

# Return Vehicle Guide

## Passenger Vehicle



Dear Readers,

The following brochure is the second edition of the **“Return Vehicle Guide”** which describes the acceptable and non-acceptable types of damage resulting from the usage of passenger vehicles after the expiry of the rental agreement.

The guide was developed by a panel of experts from the Polish Vehicle Rental and Leasing Association with the assistance of the Dekra and the SGS companies’ representatives, and is available for download at the PVRLA website: [www.pzwlp.pl](http://www.pzwlp.pl).

The content of this brochure, based on the PVRLA standards, was **updated and expanded**: it contains more than a hundred captioned photos, an extended list of acceptable types of damage, and a vast information section for the Users/Drivers of the vehicles. At the end of this publication, we included a gauge which enables the clients to make **their own evaluation of the vehicle damage** - a very unique contrivance amongst those developed by European fleet management organizations.

The main purpose of this guide is to promote safe and economic operation of vehicle fleets. However, **minimising the costs** borne by the Lessees (our Customers) and the Lessors (the rental companies) is also a matter of great importance to us. Moreover, we make a point of facilitating and improving the efficiency of the procedures related to the termination of rental agreements.

**Why are the Lessees so frequently burdened with the costs of vehicle damage after the term of the lease has expired?** It happens when the condition of the returned vehicle is worse than the one that may have resulted from its age and mileage. Any additional damage – examples of which are classified as non-acceptable in this guide – negatively influences the market value of the vehicle and therefore causes tangible losses to the Lessors. Because the **condition of the vehicle is solely dependent on the manner of its usage by the User/Driver, such losses can be spared to both parties of the agreement. Immediate notification of any defects and faults or filing complaints regarding the condition of the vehicle to the Lessor is also critical to minimising further damage.**

The Board members of PVRLA

July, 2011

## Main responsibilities of the Lessee

Each Lessee of a vehicle is obliged to **carefully read the manual** and to strictly follow the instructions included therein.

Upon receipt, the Lessee ought to **make sure that both factory and optional equipment of the vehicle is complete.**

The Lessee is under the obligation to **maintain the dates of periodic vehicle inspection and to immediately notify the Lessor of any defects or flaws** (such as patches of rust) in order to prevent further damage. **Refusing to comply with this stipulation may result in the loss of manufacturer's warranty and put the Lessee to additional expenses.**

**Other responsibilities of the Lessee include:**

- safeguarding the vehicle against permanent influence of adverse conditions and taking measures against the deterioration of its current state,
- operating the vehicle in accordance with the traffic regulations,
- using the vehicle only as directed,
- maintaining a **service log**,
- **returning the vehicle with its complete equipment**, including its factory equipment as it was upon receipt (see definitions – p. 2-3).

### The chart of maintenance costs depreciation after the return of a vehicle on the basis of the vehicle's age or mileage.

Mileage in kilometres	Age of the vehicles from the date of the first registration (counted in months)					
	0-12	13-24	25-36	37-48	49-60	above 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%
above 160.000	35%	40%	45%	50%	55%	60%

**The chart does not account for the following elements:**

**Lack of the car key.** The lump sum cost for the lacking key is PLN 800 (equivalent of €200).

The Lessee is obliged to deliver the missing key within 7 calendar days of returning the vehicle. In such cases, the administrative charges per each incident amount to PLN 200 (€50).

**Lack of the service log.** The lump-sum for the missing service log is PLN 300 (€70).

**Lack of entries therein may be regarded as lack of the service log.**

**Missing element of factory and optional equipment** (see definitions – p. 2-3).

**Significant information for the Lessee** – refusing to comply may incur additional costs upon the Lessee.

### Vehicle operation

The vehicle ought to undergo inspection at regular intervals in the Authorised Service Station in accordance with the manufacturer's instructions and requirements. Seasonal change of tyres ought to be carried out at designated dates and at appointed service points. The Lessee is also responsible for the basic everyday maintenance of the vehicle (such as checking the tyre pressure, replacing light bulbs, or refilling windscreen washer liquid).

### Vehicle damage

**The Lessee must notify the Lessor of every vehicle damage immediately after its occurrence.** Unwillingness to comply with this stipulation may result in the refusal of the insurance company to assume full or partial liability for the damages and therefore in exposing the Lessee to additional expenses.

### Service log

The Lessee is under the obligation to make sure that the service log is regularly updated and stamped after each vehicle inspection. Lack of entries, or lack of the service log itself, will burden the Lessee with additional responsibilities.

### Documents

Complete vehicle documentation (including the manual, the registration card with an up-to-date registration certificate, insurance policy, filled-in service log, or codes to the radio), as well as other official papers related to the vehicle ought to be returned in a proper state. All of the documents must be left inside the vehicle upon its return.

### Car keys

All of the car keys received (2 or more – depending on the make of the vehicle), as well as alarm remote controls, immobiliser transponders, etc., ought to be handed back upon the return of the vehicle. Each of these elements should be in working order and accounted for. The door and lid locks ought to be undamaged.

### Factory equipment

The Lessee is obliged to return all sets of car keys provided with the vehicle upon reception, as well as to use properly its factory equipment, i.e.: the manual and the service log (with the case), the car jack, the spare wheel or the repair kit, the set of wheel spanners, the locking wheel bolt (if included), the boot blind, the partition grates and nets, and any other accessories and elements.

The Lessee also undertakes to **notify the Lessor of any damage or missing elements** of the factory equipment.

### Optional equipment

Optional equipment consists of non-standard elements which were incorporated by the manufacturer or the car dealer. They cost of the equipment is included in the rent. Elements such as CD changer, GPS, audio-video devices, roof luggage rack, or extra seats, are

classified as optional equipment. All of the elements of optional equipment must be operational, undamaged and used in a proper manner.

### Other accessories

Installation of other devices which are not included in the factory and optional equipment - such as hands-free car kit, CB radio, display screen - is acceptable, provided that it is done without any damage to the vehicle, e.g. with the use of special clamps. Such pieces of equipment must have up-to-date type approvals, so that they do not interfere with the functioning of other devices in the vehicle or endanger the passengers. After the expiry of the lease/rental agreement, those accessories ought to be removed without leaving permanent traces. Any elements which alter the vehicle's substance - e.g. a tow hook, HP-enhancing module, larger rims of the wheels, spoilers - can be installed only **upon the fleet manager's approval and the written agreement of the Lessor**, due to their influence on the costs of, and intervals between, inspections/servicing.

### Stickers

Any sorts of stickers and labels ought to be taken off before the vehicle is returned, and they must leave no damage or discolouration on the surface. If the Lessee leaves the labels on the vehicle, s/he will be charged with the costs of their removal.

### Return of the vehicle

The date of return should be determined by the Lessee and the fleet manager. The Lessee ought to make necessary preparations before returning the vehicle – s/he should wash the vehicle and leave it to dry before inspecting the car body. The interior of the vehicle should be clean and free of any permanent unpleasant smells (such as cigarette smoke, animal or organic odours).

Vehicles, which were not prepared for return will be washed in order to be inspected afterwards and described in detail. The costs of any damage detected during this evaluation **will be covered by the Lessee**.

The manufacturers' catalogues are the basis for the evaluation of the cost of damage.

### Roadworthy vehicle

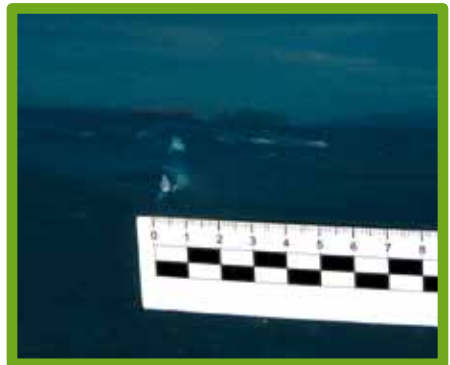
In case of vehicles which are serviced outside locations appointed by the Lessor by assumption, such elements as the level of maintenance, assembly and overhaul jobs are also put under evaluation upon receipt.



Scratches on the surface of the vehicle, regardless of their size, provided that their depth allows for easy removal by means of polishing (they are not detectable by touch).



Scratches on the surface of the vehicle, which cannot be removed by means of polishing yet did not penetrate the anti-rust enamel coating, provided that there is no more than one such scratch mark on a given element of the vehicle body and that the damage does not exceed 100 mm in length, 5 mm in width or spread over 20 mm diameter circle.





Scratch marks on the surface of the vehicle which penetrated the anti-rust enamel coating, regardless of their size.



Scratch marks which cannot be removed by means of polishing and are larger than 100 mm in length, 5 mm in width or spread over 20 mm diameter circle.





Scrape marks on the surface of the vehicle (e.g. caused by stones), provided that their diameter does not exceed 3 mm and that they did not penetrate the anti-rust enamel coating. In case of elements made of plastic or composite materials, no surface damage occurs.



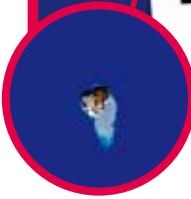
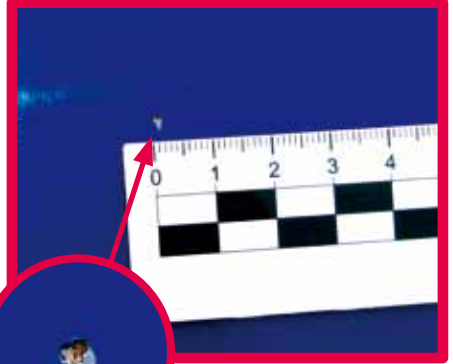
Scrape marks on the surface of the bonnet and on the coating of the front bumper caused by the vehicle's small collisions with various objects (such as stones), provided that the diameter of those marks does not exceed 3 mm and that they did not damage the anti-rust enamel coating. In case of elements made of plastic or composite materials, no surface damage occurs.



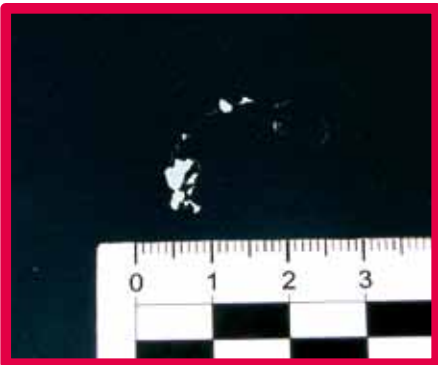




Damage to the paint coating of the vehicle (chipping), the size of which exceeds 3 mm in diameter. Chip marks on the surface of the vehicle, where damage to the anti-rust enamel coating has occurred.



Any type of damage to the vehicle's paint coating (e.g. bird droppings, marks left by BD radio aerial) - regardless of its size - which cannot be removed by means of polishing.



✓ An indentation or a bump mark (without a crack in the paint coating) cannot exceed 20 mm in diameter.



✓ No element of the vehicle body (e.g. door, wing) should bear more than 3 indentations or bump marks. Maximum 3 damaged elements of the body are considered acceptable.



✗ Indentations which damage the paint coating (e.g. cracks) and are larger than 20 mm in diameter. Cases when more than 3 elements of the body are indented or when the number of indentations per element exceeds 3.



✗ Accessories installed by the Lessee and/or marks left after the removal of those accessories.

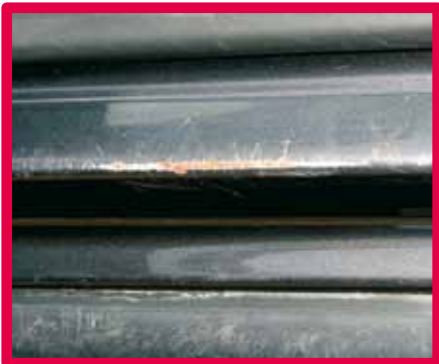




Any signs of corrosion, regardless of their size and origin.



Any signs of corrosion, regardless of their size and origin.





Any vehicle body servicing and maintenance painting works which have been carried out negligently or in defiance of the manufacturer's current technical requirements (e.g. the flaking of paint coating, blistering, uneven surface of paint coating).



Blistering.



Uneven surface of paint coating.



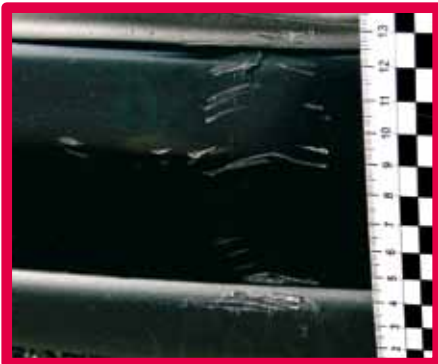
✓ Scratch marks on bumpers which did not cause any loss in material (one mark per given element, at a maximum), even if the damage cannot be removed by means of polishing. Such scratch marks should not exceed 100 mm in length, 5 mm in width or spread over 20 mm diameter circle.



Scratch marks on the bottom part of the bumper's surface (up to 50 mm above the bottom rim of the bumper), provided that they did not cause cracks or indentations.



Scratch marks which caused loss of material.



Scratch marks located higher than 50 mm above the bottom rim of the bumper and cannot be removed by means of polishing. The damage exceeds 100 mm in length, 5 mm in width or spreads over 20 mm diameter circle.



**X** Scratch marks located higher than 50 mm above the bottom rim of the bumper and cannot be removed by means of polishing, provided that there is more than one mark on a given element of a vehicle body.



**X** Any cracks on the bumper's surface.



**X** Any type of deformation of the bumper's structure.



**X** Deformations that may cause further damage, such as flaking of the paint coating.

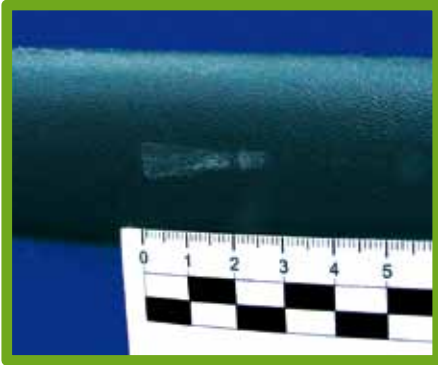


**X** Marks left by deformations of the bumper's structure or by cracks in the paint coating.





Scratch marks on the elements of exterior equipment (one mark per given element, at a maximum) which did not cause any loss in material, provided that the damage is no larger than 50 mm in length, 5 mm in width or does not cover more than a 20 mm diameter circle.



Scratch marks on the elements of exterior equipment which: cannot be removed by means of polishing, caused a loss in material, exceed the acceptable limit of one scratch per given element, are larger than 50 mm in length, 5 mm in width or spread over 20 mm diameter circle.







Cracks on the elements of the vehicle body equipment and deformations.



Incorrect fitting of any of the elements of the vehicle body equipment or damaged welding clamps.





Scratch marks on exterior mirror casings (max. one mark per element), provided that no part of casing material is broken off, and that the damage is no larger than 50 mm in length, 5 mm in width or does not spread over 20 mm diameter circle.



Scratch marks on exterior mirror casings which: cannot be removed by means of polishing, caused loss in material, exceed the acceptable limit of one scratch per element, are larger than 50 mm in length, 5 mm in width or spread over 20 mm diameter circle.



Any type of cracks on exterior mirror casings.



Any type of mechanical damage to the surface of the mirror (scratches, cracks).



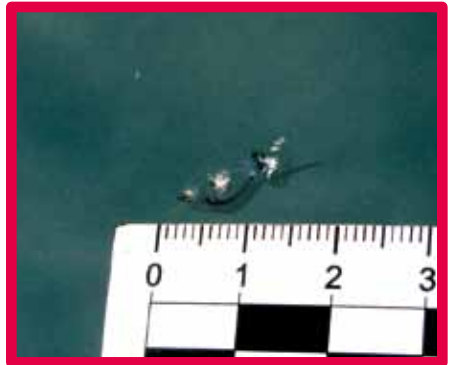
✓ Stickers on the vehicle windows, which do not limit visibility, impair the comfort of vehicle operation or negatively affect the driver's safety.



✗ Any type of damage to the windscreen or other windows in the vehicle which negatively affect their transparency, e.g. scratch marks.



✗ Any type of damage to the windscreen or other windows in the vehicle - regardless of its size and placement - which may cause a crack in one of the layers of the glass. Spot damages, such as a chip in one of the vehicle windows' surface, is also included in this category.

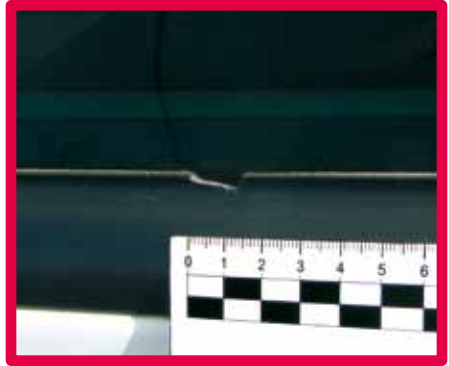




Door and boot weatherstrips which bear normal marks of usage.



Incomplete, torn off or deformed window weatherstripping, regardless of the size or placement of the damage.



Incomplete or damaged (e.g. torn) door and boot weatherstripping.



- X** All sorts of stickers (including promo stickers) left by the Lessee on the surface of the vehicle, as well as marks caused by the removal of those stickers (including damage to the paint coating).



- X** Faded or discoloured paint coating, as well as any unevenness in its shade or sheen, caused by placing stickers on the surface of the vehicle.



- X** Marks of foreign substances which are difficult to wash off (e.g. tar) on the vehicle body, or on any of the elements of equipment.





Damage to the surface of the headlights and lamps which did not cause a crack in the glass or transparent shielding and therefore does not impair its proper functioning.



Any type of damage to the headlights and lamps which impairs their functioning (e.g. broken clamps, even if they were glued back together), regardless of its size.



**X** Any type of damage to the headlights and lamps - regardless of its size - which impairs their functioning.



**X** Scratch marks or chipped shield surface.



**X** Cracked glass surface.



**X** Cracked transparent shield.







Elements of interior equipment of the vehicle (e.g. the dashboard, centre console, door upholstery, carpeting) which bear normal marks of usage - such as slightly worn patches in upholstery - yet are not soiled by any stains that require special removal methods.



Elements of interior equipment of the vehicle (e.g. the dashboard, centre console, door upholstery, carpeting) which bear stains that require special removal methods (e.g. residues of sticker glue).





- X** Damage to any of the elements of interior equipment of the vehicle (e.g. the dashboard, centre console, door upholstery, carpeting).



- X** Scratches on the centre console.



- X** Burnt-out holes.





Damage to any of the elements of interior equipment of the vehicle (e.g. the dashboard, centre console, door upholstery, carpeting). Shields, casings and clamps which are either impaired or limit the comfort of vehicle operation.



Damage to headliner or door pillar upholstery, e.g. when they are burnt or torn.





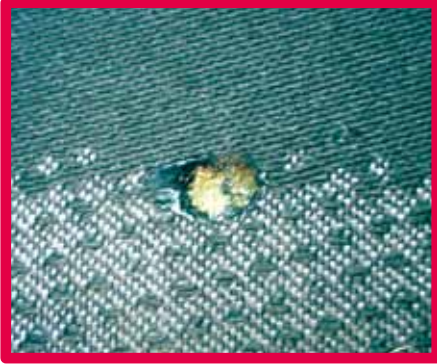
The seats which bear normal signs of usage, such as: slightly worn upholstery (provided that it is not torn), deformed upholstery foam (provided that it is not a result of overloading the vehicle), stains (provided that they can be easily removed).



Seat belts in an incomplete state, impaired adjustment mechanism or damaged belt material, e.g. burnt, cut, torn.



**X** Damaged seat upholstery, e.g. bearing cracks, rips, cuts, or burnt holes on its surface.



**X** Seat upholstery bearing stains which require special removal methods.



**X** Upholstery soiled by permanent stains.



**X** Upholstery marred by substances which require special removal method (e.g. chewing gum).



- ✗ Any marks left by the Lessee after the installation of additional accessories, such as bore holes (even if the new device remains with the vehicle as part of the equipment), glue stains, indentations.



- ✗ Fittings left with the vehicle.



✓ Boot carpeting and pillar upholstery which bear normal marks of usage, such as slightly worn surface or scratch marks resulting from usual transportation of objects.



✗ Damaged elements of the boot interior equipment (including carpeting and upholstery), for example: bearing stains, cracks, rips, burnt holes and indentations.



✗ Any type of damage that impairs the functionality of the boot.



✗ Stains on the elements of boot interior equipment (animal stains and odours).





Scratch marks and flaking of the rim or wheel plate coating, without any loss in material.



Damage to rims or wheel plates (e.g. deformed or lacking elements).







Scratch marks on the surface of a hubcap and flaking of its enamel coating.



Damage to hubcaps, such as cracks, deformations, indentations. Lack of hubcaps or mismatched set of hubcaps.



Any type of mechanical damage to the tyres, such as bulges, punctures, displaced tread pads, repair marks on the sides.





**X** Any missing parts from the original equipment of the vehicle provided to the Lessee, such as shelves, grilles, shields.



**X** Lack of shields, such as the grille shields or the radio shelf shield.



**X** Missing aerial.



**X** Missing door handle shield.



**X** Missing or different elements in the engine compartment equipment (in comparison to the original factory equipment provided to the Lessee), any type of damage to the equipment, or parts of equipment which are incompatible with the technical requirements of the manufacturer.



**X** Any type of new damage to the vehicle conditions – as compared to the conditions of this vehicle upon receipt – e.g. cracks, tears, ill-fitting shields on the chassis body (lower protection plate, inner wheel arches, etc.).



**X** Any missing elements from the original equipment provided to the Lessee, e.g. missing shielding of the inner wheel arches.

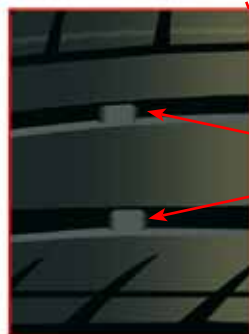
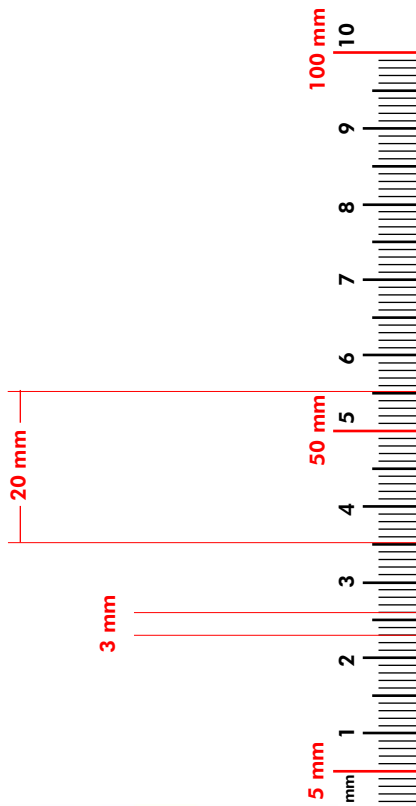


**X** Incomplete repair kit, e.g. with missing car jack, wheel spanner or locking wheel bolt.



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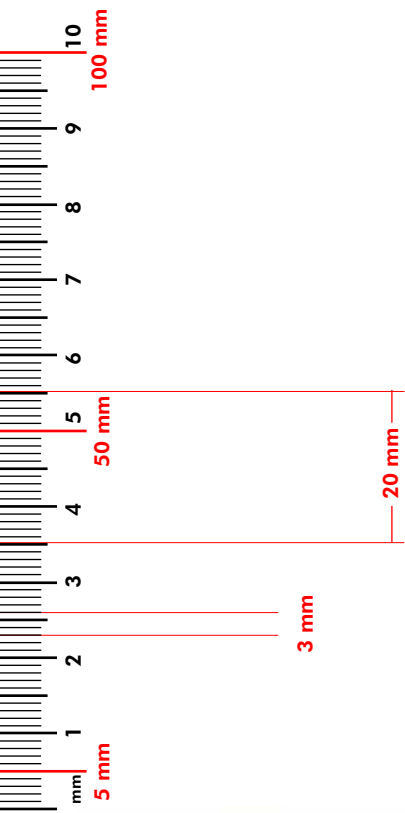
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TWI (Tread Wear Indicator) – with the limit value of 1.6mm.



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