

**DRIVALIA**

# GUIDELINES FOR LIGHT COMMERCIAL VEHICLES



# Partner overview



We help everyone in the automotive industry to improve performance and reduce risks. Our services focus on designing, manufacturing and implementing solutions for vehicle inspection worldwide. Government, manufacturers and finance and insurance companies, as well as consumers, rely on our independent, accurate and secure solutions to reduce damage and increase automotive safety.

[www.macadam.eu/en/](http://www.macadam.eu/en/)



DEKRA is one of the world's leading expert organisations: the company currently operates in 50 countries and more than 29,000 employees are committed to ensuring long-term safety, quality and environmental protection. The DEKRA Business Units "Automotive", "Industrial" and "Personnel" provide professional and innovative services in the fields of inspections, expert appraisals, claims management, consulting, certification, industrial and product testing. DEKRA Automotive Solutions, Service Unit of DEKRA Group company and key component of DEKRA Automotive business unit, is an international organisation with specialist skills in defleet and remarketing management of used vehicles. It has extensive experience in delivering bespoke used vehicle management solutions to the automotive motor industry as well as rental and leasing companies.

[www.dekra.com](http://www.dekra.com)



EurotaxGlass is the leading provider of data, solutions and business intelligence services for the European automotive community. Through the combination of data collection, market analysis and mathematical models reliable, decision-critical information will be offered.

[www.eurotax.com](http://www.eurotax.com)



Audatex, a Solera company, is the only global provider of claims solutions. We deliver the industry's most comprehensive, integrated suite of applications for claims processing, estimating, shop and yard management, and business analytics for performance management. Our solutions help insurance carriers, collision repair shops and automotive recyclers automate core business processes, streamline workflow with industry partners, and manage performance.

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With over 10,000 employees in more than 70 countries of Europe, Asia, America and Africa, the TÜV NORD GROUP is actively committed to its national and international customers. Its broad certification, service and testing/inspection portfolio encompasses both specific individual tests/inspections and also management of complex safety solutions.

[www.tuv-nord.com](http://www.tuv-nord.com)





## Introduction

Drivalia adopts a professional approach in respect of the end-of-lease return process. We offer both our leasing and remarketing customers a service that is fully independent, fair and transparent. We have created minimum standards in relation to the expected condition of each returned lease vehicle.

These standards are widely known as fair wear & tear and are comprehensively detailed in our Fair Wear & Tear Guidelines.

Following its return to Drivalia each vehicle will undergo a detailed inspection in relation to its interior and exterior condition. In order to maintain independence Drivalia has engaged the services of Macadam and DEKRA Automotive Solutions to carry out these inspections. Both of these companies are market leaders in the area of vehicle inspection and verification and provide an inspection that is evaluated using manufacturer data. For every vehicle a condition and appraisal report is produced. These are made available to our leasing customers and our used vehicle buyers.

The entire inspection process has been independently reviewed and evaluated by TÜV Nord. Drivalia is proud to have this process certified according to the Fair Wear & Tear standard of TÜV Nord.

# Acceptable and Unacceptable

It's said a picture is worth a thousand words, so to make it easier for you to understand fair wear and tear, you'll find images of what is - and what is not - acceptable throughout this guide.



Naturally, it is a challenge to cover every single form of damage that could occur. But by the time you've finished this guide, you'll have an excellent idea of the minimum standard expected for returned vehicles.

Please note that the assessment of fair wear and tear is generally dependent upon the age and mileage of the vehicle under inspection. Certain breakages and damage however are not acceptable, regardless of age and mileage, and these, amongst others, include missing items or broken glass, accident and impact damage. In all cases, we will endeavour to assess damage recharges fairly, charging on a repair rather than replacement basis, where possible.

When our independent partners complete their inspection they will prepare a condition report which identifies any damage on the vehicle outside the acceptance of fair wear and tear. This report will also detail the repair method and cost of repair. An appraisal report is prepared for the used vehicle buyer.

# Returning the vehicle

Basically, everything that you were given with the vehicle when it was delivered to you must be returned with the vehicle.

This includes, but is not limited to:

- All sets of keys, including master and spare keys
- All original documents such as the owner's manual etc.
- Evidence of the signed/stamped service history
- Valid MOT certificate (if applicable)
- Radio code cards
- SDs, CDs or DVDs for satellite navigation (delete stored locations for security, such as your home address)
- All removable audio equipment (such as 'face off' units)
- All optional equipment fitted to the vehicle that is not a permanent fixture (tow bars, racking for loading area, security shutters, roof rails etc.)
- All emergency equipment supplied with the vehicle (jack, wheel brace, warning triangle, first aid kit etc.)
- The spare wheel must be on-board and meet legal requirements
- If your vehicle has a 'tyre mobility set', it must be in a working condition (sealing compound and a 12v compressor that plugs into the cigarette lighter)

## Remove all personal items

Please also remember to remove all personal effects from your vehicle prior to its return such as:

- Music CDs
- Road maps
- Sunglasses
- Fuel cards

Remember to check all storage areas in your vehicle, including the boot, glove box, door pockets, seat back pockets and all other storage spaces. We are unable to return personal effects left in the vehicle after the vehicle has been collected.





# Pre-collection appraisal tips

To avoid any unforeseen damage charges, there are a few things you can do before your vehicle is collected and taken away for appraisal.

**Use this guide in full:**

Use this guide to look around the vehicle and make notes of any visible damages that you may spot. Your own pre-collection inspection helps you to understand specifically what damage there is on the vehicle and helps avoid any surprises in terms of unexpected costs.

**Ensure your vehicle is clean inside and out:**

When you inspect your vehicle and, also importantly, on the day of collection, ensure the vehicle is in a clean condition inside and out. If your vehicle is dirty, it makes it more difficult to spot and make note of any damage.

**Inspect your vehicle in natural daylight:**

Park your vehicle in good natural daylight, avoiding shadow cover from trees etc. This will help you spot any dents or scratches that may otherwise be difficult to see.

**Inspect your vehicle when it is dry:**

A wet vehicle will make it much harder for you to spot and make note of any scratches and dents. If the car has just been washed, or it has been raining, make sure it's dried thoroughly before inspection.

**How best to spot dents:**

You are more likely to spot dents if you look down a vehicle's panel in profile (side on), rather than looking head on. Also, view the vehicle from different angles.

**Inspect all panels:**

Don't forget to inspect the lamps, windscreen and mirrors, and the less obvious panels of a vehicle, such as the roof or those below bumper height.

**Be objective:**

Inspect and appraise your vehicle as objectively as you can, using the tips above. Consider asking a friend or colleague to help you.

# Tyres, stickers and cleaning

## **Tyres**

The fair wear & tear appraisal also includes the inspection of tyres. If winter tyres were included in the service agreement, the complete set of 4 wheels, including rims and bolts, must be returned. If a vehicle is returned during winter, the same applies for the summer tyres. Please refer to your local Drivalia contract for the specific agreements regarding the method of returning winter & summer tyres.

Many manufacturers no longer include a spare wheel and instead equip their vehicles with a so-called "Tyre Mobility Set" consisting of a sealing compound and an air compressor (12 Volt). If your vehicle is equipped with a Tyre Mobility Set, then it must be on-board and in a working condition, when the vehicle is returned. In case the vehicle was supplied with a spare wheel, it is mandatory that the spare wheel must be on-board when the vehicle is returned.

## **Stickers**

Advertising stickers, sign writing, decals (including glue residue), regardless of size or condition, can have an impact on resale value of the vehicle. As a result, they must be completely and cleanly removed prior to selling the vehicle, regardless of whether they are on the bodywork or glass area. Any costs incurred by Drivalia for the removal of the above will be recharged. Please refer to your local Drivalia contract for the specific agreements regarding the method of returning in relation to stickers.

## **Cleaning**

Unpleasant smells and/or stains in the vehicles' interior can affect a returned vehicle's used value. You may therefore feel it is necessary to have your vehicle completely cleaned using a professional cleaning company before it is returned.

# Important information for vehicle return

Dear clients, to make the return process as easy as possible, we have prepared this clear guide which provides basic information on how to ensure a smooth vehicle return.

## I need to know the extent of the damage to the vehicle before its return

Book a pre-inspection of your vehicle at [carremarketing@drivalia.com](mailto:carremarketing@drivalia.com).

## I want to order a vehicle return

Fill out the web form at [www.drivalia.cz/en](http://www.drivalia.cz/en) and we will pick it up for FREE at your preferred location and time, or you can return the vehicle in person at one of our parking areas.

## I am interested in a detailed description of the damage to the vehicle

Return the car directly to the parking area, order a detailed electronic handover report at [www.drivalia.cz/en/](http://www.drivalia.cz/en/).

## I want to return the vehicle properly prepared for handover

Make sure the vehicle is clean and dry, with complete documentation and equipment, with sufficient fuel to take the vehicle to the drop-off area and with adequate tyres.

## I would like to buy the vehicle

- Indicate your interest in the web form before return of the vehicle; we will send you a draft of a purchase contract and price and we will handle everything for you.
- In the case of a personal return, please indicate your interest in buying together with your contact details in the Handover Report.

You can find out more about the steps involved in returning a vehicle on our website.

Before you return the vehicle to Drivalia, you should ask yourself a few questions. Then, based on your own answers you will choose the optimal solution.

## Do I need to know the extent of the damage to my vehicle before I return it to Drivalia?

If you suspect that some of the damage to your vehicle may be assessed as excessive, you should use the vehicle pre-inspection service. You can book this by emailing [carremarketing@drivalia.com](mailto:carremarketing@drivalia.com). The price of the service can be found on our website in the Driver Information/Service Price List section.

The result of this so-called pre-inspection is a report describing to a detail the condition of the vehicle, including a quantification the excessive wear and tear that would be charged if the car were returned in this condition. It is on your decision which damage to have repaired. If applicable, report the claim to the insurance company, otherwise the excess damage will be invoiced to you when the car is returned without the possibility of additional disposal by the insurance company. In particular, focus on damaged front and removal of stickers.



If the vehicle is damaged during the lease an insurance claim occurs, it is essential that you report it and then have the vehicle repaired by the network of our contracted service centres. If the vehicle is returned damaged (a typical example is a cracked front glass), we must take this into account under the excess wear and tear, even if the insurance claim was reported in time but the damage was not repaired. Often this means completely unnecessary expense. For example, the windscreen is usually insured without a liability excess.

## Do I use a pick-up service or take the car to a drop-off site myself?

If the car is ready, you can order its return.

Just fill in the appropriate form on our website ([www.drivalia.cz/en/](http://www.drivalia.cz/en/)). You have two options:

- Either you use our pick-up service, i.e. we will pick up the car at the place and time you want; during the handover, a basic handover report is prepared.




- Or you can drive the car yourself to one of our drop-off sites, in which case you can choose from two ways to prepare the handover report.
  - A basic handover report in written form can be drawn up by a staff member at the drop-off site without prior arrangement.
  - if you wish to obtain a detailed description on site of the damage to the vehicle, you may request a detailed electronic handover report;

This option must be booked at least 48 hours in advance at [www.drivalia.cz](http://www.drivalia.cz), and the vehicle will then be collected from you at a drop-off site by an inspector from Macadam an independent company;

The output is a detailed electronic handover report (including photographs of the damage), which helps avoiding any surprises or discussions about the condition of the vehicle handed over

Our two drop-off sites are open every weekdays from 9am to 5pm. Here are the necessary contacts:

- Vestec u Prahy, U okruhu 587, [paha@partnerauto.cz](mailto:paha@partnerauto.cz), +420 777 317 303
- Pětihosty 105, [petihosty@partnerauto.cz](mailto:petihosty@partnerauto.cz), +420 777 317 378

 Drivalia does not repair anything on the returned vehicles. The vehicles are therefore sold in the condition in which they were returned, i.e. including the advertising stickers. Any excessive wear and tear, which includes the stickers, are described in the Macadam report, and then invoiced to the customer.

#### Do I have all my documents and equipment ready?

When returning the vehicle, you must also submit all related documents and all equipment. Complete list can be found in the Vehicle Returns section of this brochure. Basically, everything you took with the vehicle at the start of the lease must be returned. This applies to the stock certificate from the second set of tyres and the service book. This is the only way to avoid unnecessary over-invoicing for missing items under the excess wear and tear.



Please also remember that you need to ensure suitable conditions for a smooth return of the vehicle. The vehicle must be dry and clean. The drop-off location should be well lit. Only if these conditions are met the handover report can be completed properly. For a transport, the vehicle must have the appropriate tyres that meet the legal requirements and regulations. In winter, you must have the vehicle on winter tyres.

#### Do I want to buy the returned vehicle?

If you intend to buy the vehicle for your personal ownership, enter your interest in the web form before returning the vehicle. Then we will send you an email with a draft purchase agreement including purchase price and other terms. Purchase price is automatically generated and reflects the saleability of the model in our auctions over the last six months, regardless of the current and excessive wear and tear. This means that you are offered a price at which our contractors are buying vehicles in online auctions, you could say that it is a wholesale price. To buy a car we will also offer you discounted financing.

After paying for the vehicle on the basis of electronic proforma invoice, the transfer process to the buyer will begin. Part of this procedure is the registration check of the vehicle at the STK station. Only then the change of ownership can be made. All these actions are ensured by Drivalia.



Please also note that the new owner on the technical certificate must be identical to the one that appears on the purchase contract, or the one that is shown on the invoice. To transfer the vehicle we will need a certified power of attorney from the buyer.

# EXTERIOR Loading Area

## ✓ Acceptable

- Chips and scratches up to 10 cm, provided that they can be removed by mechanical polishing
- Scuffs and abrasions up to 2 cm, provided that they can be removed by mechanical polishing
- Dents up to 2 cm, given that there are no more than two dents per panel
- Areas of stone chipping, given that less than 25% of the panel is affected, and no corrosion has developed
- Chips that have properly been touched up prior to corrosion development



## ✘ Unacceptable

- Scratches that will polish out, but are longer than 10 cm
- Any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing
- Dents, scuffs and abrasions larger than 2 cm
- More than two dents per panel
- (Stone) chipping, covering more than 25% of the panel
- Incorrect repaint work, showing a colour difference
- Incorrect repair work
- Corrosion development on any type of damage
- Paint discolouration through external impacts, such as incorrect chemical usage



# EXTERIOR

## Sills and Door Seals

### ✓ Acceptable

- Scuffing, scratches or abrasions on sills of the loading compartment, providing that this has not affected the function of the bumpers, lights etc.
- Abrasions on the sills of back or side doors of the loading compartments providing that this has not affected the function of the doors





## ✘ Unacceptable

- Damage which has deformed the sill
- Scuffing, scratches or abrasions on sills of the loading compartment, affecting the function of the bumpers, lights etc.
- Abrasions on the sills of back or side doors of the loading compartments, affecting the function of the doors
- Damaged door seals

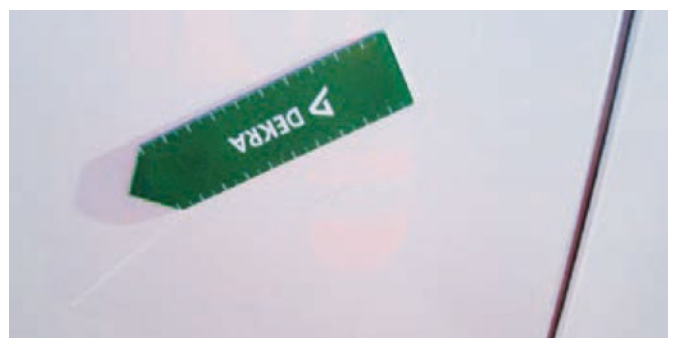
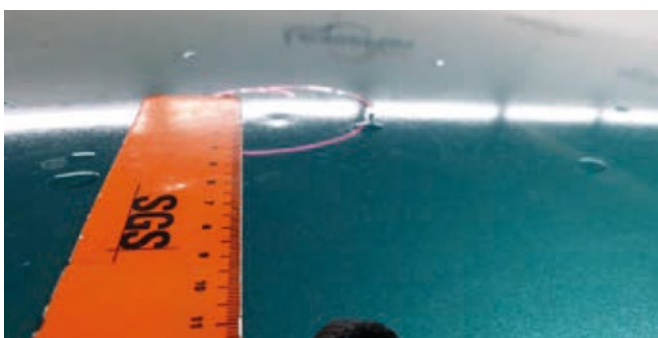


# EXTERIOR

## Vehicle Body and Paint

### ✓ Acceptable

- Any chips, scratches, scuffs and abrasions up to 10 cm, which may be removed by mechanical polishing
- Dents up to 2 cm, given that there are no more than two dents per panel
- Small areas of stone chipping, given that less than 25% of the panel is affected and they are corrosion free
- Chips that have properly been touched up prior to corrosion development



## ✘ Unacceptable

- Scratches, scuffs and abrasions that will polish out, but are longer than 10 cm
- Any chips, scratches, scuffs and abrasions, not possible to be removed by mechanical polishing
- Dents larger than 2 cm
- More than two dents per panel
- Corrosion development on any type of damage
- (Stone) chipping, covering more than 25% of the panel
- Incorrect repaint work, showing a colour difference
- Incorrect repair work
- Paint discolouration through external impacts, such as incorrect chemical usage

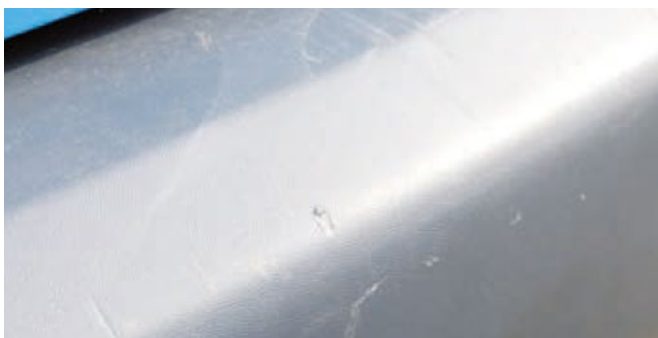


# EXTERIOR

## Grille and Bumper

### ✓ Acceptable

- Any scratches, scuffs and abrasions up to 10 cm, which may be removed by mechanical polishing
- For textured or non-painted bumpers, scuffing, scratches and scores up to 10 cm are acceptable
- Dents up to 2 cm, with a maximum of 2 dents per bumper or grille
- Discolour through external impacts, e.g. weather condition





## ✘ Unacceptable

- Broken, cracked or deformed grilles and bumpers
- Any chips, scratches, scuffs and abrasions, which will polish out, but are longer than 10 cm
- For painted bumpers: any chips, scratches, scuffs and abrasions, not possible to be removed by mechanical polishing
- Dents larger than 2 cm
- More than two dents per grille or bumper
- Damage due to incorrect usage of chemicals



# EXTERIOR

## Tyre Wear and Wheel Rims

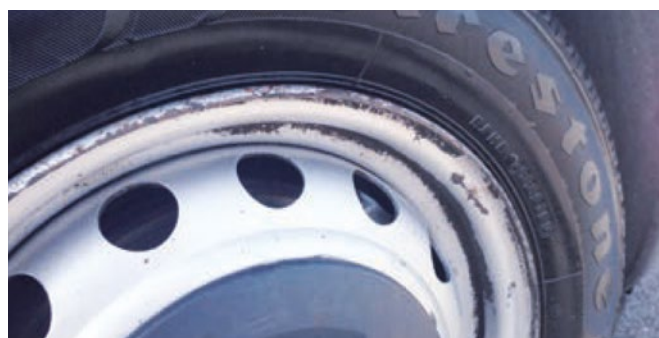
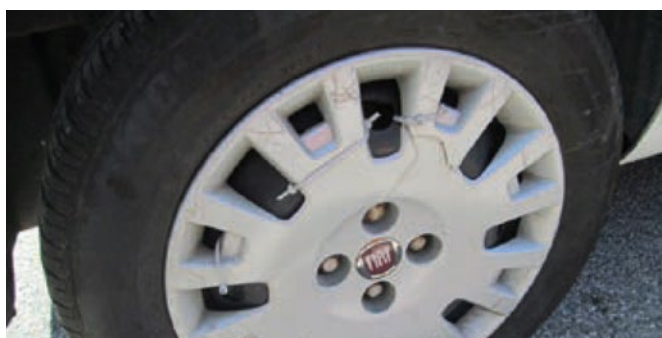
### ✓ Acceptable

- Tyres with a minimum tread of 1.6 mm or tyre treads that meet local legal requirements
- On the face of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 10 cm
- On the border of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 10 cm



## ✘ Unacceptable

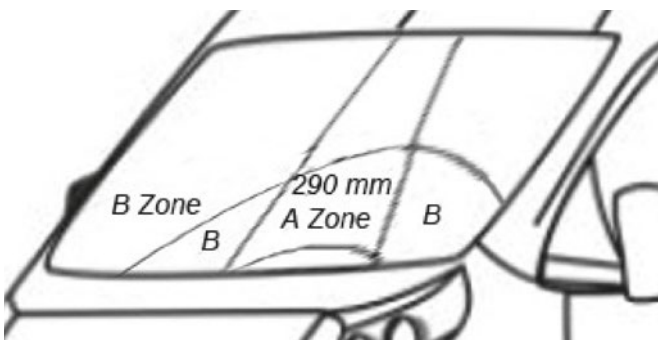
- Scratches, scuffs or abrasions larger than 10 cm
- Deformed tyres, e.g. caused by kerbing
- Bulges, cracks or cuts to the tyres
- Damage to the sidewalls or tread
- Tyres penetrated with a foreign object
- Broken or deformed wheel trim, wheel cap, rim or alloy
- Corrosion development on the wheel trim, rim or alloy
- Returns without the tyre mobility kit and/or spare wheel



# EXTERIOR Glazing and Lights

## ✓ Acceptable

- Stone chipping, provided that they are no larger than 1 cm and not in the A Zone of the windscreen
- Stone chipping on the surface of headlights, fog lights or indicators not breaking the glass and not harming its function
- Small stickers on the glass required by local legislation





## ✘ Unacceptable

- Broken glass or lights
- Cracks or chips in the lights, which restrict the function of the light. All bulbs should be operational
- Self-applied sun protection or tinted strips must be completely removed from the windscreen if they have not been professionally applied, are torn, or have begun to separate from the corners of the windscreen
- Chips or cracks larger than 1 cm
- Chips smaller than 1 cm in the A zone of the windscreen



# EXTERIOR

## Mirrors and External Fittings

### ✓ Acceptable

- Scuffing, scratches and scores up to 5 cm
- Returning a vehicle with intact tow bars and pins
- Fitted beacons or lights that are properly fitted and in full working condition, without any damage.  
The lights must fully comply with the legal requirements, and if required by local law, mentioned in the vehicle documents
- Added antennas or roof fittings must be fully functional and comply with the road safety as well as be approved for the type of vehicle
- In case of removal of external fittings, the affected area's need to be properly repaired



## ✘ Unacceptable

- Scuffing, scratches and scores larger than 5 cm
- Deformation of the mirror and/or mirror case
- Beacons that have damaged the structure of the vehicle through their fitment or removal

- Damaged, broken or rusted roof racks and/or tow bars



# INTERIOR

## Interior of the vehicle

### ✓ Acceptable

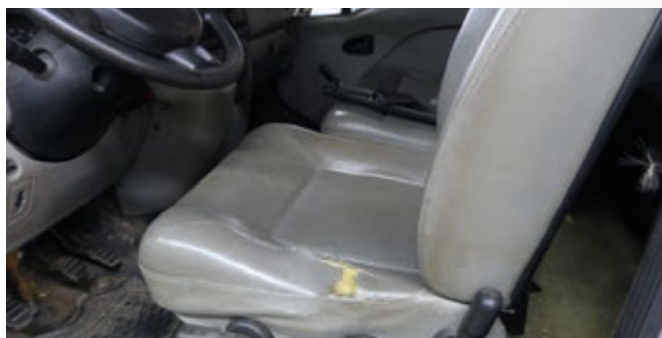
- Soiling and stains on the interior lining, seats, carpets and floor mats, which can be removed by general cleaning
- Seats showing wear and indentation through general usage
- Panel discolouration through day to day usage and wear
- Phone fittings/cradles may be left in the vehicle






## ✘ Unacceptable

- Soiling and stains on the interior lining, seats, carpets and floor mats, which can not be removed by general cleaning, but require specialist cleaning
- Cuts, abrasions, tears and damage to the material of the interior lining, seats, carpets and floor mats
- Holes left in the console as a result of equipment removal
- Cuts, gouges or loose threads on the steering wheel
- Unpleasant odours which require specialist cleaning to remove
- Returning the vehicle with seats missing



# Notes

A series of horizontal dotted lines for writing notes.



The Drivalia brand belongs to CA Auto Bank, which is owned by Crédit Agricole, one of the largest banking groups in the world. Through the Drivalia brand, CA Auto Bank provides a comprehensive range of mobility solutions based on four pillars: rental, operational leasing, subscription and sharing. The company operates, besides its home country Italy, in many other European countries, such as Finland, Ireland and the UK.

[www.drivalia.cz/en/](http://www.drivalia.cz/en/)

**DRIVALIA**