



Return standards for delivery vans

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Introduction

As a neutral company of experts, XpertCenter Ltd. compiles more than 110,000 vehicle reports each year in the areas of damage assessment, accident appraisal and vehicle returns.

Following the expiry of the lease contract, an independent, fair and transparent assessment of the condition of the vehicle by qualified experts with clearly defined processes for vehicle return is guaranteed by XpertCenter Ltd.

Each vehicle is carefully examined and documented inside and out by XpertCenter Ltd. and the expert compiles photographic documentation and a status report. The status report sets out the requisite repair method and the costs incurred for this in accordance with the manufacturer's specifications and data. The complete documentation is made available to the leasing client, thereby guaranteeing maximum cost transparency.

How is an objective assessment of the condition of the vehicle guaranteed upon vehicle return?

A distinction is drawn on vehicle return between **accepted**, mileage and age-related signs of wear and **non-accepted** vehicle damage due to improper use, exceptionally rough handling and missing equipment.

Accepted vehicle condition

- > The vehicle is complete, including all equipment supplied on delivery and meets the manufacturer specifications
- > Signs of wear and tear that do not impair the overall optical impression of the vehicle

Damage from a non-accepted vehicle condition is calculated only at the significantly lower reduced value. This is the value by which the marketable value of the vehicle declines due to the damage and for the calculation of which the age and mileage of the vehicle are taken into account. One hundred percent of the repair costs are always incurred in the event of impairment to the operational and road safety of the vehicle where there has been no proper and professional repair of accident damage.

In the following text and image catalogue you will find the detailed assessment and evaluation criteria that guarantee an independent, fair and transparent assessment of the condition of the vehicle by XpertCenter Ltd.

Non-accepted vehicle condition

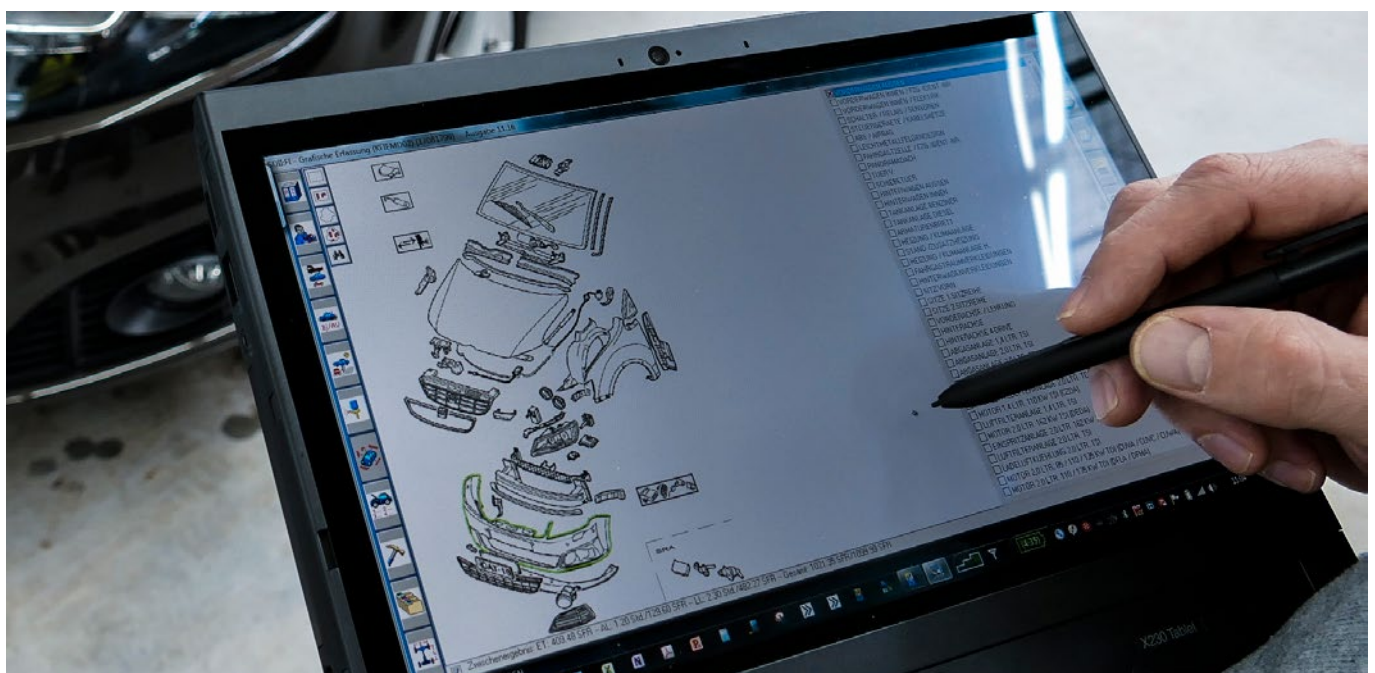
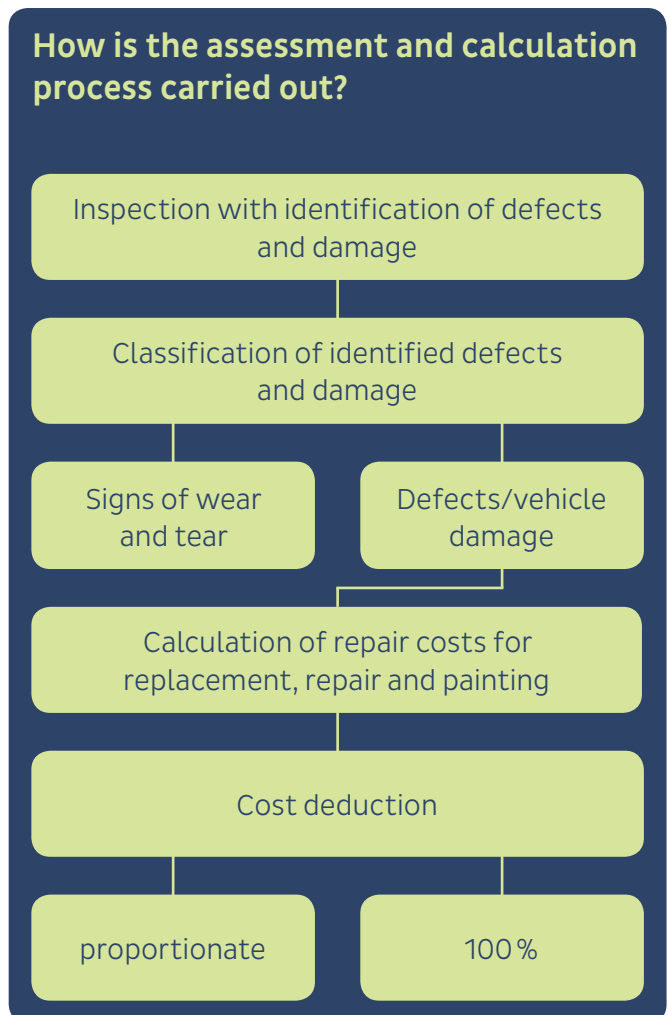
- > Equipment missing
- > Above-average wear and tear and accident damage
- > Damage that impairs road safety

Assessment and calculation process

In the case of non-accepted damage and defects, the repair costs are calculated proportionately at the value by which the marketable value of the vehicle is reduced. The age and mileage of the vehicle are taken into account for this calculation.

In the event of damage impairing the operational or road safety of the vehicle and in cases where repairs have not been carried out professionally, the repair costs are always deducted at 100 %.

In the following text and image catalogue you will find the detailed assessment and evaluation criteria that guarantee an independent, fair, transparent and sound assessment of the condition of the vehicle by XpertCenter Ltd.



Vehicle return

Before returning the vehicle, remove all personal items from the vehicle such as

- › Umbrellas
- › Sunglasses
- › Maps
- › Audio storage media (CD/DVDs, SD cards, USB sticks)
- › Fuel cards
- › All items in the storage compartments in the doors, pockets in the backrests, glove compartment, boot, centre consoles, sun visors, roof flap, storage areas under the seats etc.

All accessories that were originally delivered with the vehicle – or if applicable also during its service life – must be returned with the vehicle:

- › Invalidated original vehicle registration document
- › All keys including main, spare and where applicable garage keys
- › All original documents such as operating instructions, emissions maintenance document and the completed service booklet
- › Data carriers such as SD cards, CDs or DVDs for the navigation system
- › Audio accessories (such as hands-free devices)
- › Vehicle accessories such as battery charging lead with adaptors and bag, luggage compartment cover, extra seats, headrests etc.
- › Additional wheels (additional tyres) with their corresponding wheel studs and original hubcaps
- › Wheel locks including wrenches, the entire emergency equipment supplied with the vehicle (car jack, wheel brace, tool kit, spare/emergency tyre or the complete repair kit in working order, warning triangle, first aid kit etc.)



Tyres

ACCEPTED

- › Tyres with a tread depth of at least:
 - Summer tyres 4 mm
 - Winter and all-weather tyres 4 mm



- › Minor contact marks / abrasions without damage to the tyre walls



NOT ACCEPTED

- › Minimum tread depths are undercut
- › Tyres not approved for this vehicle:
 - incorrect dimensions
 - incorrect speed index
 - incorrect load index
- › Mixture of summer and winter tyres
- › Tyres from different manufacturers fitted on the same axle
- › Tyres damaged by a foreign body

- › Damage to individual tyres that impairs road safety:
 - Tyres worn on one side; the axle alignment costs are additionally calculated
 - Cracks, cuts, bulges on the casing or tyre wall



Rims

ACCEPTED

- › Wheel covers with minor scratches / abrasions and scrapes in the area of the rim flange
- › Intact steel rims with light rust
- › Alloy rims with minor contact marks / abrasions in the area of the rim flange that can be removed by touching up



NOT ACCEPTED

- › Wheel covers with material missing or fractures or severe scratches and deformations
- › Misshaped steel rims or steel rims with extensive rust damage
- › Alloy rims:
 - Not approved for this vehicle
 - With deformations or fractures
 - With severe abrasions
 - With material degradations that cannot be removed by touching up
 - Alloy wheels that have not been professionally repaired



Independent, fair and transparent
assessment of condition by
XpertCenter Ltd.



Vehicle glazing

ACCEPTED

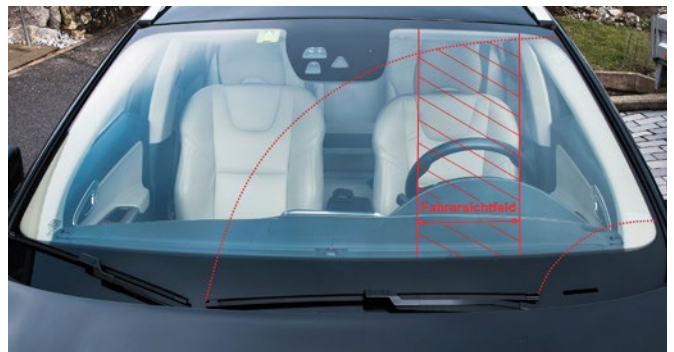
- › Minor surface scratches or stone chips that do not impair road safety and have not damaged the top layer of glass of the windscreen or other window
- › Professional glass repairs



NOT ACCEPTED

- › Damage to front, side and rear windows, the lights, rear mirrors and camera lenses that impair the operational and/or road safety of the vehicle, e.g. glass breakage, stone chips, fissures, cracks and scratches
- › Entire or partial “blindness” of glass bodies
- › Glass damage and/or repairs within the driver’s range of vision

*Definition of driver’s range of vision in accordance with asa (association of driver and vehicle licensing offices):
A strip (DIN A4 landscape) in the wiper area 29 cm wide starting from the centre of the steering wheel forms the driver’s range of vision*



Paintwork

ACCEPTED

- › All paintwork damage that can be removed by smoothing and polishing without breaking through the top layer of the coating
- › Minor damage from stone chips arising through normal use in the front area (bumpers, metal grid, left and right wings and bonnet) with a maximum of three impacts per square decimetre or ten per part.
- › Per vehicle one scratch no longer than 100 mm long and requiring surface coating
- › Professional touching-up of minor paintwork damage
- › Car wash traces or dull areas



NOT ACCEPTED

- › Non-professionally executed paintwork repairs
- › Scratches that are longer than 100 mm and/or require repair coating
- › Paintwork repairs that are visible from a viewing distance of more than one metre.
- › Damage to paintwork due to dents, scrapes and scratches that break through the top layer of coating and require painting
- › Corrosion damage requiring repair coating
- › Rust film
- › Marks, outlines and paint removal caused by labelling foil and stickers
- › Colour differences due to partial coatings
- › Paintwork damage caused by caustic substances (battery acid, bird droppings, tree resin, industrial and construction materials etc.) that requires repair coating



Bodywork

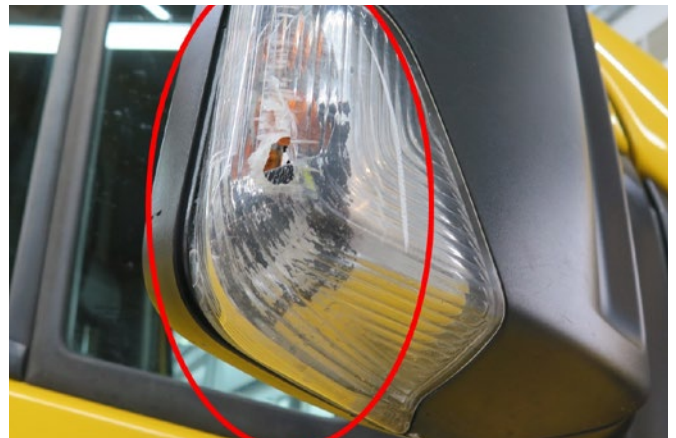
ACCEPTED

- › A maximum of two dents per bodywork part that may not be larger than 25 mm (=size of a two-franc coin) and do not break through the coating
- › Per vehicle a maximum of six such dents
- › Damage that does not impair road safety



NOT ACCEPTED

- › Bodywork damage and dents larger than 25 mm
- › More than six dents smaller than 25 mm per vehicle
- › Hail damage
- › Bodywork and accident repair not carried out professionally
- › Broken rear mirror housings



Bumpers, spoilers, radiator grill and protection panels

ACCEPTED

- › Per vehicle one surface scratch no longer than 100 mm long and only requiring surface coating
- › Surface abrasion to uncoated bumpers / protection panels and radiator grill without breakage and deformations



NOT ACCEPTED

- › Scratches that are longer than 100 mm and/or require repair coating
- › Cracked, dislodged or broken bumpers, radiator grill, protection panels, spoilers etc.
- › Damage to uncoated plastic parts due to dents, scrapes and scratches that go through the surface down to the base material
- › Damage that impairs road safety



Cargo area / load beds

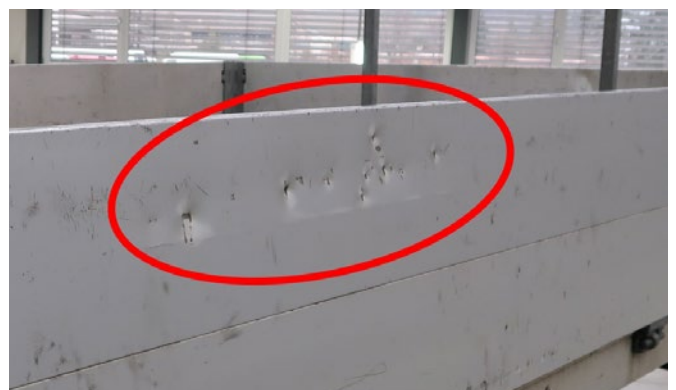
ACCEPTED

- › Minor dents and deformations, scrapes and scratches to the interior panelling, wheel houses, partitions, load beds and loading sills caused during transport or when loading and unloading cargo.
- › Minor scrapes and scratches in the area of the loading sills and on the bumper caused during the loading and unloading of cargo
- › Minor dents and deformations, scrapes and scratches to the board walls, bridge piers, load beds and loading sills caused during transport or when loading and unloading cargo.



NOT ACCEPTED

- › Clearly visible dents, deformations and traces of corrosion
- › Holes and cracks, deep scrapes and scratches to interior panelling, wheel houses, load beds, loading sills, inner panels and board walls caused by improper use / loading and unloading and incorrect securing of cargo.
- › Faulty fastening devices
- › Non-professionally executed maintenance work
- › Damage that impairs road safety



NOT ACCEPTED

- › Torn, torn out or faulty hinges, door retention elements, rollers and/or their supports on all the vehicle's doors
- › Paintwork damage to the roof and roof edges caused by the loading and unloading of the roof rack or the materials transported on it
- › Structural damage
- › Faulty spoilers
- › Scratched side panels of platforms and boxes

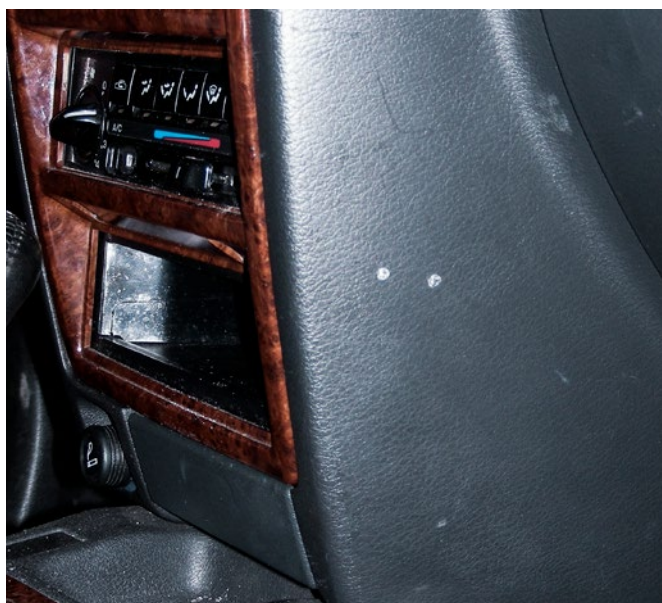




Vehicle interior

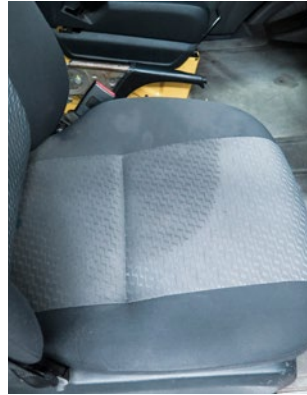
ACCEPTED

- › Signs of wear and tear and bulges on the seats, seat edges, seat side parts, panelling and upholstery
- › Soiling and marks on the seats, the
- › interior panelling, the carpets and floor mats that can be removed with ordinary cleaning products during normal car valeting
- › Holders for additionally installed accessories
- › Boreholes in fixtures or in the side of the centre consoles that are not visible from the driving position
- › Professional repairs to seat covers and panels



NOT ACCEPTED

- › Soiling, marks, residues on seating upholstery, roof liners, floor carpeting and interior panelling and abnormal smells (animals, tobacco etc.) that can no longer be removed with ordinary cleaning products and normal car valeting
- › Damage caused by cracks, cuts, fractures, scratches, holes and deformation, torn seams
- › Burn holes in seats or interior panelling
- › Faulty or missing interior and boot panelling/covers
- › Functional defects and/or damage to seatbelts/locks and fixtures
- › Repairs not carried out professionally and/or risk to road safety

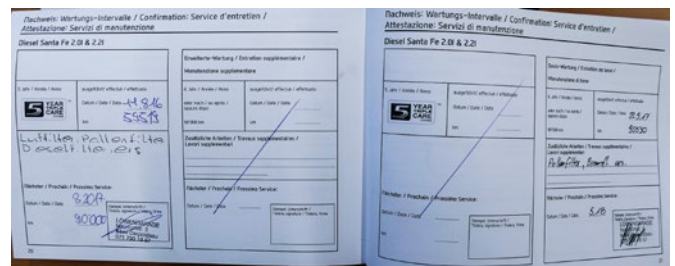




Engineering, wear and tear and maintenance

ACCEPTED

- › Normal wear and tear to mechanical components that meet the requirements for road safety and roadworthiness (e.g. brake pads approx. 50%, brake discs, clutch etc.)
- › Maintenance carried out by a brand partner in accordance with manufacturer specifications



NOT ACCEPTED

- › Service, maintenance and inspection work due according to the service booklet or digital maintenance indicator and repairs resulting from this
- › Faults to vehicle components such as engine units, brake system, air conditioning, convenience and safety electrics and electronics (electric windows, central locking, electric doors, electrically adjustable seats, heated seats etc.)
- › Faults to safety systems (parking distance sensor systems, airbags, seatbelt tensioners, tyre pressure monitoring system and assistance systems (cruise control/distance control, high-beam assistant, lane departure warning system etc.)
- › Faults to the navigation system, Hi-Fi and communication systems
- › Entertainment system
- › Excessive wear and tear that impairs road safety



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