



MARAC[®]



Fair Wear and Tear Policy



Bonnet



Unacceptable

Acceptable

- Light chipping (Less than 15%) of paintwork that can be repaired by pencil touching.
- Isolated dents under 30mm (Commercials 40mm).
- Scratches under 100mm.
- Scratches that can be removed with a machine cut.

- Dents over 30mm (Commercials over 40mm).
- Excessive Multiple small dents that can be treated as driver neglect.
- Scratches over 100mm that cannot be removed by machine cutting.
- Gouges and scrapes 30mm (Commercials 40mm).
- Any damage that requires the bonnet to be completely repainted.
- Any hail damage.
- Spider Rust and Hail Damaged.

Grills



Unacceptable

Acceptable

- Light Chipping (less than 15%) of paintwork.

- Broken, holed or cracked requiring replacement or repair.
- Gouges larger than 30mm.
- Missing grill or badges.

Plastic Bumpers & Valances



Unacceptable

Acceptable

- Minor scrapes, scratches, grazes and light chipping (less than 15%) that can be repaired with pencil touching.

- Broken or missing bumper requiring replacement/repair.
- Any impact damage where bumper is dented or out of shape.
- Holed or cracked bumpers requiring plastic welding.
- Any bumper rubbing strip or number plate that is missing or incomplete.
- Any damage that requires the bumper or valance to be completely repainted.
- Any change of shape or rigidity.



Steel Bumpers & Valances (Commercials)



Unacceptable

Acceptable

- *Dents under 100mm and light chipping (less than 15%) that can be repaired with pencil touching.*

- *Significant damage over 100mm in diameter.*
- *Twisted and dented bumpers.*
- *Bent bumper irons.*
- *Missing or torn valances.*
- *Any damage that requires the bumper or valance to be repainted.*
- *Any change to shape or rigidity.*

Glass and Lamps



Unacceptable

Acceptable

- *General pitting provided it does not interfere with the drivers line of sight and is still warrantable.*
- *Vertical scratching caused by windows being wound up and down.*
- *Minor scratches (must be W.O.F standard).*

- *Windscreen damage including cracks and chipping.*
- *Broken windscreens.*
- *Scratching which has been caused by metal parts of wiper blades, or foreign objects being scraped across the glass.*
- *Lamp Body or Lense that is broken.*
- *Any hole or crack in a headlight or tail light lense or glass.*
- *Reflector damage due to water or impact.*
- *Any damage to window tints.*



Bodywork other than Bonnet and Bumpers.



Unacceptable - Cars

- Light chipping (less than 15%) that can be repaired with pencil touching.
- Less than 3 isolated small dents under 30mm per panel (Commercials 40mm).
- Scratches under 100mm in length.
- Gouges and Scrapes under 30 mm (Commercials 40mm)

Acceptable

- Any dent over 30mm in diameter.
- Multiple dents in a localised area that are less than 30mm
- Gouges and Scrapes over 30 mm in length or breadth that cannot be removed with a machine cut.
- Any scratches over 100mm than cannot be removed with a machine cut.



Unacceptable
Cars and Commercials

- Sub-standard panel and paint repairs.
Eg Paint runs, mismatched paint, poor preparation of surface leaving file and/or sanding marks, peeling of top coat or clear coat.
- Removal of any vehicle signage or the painting out of corporate colours will be chargeable to the customer.
- Damage where decals have been trimmed and where the paint has been cut in the trimming process.
- Damage where decals have been removed but the impression remains after removal and machine cutting.
- Damage where decals have been masked when panel repainted.
- Missing, cracked or broken mouldings that require replacement.
- Missing, cracked or broken badges or decals that require replacement.
- Any rust that will require grinding to remove, or that has penetrated the metal, and is not claimable under warranty is chargeable.
- Any damage that requires the panel to be completely repainted.
- Spider Rust.
- Any hail damage.



Unacceptable
Commercials

- Dents that exceed 40mm in diameter.
- Scratches over 100mm in length.
- Gouges and scrapes over 40mm in length or breadth.
- Repair to holes which cannot be plugged with a suitable grommet.
- Rust or damage around drilled holes, which will require repairing and repainting of the panel.
- Significant damage to decking due to loading, or where metal has been pierced.
- Dents over 100mm on inner side of tailgate and cargo areas.



Mirrors.



Unacceptable

- *Light chipping (less than 15%) that can be repaired with pencil touching.*

Acceptable

- *Missing and requires replacement.*
- *Mirror cracked or broken and requires replacement.*
- *Mirror body broken or cracked and requires replacement.*
- *Any damage that requires repainting.*

Wheels, Tyres and Wheel trims.



Unacceptable

- *Light Damage to wheel trim or wheel rims not exceeding 30% of the circumference of the wheel.*

Acceptable

- *Steel rims bent or twisted.*
- *Alloy rims that are gouged, bent, or cracked or where in excess of 30% of the circumference of the wheel is scuffed.*
Typical cause: running up against kerb.
- *Wheel trims that are mismatched, cracked, broken or missing.*
- *Missing spare wheels and tyres.*
- *Replacement wheels.*
Tyres that are not of warrantable standard (including spare).
Care: Contact lease company for pricing.

Mudflaps



Unacceptable

- *Scuffing on lower edge of mudflap.*

Acceptable

- *If mudflap is ripped or missing.*



Dashboard, Fascia, and Trim



Unacceptable

- *Light Staining.*

Acceptable



Unacceptable

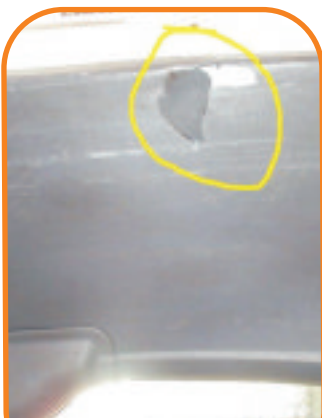
- *Cuts, tears, deep gouging-Cars. Caused by inappropriate loads eg tools equipment.*
- *Deep Gouging-Commercials. Gouging which is longer than 20mm and has resulted in plastic material being removed.*
- *All damage to hood linings (For Commercials see Acceptable above).*
- *Repairs to inside door panels(includes broken armrests, door/ window handles, electric window buttons, rips in the upholstery, cigarette burns etc.)*
- *Holes made to accommodate any accessory. Eg car phones, RT's, navigation aids.*
- *Cost of replacing removed or non-standard accessories which were supplied with the vehicle. Eg radio, stereo, stereo fascia.*
- *Burns. Eg Cigarette.*
- *Staining that cannot be removed by shampooing. Eg glue, paint, grease.*
- *Broken storage lid, glove box lid, center console lid.*
- *Removed items or accessories (unless done with prior consent of Lease company) Eg Ashtrays, glovebox lid, radio, stereo etc.*
- *Cost of replacing a missing remote, or key incorporating a remote.*
- *Missing Key (minimum charge of \$150).*



Unacceptable



Flooring, Luggage areas.



Unacceptable - Cars

Acceptable

- *Carpet flattening or impressions left, due to approved use.*
- *Any wear that is due to aging or normal usage.*

- *Cuts, rips or tears to carpets or lining fabrics.*
- *Missing cargo blinds & parcel shelves.*
- *Cigarette burns.*
- *Permanent staining on carpets or lining fabrics.*
- *Jack and wheel brace, tool kit, lock nut key.*
- *Missing service or owners manuals.*
- *Deodorisation required due to spillage, animals or tobacco (this includes the air conditioning system).*
- *Missing CD's or DVD's for satellite navigation system.*
- *Missing towing accessories or panel parts relating to towing equipment.*



**Unacceptable
Commercials**
(some damage is expected in this area)

- *Charge only if it is necessary to replace the floor coverings.*
- *Missing Tools.*
- *Missing floor coverings in load area.*
- *Side panels holed or missing.*
- *Plastic Panels that are Broken or have Holes.*
- *Missing towing accessories or panel parts relating to towing equipment.*

Seating



Unacceptable

Acceptable

- *Fading or discolouration.
Caused by exposure to sunlight and not through contact with inappropriate substances.*

- *Any staining that damages the texture of the seat fabric.
Eg oil, grease, paint, chewing gum, glue*
- *Cuts, rips or tears.
Due to carrying inappropriate items on seats or caused by animals.*
- *Cigarette burns.*
- *Missing seats and/or headrests.*



Seat Belts.



Unacceptable

- *Webbing torn or cut and will fail a Warrant of Fitness.*

Door and Hatch Seals.



Unacceptable

- *Missing or damaged seals.*

Road User Charges and Servicing.

- *Any arrears of RUC or Scheduled Maintenance will be charged to the customer.*
- *Abnormal mechanical wear consistent with age and mileage.*
- *Any mechanical item that prevents the vehicle from being used for its intended use. i.e. slipping clutch, overheating, brake fault, air bag fault.*

