

LeasePlan

EU & UK Defleeting

Fair Wear & Tear guidelines



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1 General conditions standards

1.1 Vehicle Return Requirements

- a) Vehicles must be maintained as described in the Vehicle Owner's Manual and the Armada Program Preventative Maintenance Schedule, with the Program Schedule superseding. Failure to comply will result in additional charges.
- b) Each vehicle must be in a mechanical and electrical operating condition that does not cause a failure of the MPI (Mandatory Periodic Inspection). All lights and lamps must be operational. Any issues causing visible warning lights to illuminate on the instrument panel must be corrected prior to defleeting (example: seatbelt and dashboard lights, warning lights).
- c) Vehicle must be turned-in at the agreed upon Amazon Delivery Station (or other designated location) on the agreed upon date unless instructed otherwise.
- d) Turn-in must occur during normal business hours.
- e) Vehicles must have at least $\frac{1}{4}$ (quarter) tank of fuel, if it is less than $\frac{1}{4}$, we will fill up the tank and pass the expense to DSP.
- f) For electric vehicles the charge level of the batteries must be at least 85%.
- g) All upfits present on the vehicle on delivery to the DSP or subsequently fitted to the vehicle by the FMC must be in place and in good working condition on all vehicles returned.
- h) Vehicles must have all sets of keys, programmed keyless remotes, owner manuals, included as original equipment (as applicable).
- i) Vehicles must display actual mileage.
- j) Vehicle must have any Recall/Campaign completed and not be overdue
- k) Vehicle Preventive maintenance must not be overdue
- l) Vehicle must have the Legal Vehicle Inspection performed at the required timing and not be overdue (for example: MOT, TUV, ITV, Control Technique, Revisione...)
- m) Vehicle registration sticker must not be expired (where applicable) [Spain, Belgium, Germany and Austria only]
- n) Vehicle must not have an excess of Wear and Tear Defect. The description and limits are indicated in Section 3.
- o) The thresholds indicated in section 2 and 3 apply unless lower thresholds are applicable under country regulations in which case those lower country specific thresholds would apply.

2 Tires, brake pads & brake rotors wear and tear definitions

2.1 Conditions to be fulfilled

At defleeting, tires, brake pads and brake rotors will incur a full replacement charge based on the below conditions:

- a) Tires - Tire tread depth must be no less than 3 mm.
- b) Tires must be suitable for road or weather conditions (to the extent this constitutes a violation of the respective country regulations) and with same size/load rating across the axle.
- c) Tires must not be flat, leaking air, bulging or swelling.
- d) Tires must not have objects, cuts (more than 25mm), dents, or exposed ply or cord, to the extent this constitutes a violation of the respective country regulations
- e) Brake pads – Remaining thickness must be no less than 5 mm.
- f) Brake rotors – If replacement is needed as determined by repair expert. Brake rotors must not be worn down to the extent this constitutes a violation of the respective country regulations

3 Excess wear and tear definitions

DSP will only be charged for excess wear and tear at defleeting. Normal wear and tear is assumed and will not be charged. The examples provided in the table below are indicative only and are not intended to be exhaustive.

Exterior	Examples of Chargeable Excess Wear	Component	Unit of measure
Scratch or Chip	Longer than 300mm (11.8 inches) or wider than 70mm (2.75 inches)	Metal panel (doors, sills, wings and bonnet), excluding roof	Per panel
		Bumper (front and rear) Exterior trim	
Dent	Greater than 70 mm (2.75 inches) in diameter	Metal panel (doors, sills, wings and bonnet), excluding roof	Per panel
		Bumper (front and rear) Exterior trim	
	Dents that compromise safety, vehicle structural integrity, and professional image. If the dent has broken the paint through to the primer.	Roof	Per panel
Hole	Any hole in bodywork that should not exist	Metal panel	Per panel
		Bumper (front and rear) Bodywork	
Poor Quality Repairs	When there is existence of peeling paint, drips, wavy panel repairs, paint spidering or cracks, colour mismatch, scratches covered with touch-up paint	Entire vehicle	Per item
	Items attached to the body of the FMC Vehicle (e.g. bumper, front or reversing sensors, back and cargo steps) are missing, damaged, loose, unsecure, hanging, or held with a zip-tie, tape, or similar		
Paint Contamination	When there is existence of peeling paint, drips, wavy panel repairs, paint spidering or cracks, color mismatch, scratches covered with touch-up paint	Entire vehicle	Per item
Body and Doors	Doors cannot open, close or lock correctly	Doors	Per item
	Sharp edge that is likely to cause injury or harm when contacted or grazed	Body and doors	Per item

Exterior	Examples of Chargeable Excess Wear	Component	Unit of measure
Misaligned Panel	Sharp edge that is likely to cause injury or harm when contacted or grazed	Body and doors	Per item
Side Mirror(s)	Mirror is missing or cracked		Per item
	Casing is broken and has sharp edges		
	Indicator light or cover is cracked (by 30mm or more), covered, missing, not working, has a hole or not amber, to the extent this constitutes a violation of the respective country regulations		
	Loose, hanging, unsecured, or held up with a zip-tie, tape, or similar		
	Cannot be adjusted		
Trim	Any broken or missing trim	Entire vehicle	Per panel

Interior Trim / Upholstery / Carpet	Examples of Chargeable Excess Wear
Interior Trim / Upholstery / Carpet	Burns, holes, tears, cuts, singeing or staining, when larger than 1.7 cm in diameter (0.67 inches) on seats or headliner; when greater than 6.35 cm in diameter (2.5 inches) on carpets
Windshield / Glass	Examples of Chargeable Excess Wear
Windshield	Windshield has crack or chips more than 10mm in driver's line of sight or 40mm outside the driver's line of sight to the extent this constitutes a violation of the respective country regulations
	Driver's line of sight is obscured through dirt, stickers or devices (e.g. device cradle)
Side window	Side window damaged or seriously discoloured and affecting the driver's view of the road or of an obligatory external mirror, to the extent this constitutes a violation of the respective country regulations.
Wheels / Wheel Covers	Examples of Chargeable Excess Wear
Wheels or Wheel Covers	Wheel or rim is damaged, cracked or broken
	Wheel nuts are missing or loose
Wiper	Examples of Chargeable Excess Wear
Wiper	Missing, damaged, or not working
	Windshield washer system/wiper fluid reservoir is not working
Part & Accessories / Misc.	Examples of Chargeable Excess Wear
Aftermarket parts	When original equipment is missing, or when any damage is caused (to either the parts or the Vehicle) by removal or installation of parts
Suspensions	When there exists any damage or alteration to the suspension system to the extent this constitutes a violation of the respective country regulations
Knobs/handles, etc.	Any broken or missing trim

Interior Trim / Upholstery / Carpet	Examples of Chargeable Excess Wear
	Fuel cap/charging port is missing, broken or not lockable
Safety accessories	Delivery device cradle is damaged, missing, or is mounted with a tape, zip-tie or similar
	First aid kit or reflective triangle is missing , to the extent this constitutes a violation of the respective country regulations
	Netradyne camera is obstructed or damaged (UK only)
	Bulkhead door does not close and lock (if fitted)
	Seatbelt or seatbelt buckle, or casing is missing, torn, frayed, not working
Back-Up Camera/Monitor	Camera monitor is missing, broken, not working or mounted with tape, zip-tie, or similar
	Back-up camera is loose, hanging, missing, or mounted with a tape, zip-tie, or similar
Engine / Mechanical / Other	Examples of Chargeable Excess Wear
Engine or Mechanical Damage	Mechanical, electrical or engine damage due to failure to maintain the vehicle in accordance with the owner's manual and the Armada Program Preventative Maintenance Schedule.
	FMC Vehicle is in a mechanical operating condition that violates the respective country regulations.
	Leaking fluid
Lights (Headlights, Turn Signals, Taillights, etc)	Lights or light cover is cracked (by 50mm or more), covered, missing, or has a hole, to the extent this constitutes a violation of the respective country regulations
	More than 50% of a rear reflector is missing or reflective tape used, to the extent this constitutes a violation of the respective country regulations.
	Headlight, tail, fog or brake light is not working For example: non-operational, water present, etc.)
	Hazard light or turn signal is not working or not amber, to the extent this constitutes a violation of the respective country regulation
Electrical	When there exists any damage or alteration to the electrical system that constitutes a violation of the respective country regulations
	Loose, hanging, faulty, or frayed wires
Exhaust system	When there exists any exhaust leaks or damage or alteration to the exhaust system, to the extent this constitutes a violation of the respective country regulations
Warning Lights	Warning lights/lamps are on or flashing.
	Dashboard warning light is on
Vin Plate	License plate is damaged, missing or obscured
Stickers	Amazon Prime decal is damaged, missing, or excessively dirty or any graffiti on an Amazon branded vehicle
	Where Netradyne is installed, external privacy sticker is not clearly visible from 6m away
	Unapproved advertisement on an FMC Vehicle
	Federal sticker missing (Germany only)
Vehicle Cleanliness	Exterior of FMC vehicle is visibly dirty when viewed from 6m away
	Interior of FMC vehicle has excessive grime, dust, or trash present

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