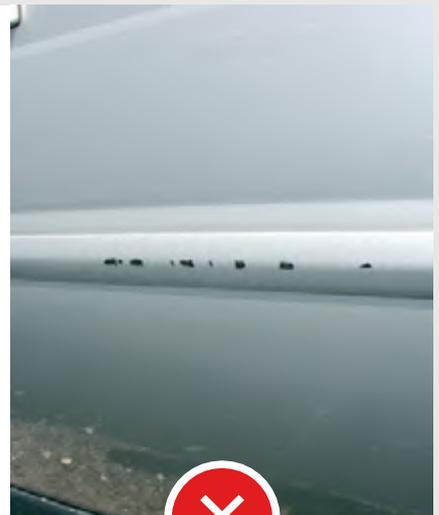
# Body



Grilles, covers, trim strips - physical damage



Physical damage (e.g. scratches) in body exterior equipment elements (maximum one per element) with no base material deficiencies as long as the scratch length does not exceed 50 mm, the scratch width does not exceed 5 mm, or the scratch surface does not exceed a circle with diameter of 20 mm.

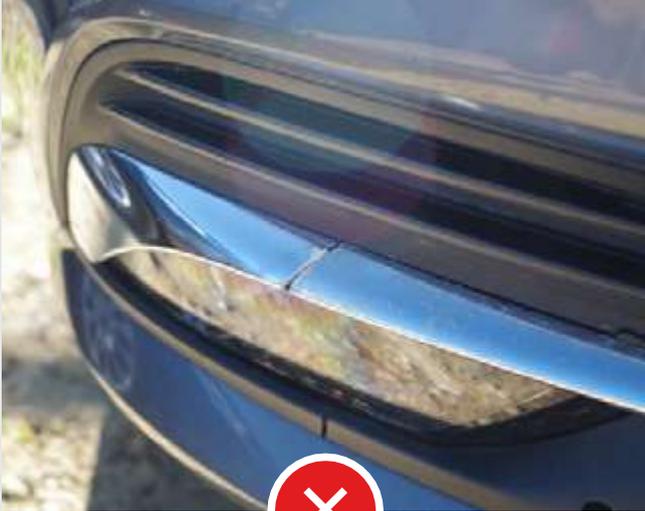


Physical damage (e.g. scratches) in body exterior equipment elements which cannot be removed by polishing, there are more than one per given element, or which caused material deficiencies, or where the scratch length exceeds 50 mm, the scratch width exceeds 5 mm, or the scratch surface diameter exceeds 20 mm.

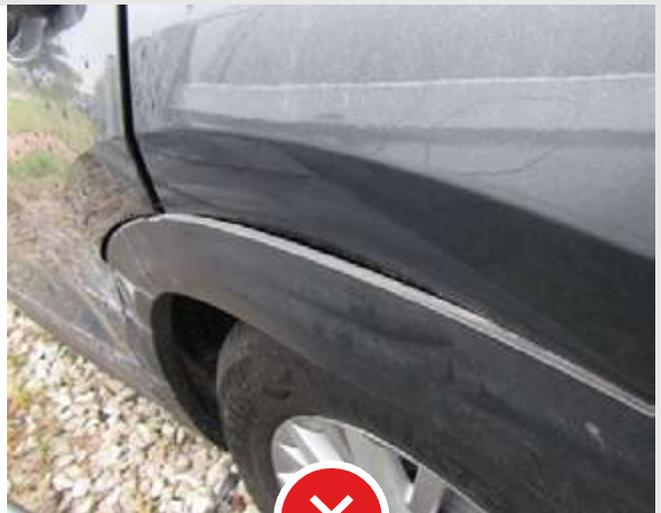
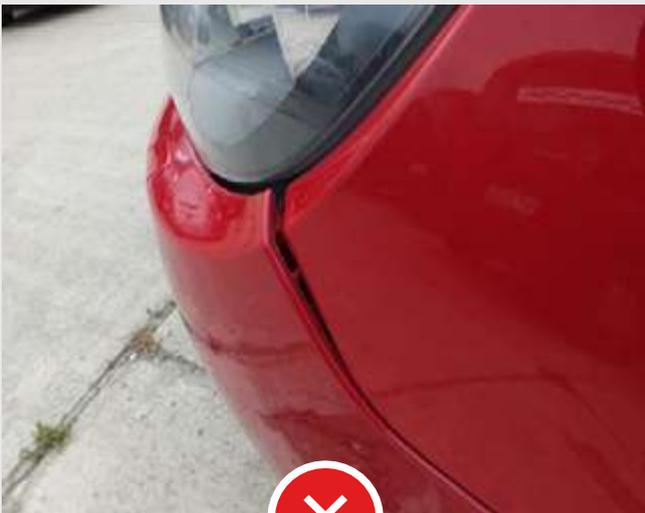
# Body



Equipment –  
cracks, attachments



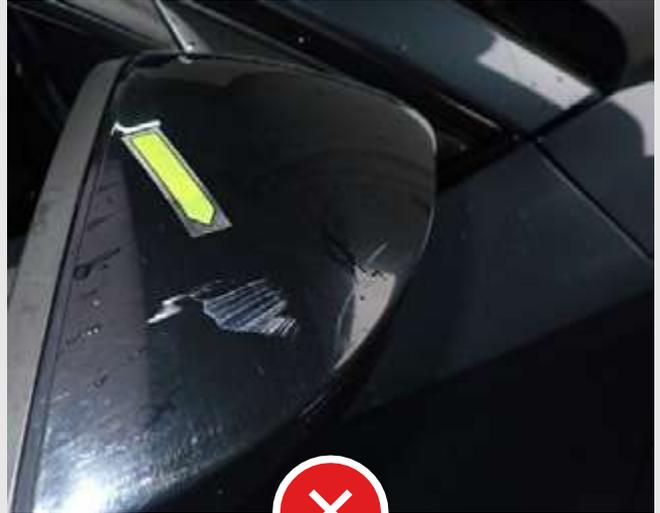
Any body exterior equipment cracks or missing equipment or any deformations.



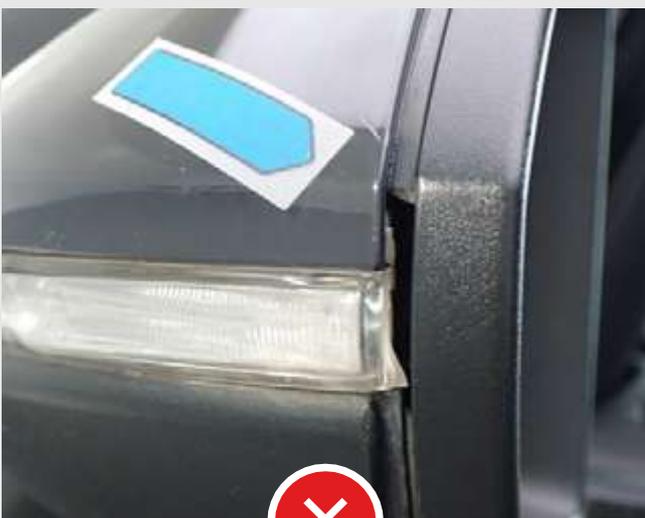
Incorrect installation of any body exterior equipment elements or  
damaged installation attachments.



Physical damage (e.g. scratches) to the side-view mirror housing (maximum one per element), with length not exceeding 50 mm, width not exceeding 5 mm, or surface not exceeding a circle with diameter of 20 mm if there are no deficiencies in the mirror housing material.



Physical damage (e.g. scratches) to the side-view mirror housing which cannot be removed by polishing, more than one per given element, or caused base material deficiency with scratch length exceeding 50 mm, scratch width exceeding 5 mm, or scratch diameter exceeding 20 mm.



Any cracks and deformations in exterior side-view mirror housing.



Any physical damage to the mirror surface (scratches, cracks).

# Body



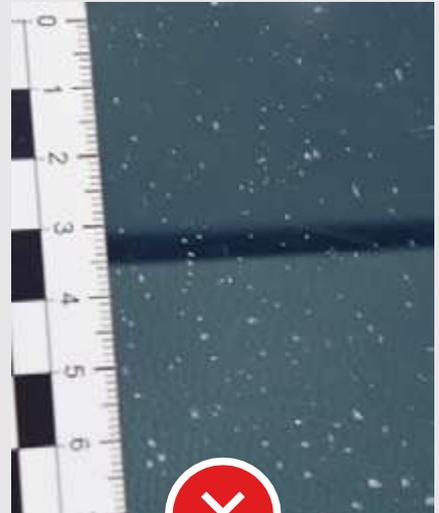
## Windows – decals, cracks, scratches



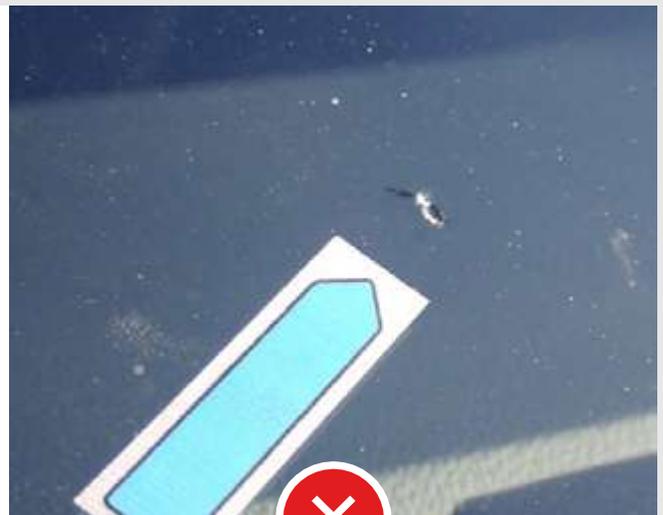
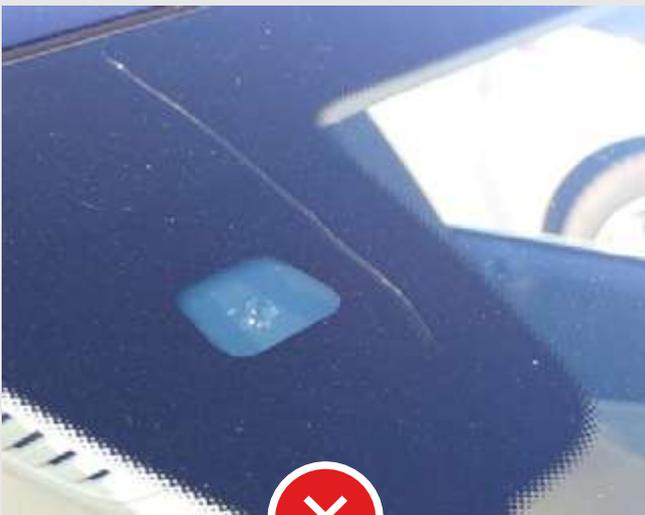
Decals on windows not restricting functionality or visibility or have no effect on the driver's safety.



Any window damage reducing visibility, e.g. scratches, excessive sanding.



Excessive sanding.



Any window cracks regardless of size and location.

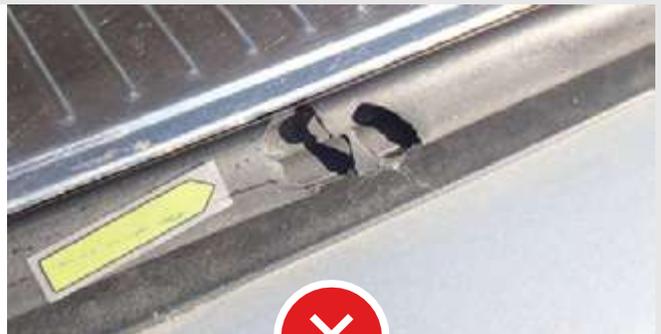
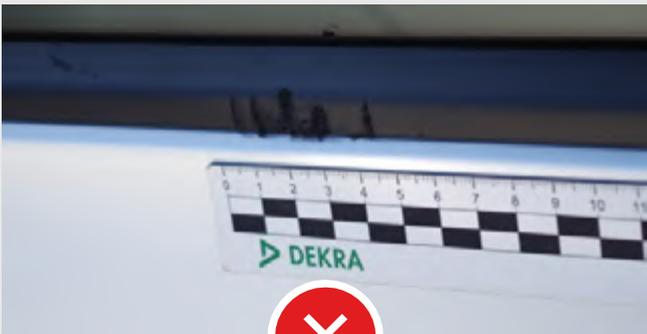
# Body



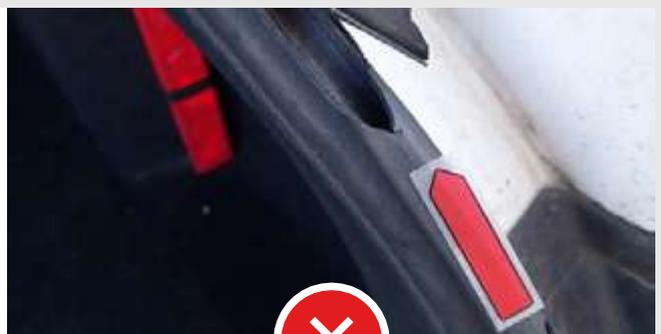
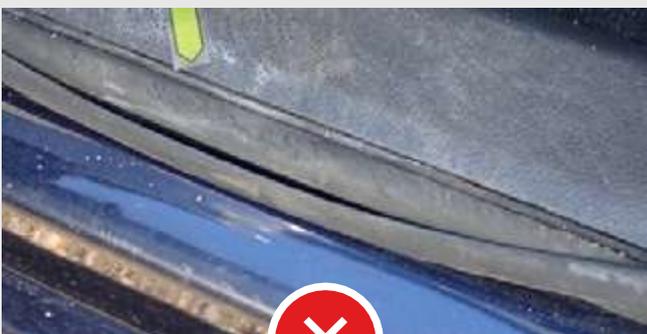
Seals –  
doors, hatches, and windows



Door and hatch seals with signs of use as intended.



Seals incomplete, physically damaged, with material deficiencies, or deformed regardless of size and location.



Incomplete or physically damaged door and hatch seals, e.g. torn.

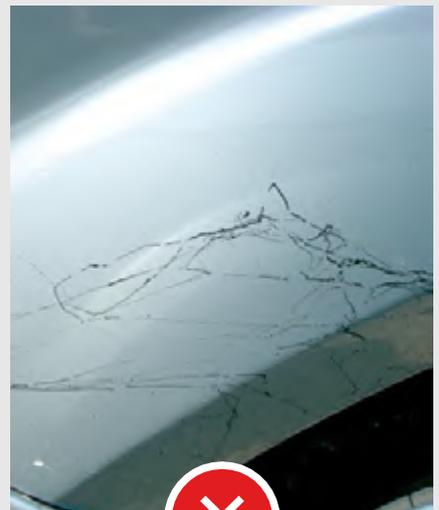
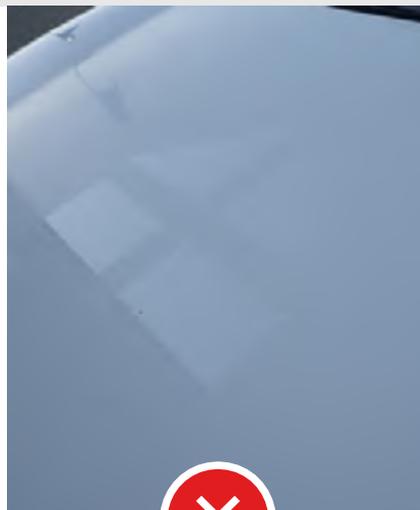
# Body



# Wraps



Any markings and decals left by the user (including advertising wraps) and marks left after their removal (including physical damage to the paintwork).



Paintwork discolouration, fading, and shade and gloss differences resulting from using a vehicle with wraps.

Signs of foreign substances on the body and elements of its equipment (e.g. tar) which cannot be removed during a regular wash.

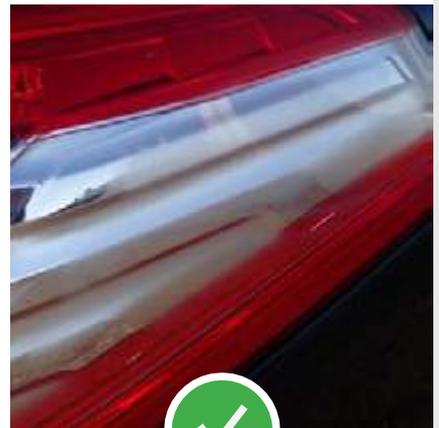
# Body



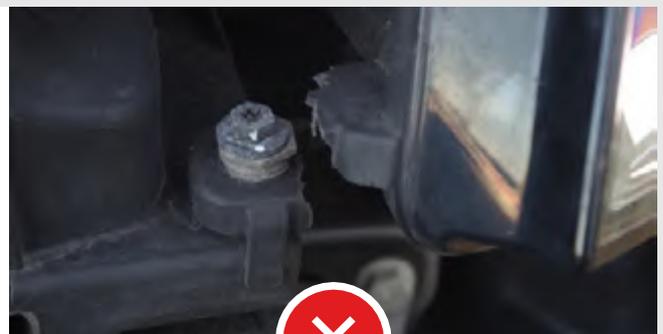
# Lighting



Scratches and physical damage in the lamp and light surface not causing cracking in the glass or transparent housing and not limiting functionality/visibility (not sensed under a fingernail).



Temporary lamp and light fogging (no water drops inside the lamp) with no signs of water, e.g. mould, discolouration, dirt.

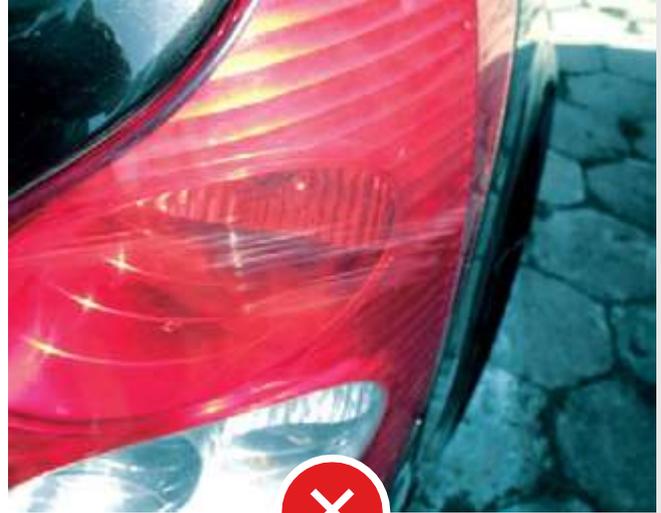
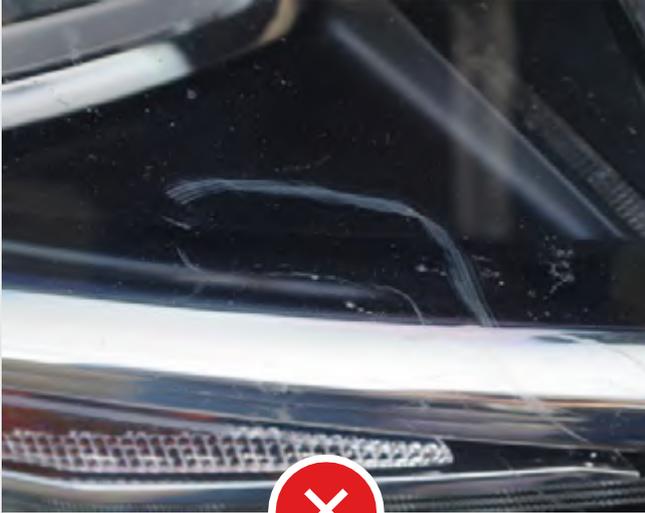


Lamp and light damage restricting their functionality, e.g. broken or stuck attachment points, regardless of damage size.

## Body



## Lighting



Lamp and light damage restricting their functionality regardless of the damage size.  
Grooves felt under fingernail. Chips.



Lamp and light fogging (no water drops inside the lamp)  
or signs of water, e.g. mould, discolouration, dirt.

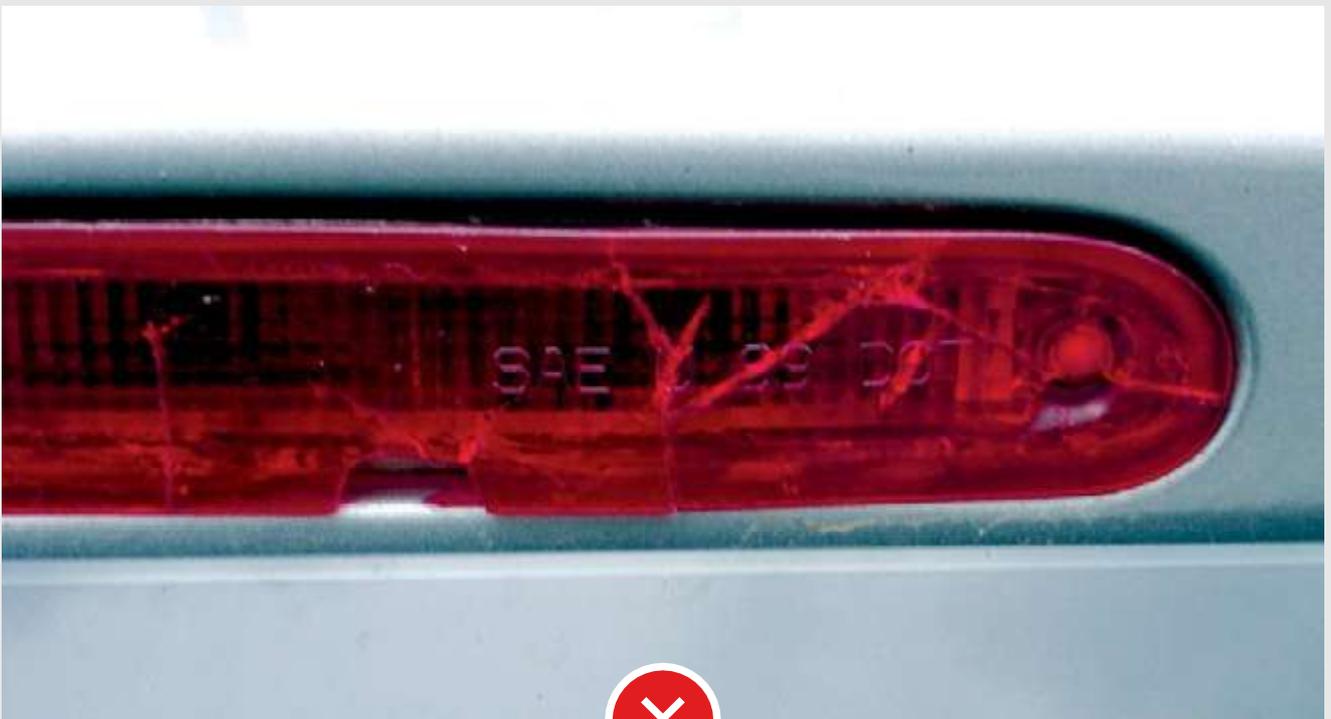
# Body



# Lighting



Cracked glass/plastic.



Cracked transparent housing.

# Interior

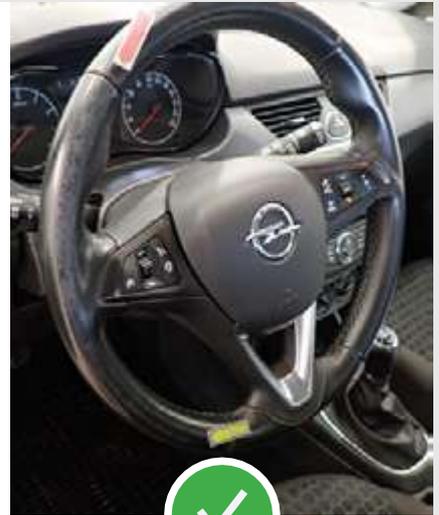


Standard wear and dirt / Physical damage  
Seats / Extra equipment / Trunk space

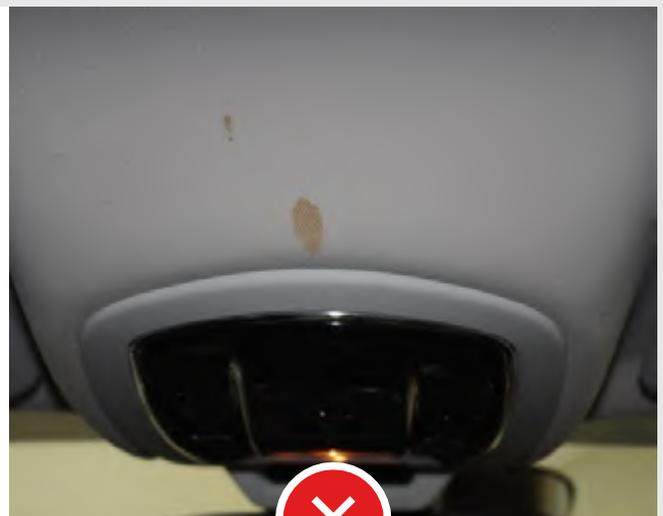
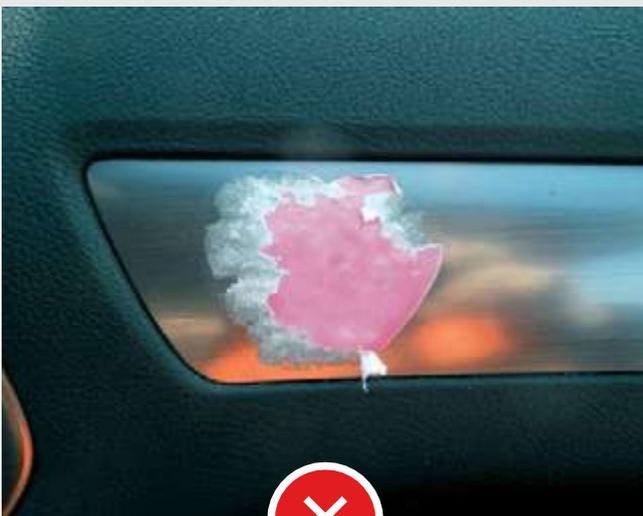
# Interior



Standard wear and dirt



Vehicle interior equipment elements (e.g. dashboard, centre console, switches, door upholstery, mats, covers, roof lining) with signs of regular wear like fraying but no material deficiencies, peeling material on painted surfaces, dirt removable in basic cleaning.



Vehicle interior equipment elements (e.g. dashboard, centre console, door upholstery, mats, covers, roof lining) with dirt impossible to remove in basic cleaning (e.g. marks left from removed decals, signs of other substances).

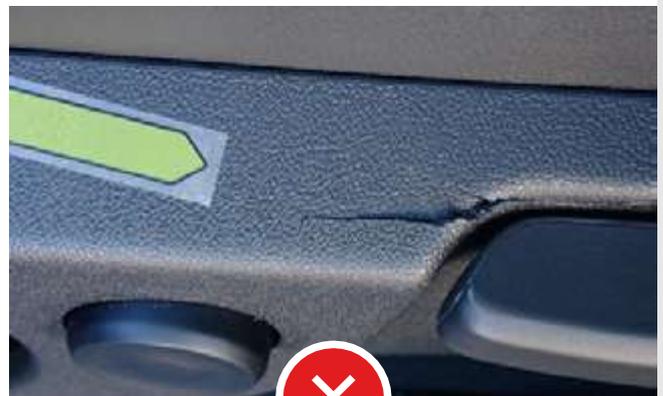
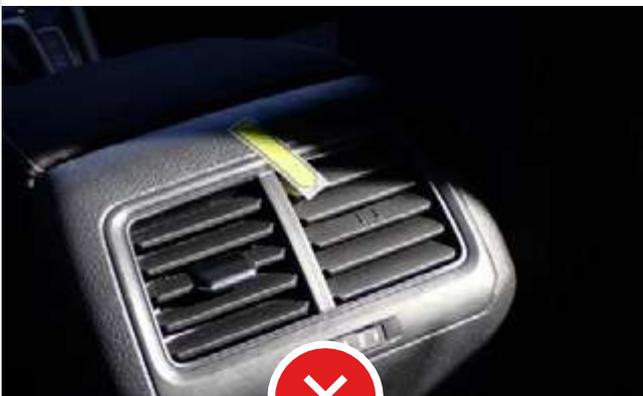
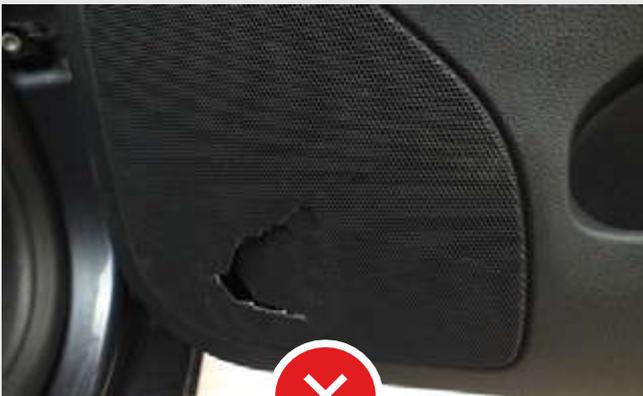
# Interior



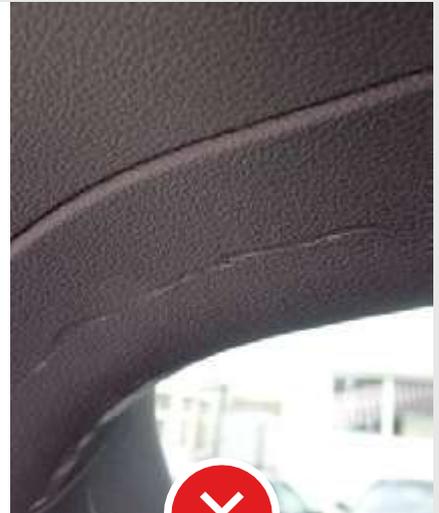
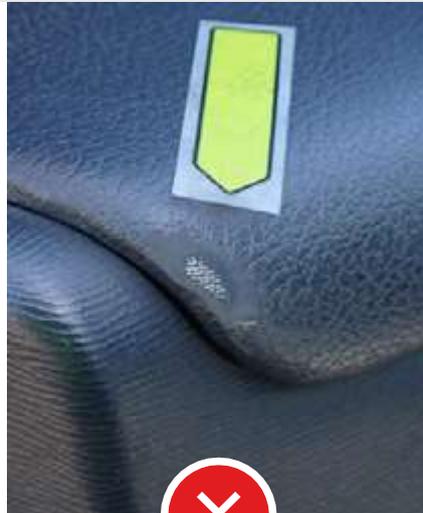
## Physical damage



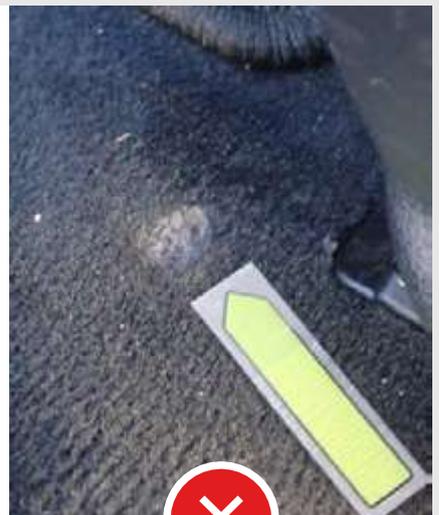
Surface scratches on vehicle interior equipment elements (e.g. not felt under fingernail) with length up to 50 mm.



Physically damaged vehicle interior equipment elements (e.g. dashboard, centre console, switches, door upholstery, mats, covers).



Grooves felt under fingernail or longer than 50 mm.

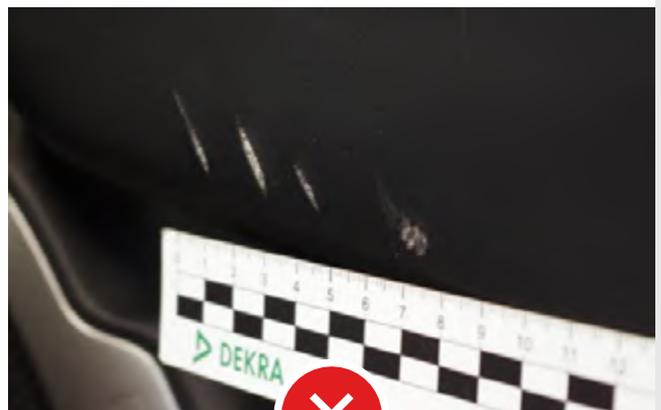
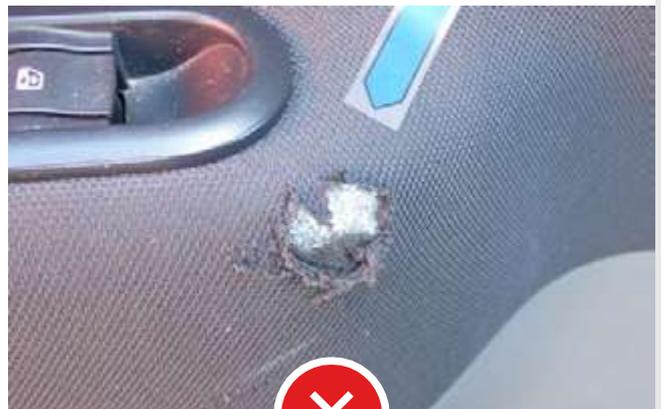


Burn holes.

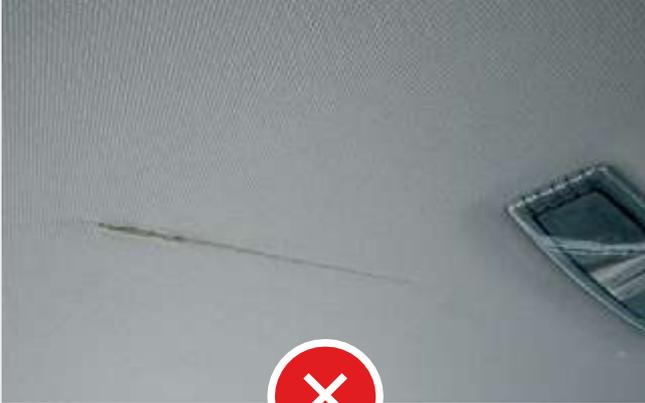
# Interior



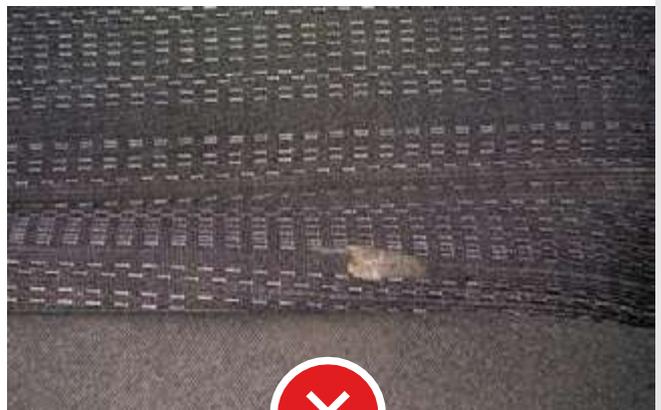
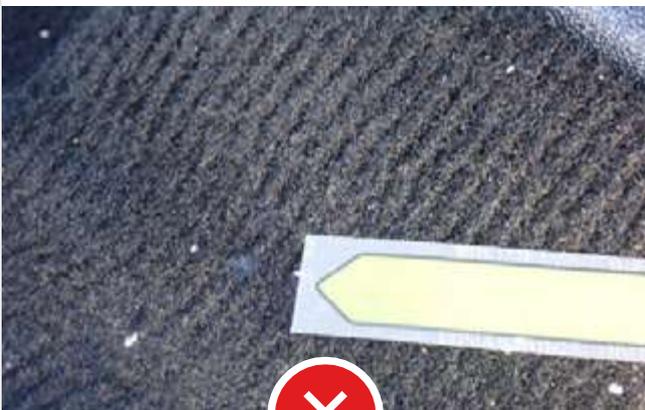
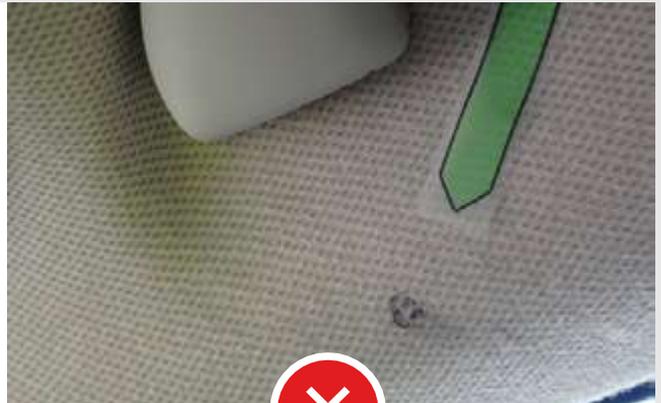
## Physical damage



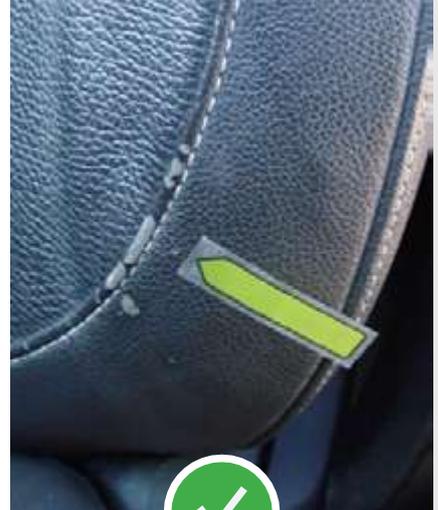
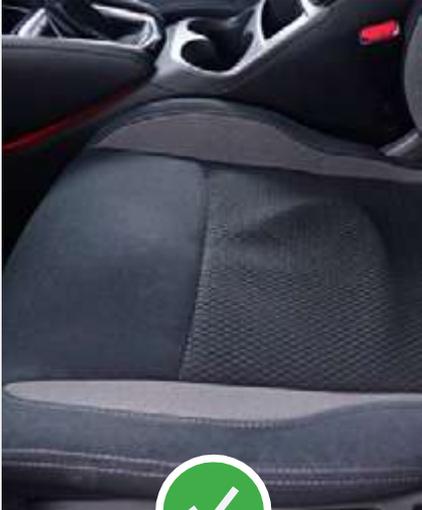
Physically damaged vehicle interior equipment elements (e.g. dashboard, centre console, door upholstery, mats, covers). Grips or covers broken, frayed, or limiting functionality.



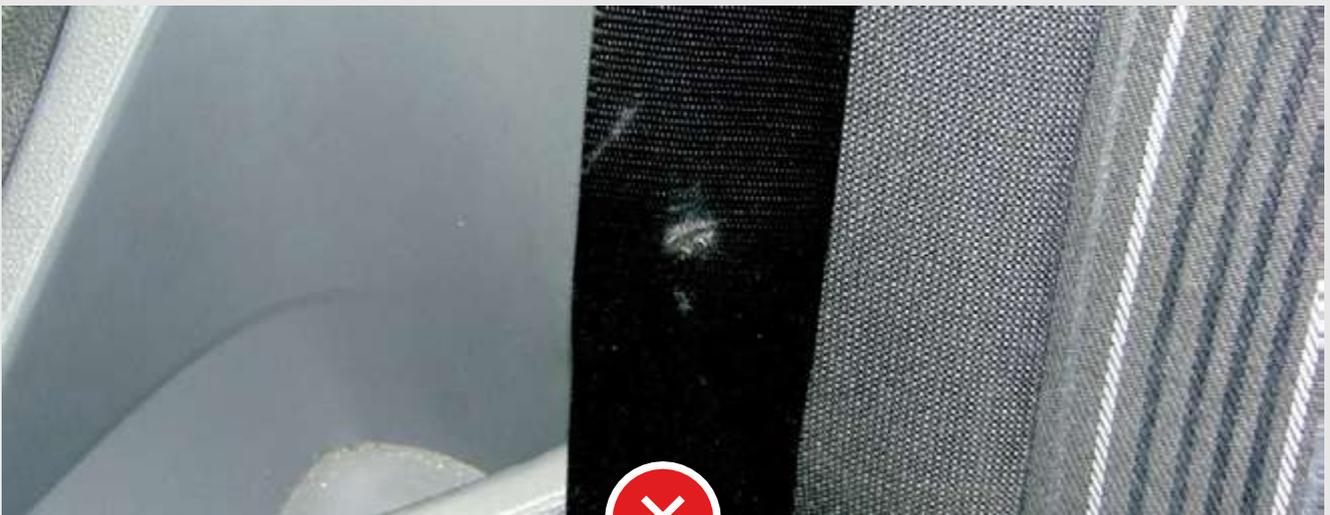
Physically damaged roof lining or pillar covers, e.g. torn, cut, or burned through.



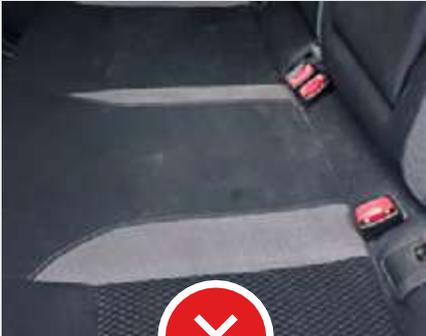
Burn holes and other damage in floor lining and finishing of car window pillars covers regardless of size.



Seats with signs of regular use, e.g. frayed fabric (as long as the upholstery remains intact), deformed seat foam (unless caused by carrying cargo not intended for the vehicle), dirt (as long as it can be removed in basic cleaning).



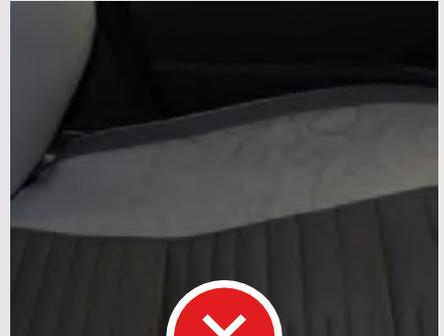
Incomplete seatbelts, broken mechanisms, physically damaged seatbelts, e.g. burned through, cut, torn.



Dirty seat elements or covers (e.g. cracked, torn, which cannot be cleaned during basic cleaning).



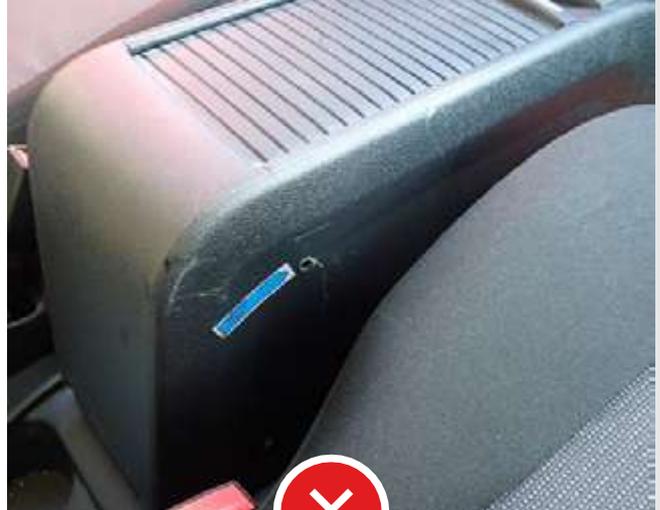
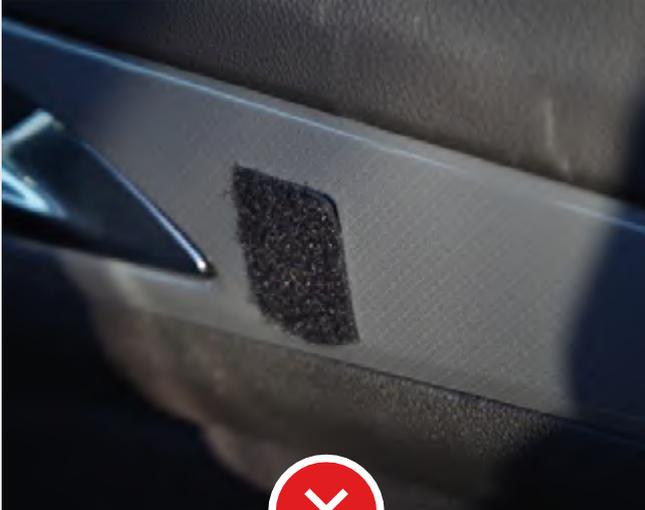
Substances sticking to material which cannot be removed during basic cleaning (e.g. chewing gum, tar, adhesive, paint).



Permanently stained upholstery.



Physically damaged seat elements or upholstery covers, e.g. cracked, torn, cut, burned through.



Any signs (e.g. deformations, discolouration) left from the extra equipment installed by the user, e.g. drill holes (including if the installed equipment is left inside the vehicle), adhesive residue.



Elements from extra accessories (e.g. cameras, additional navigation systems, etc.).

## Interior



## Trunk space



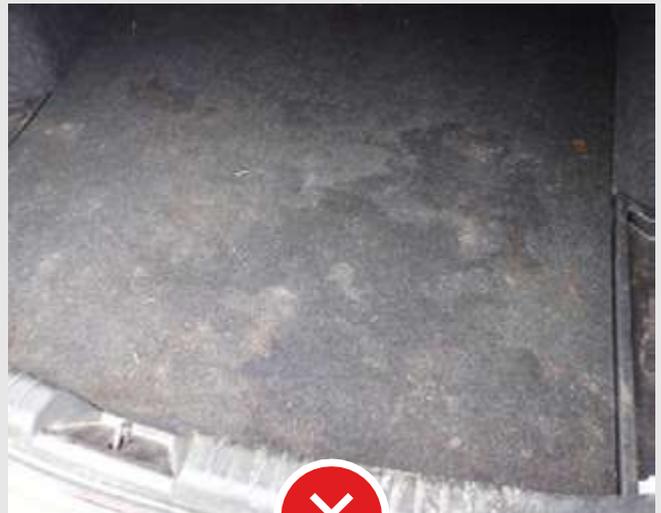
Carpet and covers in trunk space with signs of normal use.



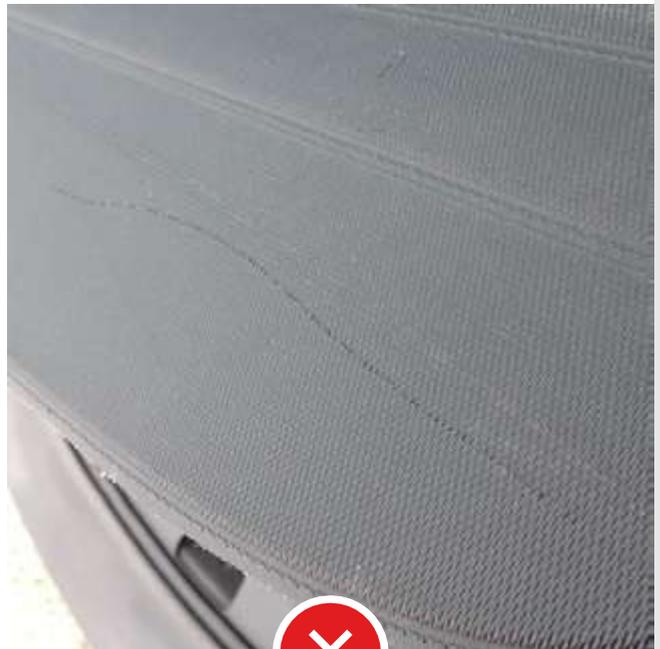
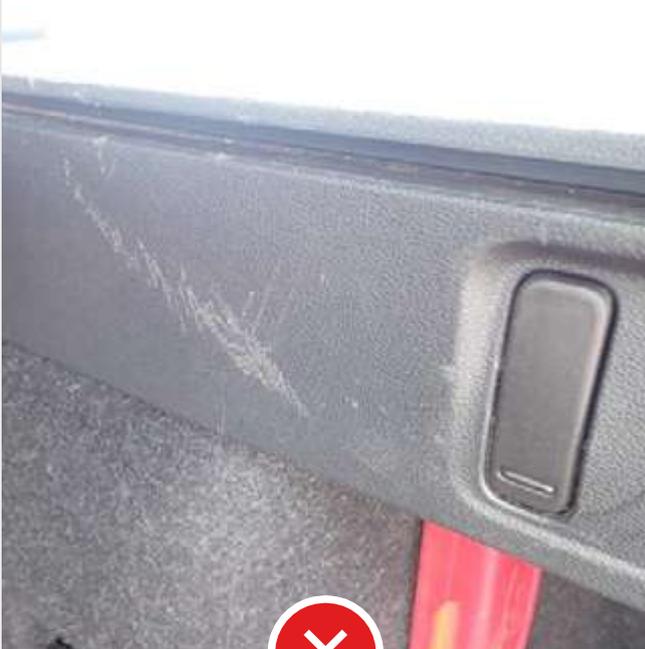
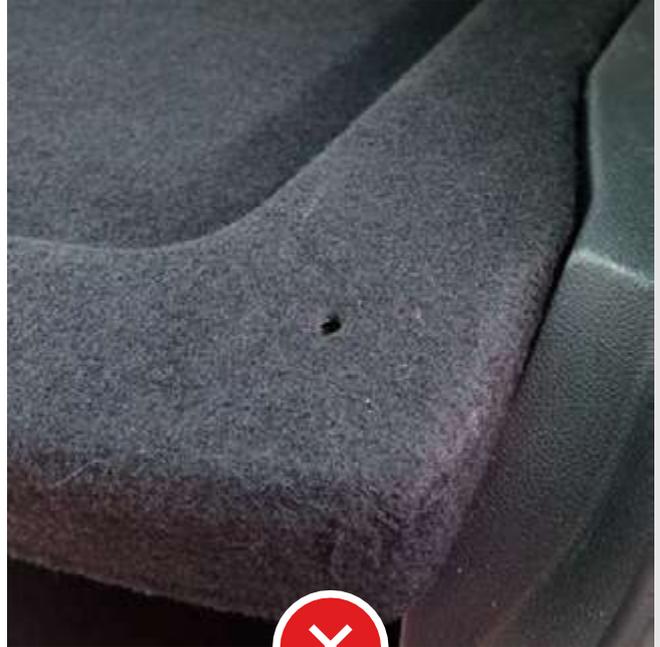
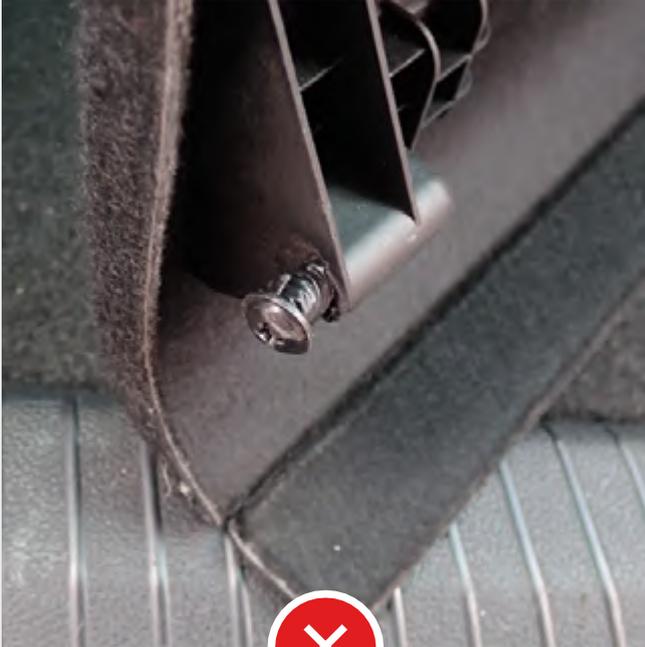
Trunk space equipment element (including carpet and covers) damage or stains which cannot be removed by basic cleaning, cracked, torn, burnt through, deformed, or grooved with material deficiency.



Any damaged and deficient equipment limiting trunk functionality.



Trunk space finishing and equipment element stains (e.g. signs of transported animals, fur, animal smell) which cannot be removed by basic cleaning



Deformed/damaged hatches, covers.

# Wheels



Rims / Hubcaps and tires

# Wheels



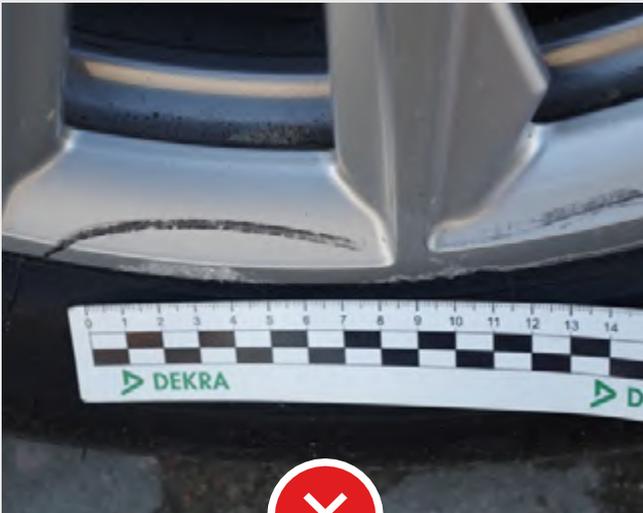
Rims –  
scratches, physical damage



Scratched or peeling rim paintwork with no material deficiencies.



Damage with shallow material deficiency with length of 20 mm, maximum one per rim.



Damaged rims with deformation or material deficiency exceeding 20 mm or when there is more than one damage with deficiency on one rim regardless of its size.

# Wheels



## Hubcaps and tires



Scratched hubcaps and peeling paintwork.

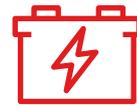


Hubcap damage, e.g. cracks, deformations, deficiencies. Missing or different hubcaps.



Any physical tire damage, including bulges, tears, missing tread, signs of repair on the sides.

# Equipment



# Equipment



Physically damaged displays (e.g. inactive zones, lines, etc.)



Anything missing from when the vehicle was released to the User, e.g. shelves, grilles, covers.

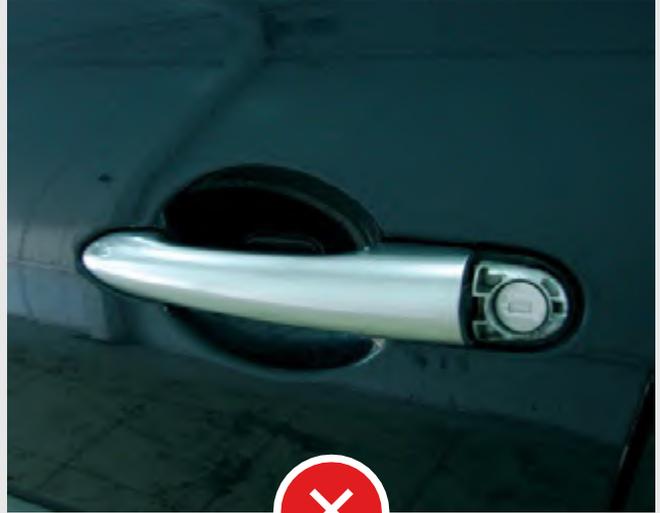


Missing headrests, covers, trunk covers, radio dummy cover, navigation memory cards.

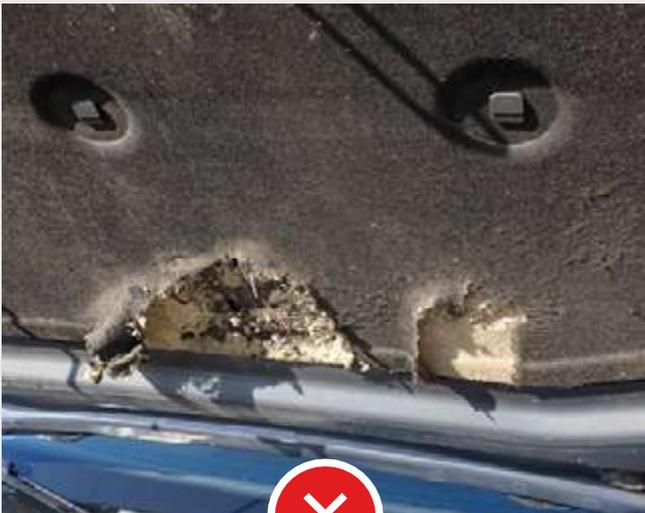
# Equipment



Missing antenna.



Missing door handle cap.



Deficiencies or differences in engine chamber elements (compared to the original condition in which the vehicle was released), any elements damaged or inconsistent with the technical parameters of the engine chamber recommended by the vehicle's manufacturer (including damping mats).

# Equipment



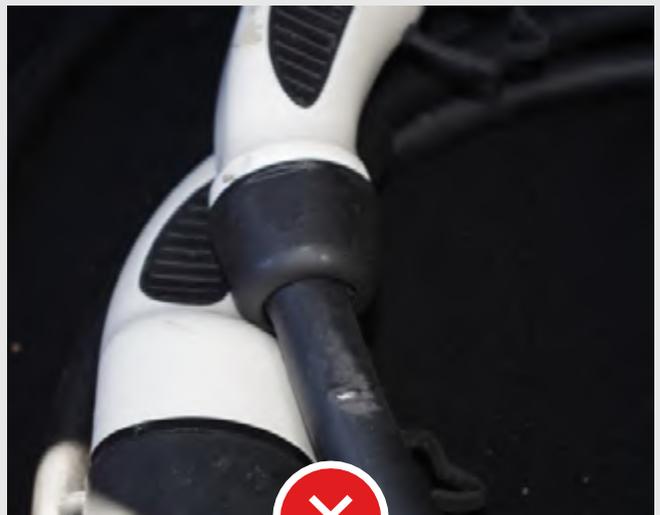
Anything missing from when the vehicle was released to the User, e.g. cracks, tears, or incorrect installation of any vehicle bottom covers (bottom engine cover, wheel arches, etc.).



Anything missing or cracked from when the vehicle was released to the User, e.g. missing or cracked wheel arch liners.



Incomplete repair kit, e.g. missing jack, lug wrench, or safety screw. Incomplete or unusable wheel repair kit.

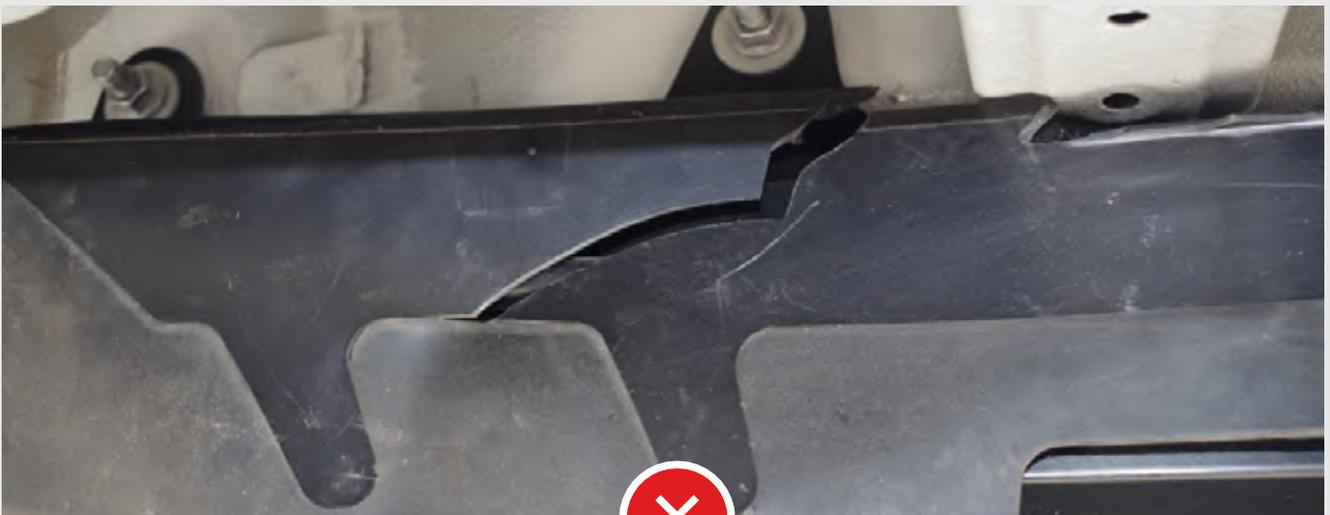


Missing or damaged charges and charging cables if released with the vehicle.

# Equipment



Damaged electric charger and socket connections if released with the vehicle.



Physical damage to the battery unit cover.

# Preparing the vehicle for its return



The vehicle should be returned in operating order without any error notifications, clean inside and outside, in a condition allowing for a visual inspection. The vehicle should be fuelled at least to allow for driving to the nearest fuelling station. Electric vehicles collected at the location specified by the Lessee/Renter must be charged to minimum 70%. If the charge level is lower, the Lessee/Renter may be charged with a flat charge fee of PLN 200.

The condition of the returned vehicle cannot prohibit the vehicle from being driven in accordance with effective traffic laws (e.g. no cracked windows, lamps, etc.).

Vehicles cannot be returned without valid technical inspections.

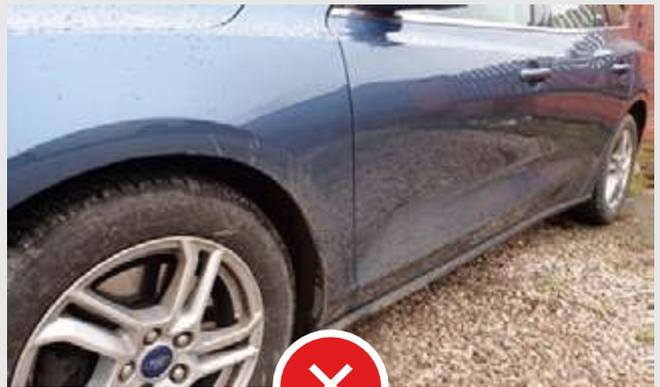
Vehicles not prepared for return or returned during rain or snow shall be assessed after they are washed and any potential excessive wear costs shall be charged to the Lessee/Renter.

## Basic vehicle cleaning covers the following:

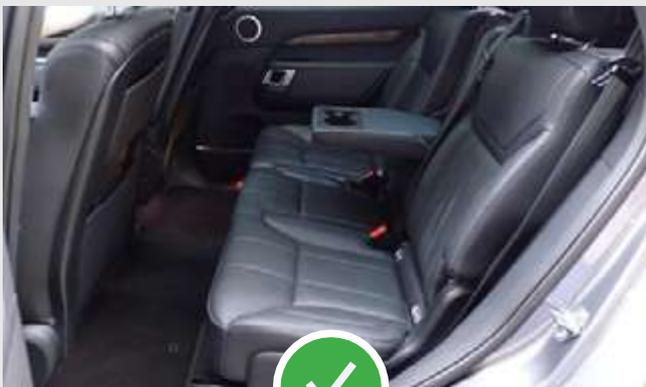
- **exterior** – car cleaned in an automatic, manual, or touch-free/pressure car wash in order to remove natural dirt resulting from regular use – dust, mud, insects – from the exterior;
- **interior** – standard vacuuming of the mats and upholstery and refreshing the plastic finishing elements with a wet cloth or products intended for basic/daily vehicle interior care.



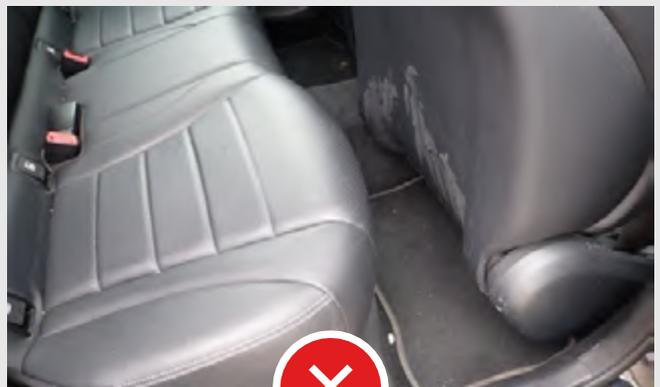
Body washed, clean, and dry.



Body dirty, dusty, wet.



Interior vacuumed, clean.



Interior dirty, not vacuumed.



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& LEASING ASSOCIATION

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