







The Bodyshops Guide

To end of lease fair wear and tear

General facts:

- ✓ Vehicle exterior should be clean enough for an inspection and interior should be valeted. There should be sufficient fuel to effect the vehicle collection.
- ✓ There should be no corrosion, rust or discolouration on any painted panels, bumpers, mouldings and mirrors.
- ✓ Repair work is allowed providing it is done to a professional standard by repairers who can provide and transfer a full warranty on their work.
- ✓ Obvious evidence of poor repairs is not acceptable such as: flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint.
- ✓ Only windscreen chips outside drivers line of sight can be repaired and must be done to a professional standard.
- ✓ Customers have the right to pay for an examination by an independent qualified engineer in the event of a dispute about the vehicle condition. The engineer must be mutually agreed by both parties. Upon the decision in the customers favour the BVRLA member will refund the reasonable cost to the customer.

Body, Paint & Trim:

-  Only 2 dents per panel up to 1cm per dent, providing the paint is not broken.
-  Scratches up to 2.5cm are acceptable providing primer and bare metal is not showing.
-  Impact to the underside is not acceptable.
-  Moulding scuffs up to 2.5cm are acceptable provided it is not cracked, broken or deformed.
-  Headlamps and taillamp scuffs up to 2.5cm are acceptable.
-  Interior trim and upholstery must be clean, odourless, with no burns, scratches, tears or stains.

Wheels:

-  Dents and holes are not acceptable, scuffs totalling 5cm of the circumference are acceptable.
-  Damage to wheel spokes and hub are not acceptable

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Fair wear and tear occurs when normal usage causes acceptable deterioration to a vehicle, It is not to be confused with damage, which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh treatment, negligent acts or omissions.

-British vehicle rental & leasing association