



## Fair Wear and Tear Guide: Cars

*A clear guide to caring for and returning your leased vehicle.*

### Fair Wear and Tear - Meaning

Fair wear and tear is the acceptable, gradual deterioration that results from normal, careful use of a vehicle.

When a vehicle is assessed, its age, mileage and whether it has been sufficiently looked after are considered. Fair wear and tear does not mean that all deterioration is acceptable.

Damage is deterioration resulting from a specific event or series of events. This can include impact damage, poor or inappropriate loading or storage of items, harsh treatment, negligence, failure to maintain the vehicle, missing items, or poor-quality repairs.

Damage, missing items and failures to maintain the vehicle may result in end-of-lease charges.

### Your Responsibilities

You are responsible for using, maintaining and looking after the vehicle in accordance with the manufacturer's instructions and your lease agreement. Appropriate care helps preserve safety, reliability, performance, emissions standards and warranty cover.

### During your agreement, please make sure that you:

- Follow the manufacturer's servicing and maintenance schedule.
- Use the correct fuel, fuel blend, oil, lubricants and additives.
- Use AdBlue where required.
- Follow the manufacturer's battery-charging guidance for electric and hybrid vehicles.
- Act on vehicle warning messages and warning lights promptly.
- Report suspected manufacturer faults affecting the vehicle, bodywork or trim as soon as possible.
- Keep evidence of servicing, maintenance and repairs.
- Obtain Planet Leasing's approval before fitting or altering equipment where approval is required.

Improper use of fuel, additives, lubricants or battery charging may cause long-term damage and may affect the manufacturer's warranty.

You must not alter, block or interfere with the vehicle's odometer or mileage recording system. Report any odometer malfunction to Planet Leasing. You confirm that the mileage recorded at collection or return is correct.

If you have put a private registration plate on the vehicle, contact Planet Leasing 10 to 12 weeks before the end of the agreement. This allows time to arrange transfer or retention of the registration number.

## Prepare Early

Carry out a careful vehicle appraisal 10 to 12 weeks before return. This gives you time to arrange professional repairs and replace missing equipment before collection.

### How to inspect the vehicle:

- Wash the vehicle thoroughly and allow it to dry. Water can hide damage.
- Choose a dry location with good daylight and enough space to inspect the whole vehicle.
- Walk around the car and check every panel, including the roof, bonnet, doors, bumpers and lower bodywork.
- Look along each side of the vehicle from the front and rear to identify dents and scratches.
- Check all tyres, including the spare tyre where supplied.
- Inspect wheels, rims, hubs and spokes for scuffs, dents, corrosion and damage.
- Check lamps, lenses, mirrors, windows and glass for chips, cracks, holes and scratches.
- Inspect the interior for staining, odours, burns, tears, scratches and missing items.
- Test all controls, safety features, charging equipment and fitted accessories.
- Ask another person to carry out a second check if possible.

If you choose to repair damage before return, use a professional repairer that can provide a full, transferable warranty. Repairs must be completed to a professional standard.

## Return-Day Checklist

On the day of collection or return, the vehicle must be safe, roadworthy and sufficiently clean for a detailed inspection. It must be returned with all keys, documents, equipment and accessories originally supplied.

### Before the vehicle is collected, please:

- Remove all personal belongings.
- Remove documents or correspondence that contain personal data.
- Remove personal keys from the vehicle key fob.
- Delete personal data from navigation, phone, entertainment and onboard systems.
- Carry out the vehicle's factory reset procedure where available.
- Leave supplied navigation discs, SD cards and other vehicle-related media in the vehicle.
- Return all charging cables, accessories and equipment.
- Ensure the vehicle registration plates are fitted, intact and legal.
- Ensure there is enough fuel or battery charge for collection or return.

It is recommended that you, or an authorised representative, are present when the vehicle is collected. This gives you the opportunity to review the recorded condition of the vehicle.

If the vehicle cannot be inspected properly because it is dirty, the weather is unsuitable or inspection conditions are poor, the inspection may need to be postponed. A charge may apply if this prevents the collection process from being completed.

## Inspection and Charges

At collection, visible wear, damage and missing items will be recorded. You will have the opportunity to agree to the vehicle's recorded condition at that time. A final assessment may then be completed to establish whether charges are due.

If you are not present, or if the vehicle cannot be fully inspected at collection, Planet Leasing may issue a written condition report and advise you of any charges that may become due. Supporting details should include the repair method or type of repair and appropriate photographic, video or documentary evidence.

Where Planet Leasing intends to charge for excess mileage, damage or missing equipment, you should be advised no later than four weeks after the vehicle has been collected or returned. If a charge is applied, you should receive a summary breakdown explaining the charge and the repair method where relevant. You have the right to query an end-of-lease charge.

End-of-lease charges may apply where the vehicle, its equipment or accessories have not been used, maintained or returned in the condition agreed at the beginning of the lease. Charges may reflect the cost of correcting damage or replacing missing items.

Charges may be applied where there is no evidence that the vehicle has been serviced and maintained in line with the manufacturer's requirements. Charges may also apply even if Planet Leasing chooses not to carry out the repair or replacement before the vehicle is sold.

You will not be charged for refurbishment that arises solely from normal fair wear and tear.

## What Planet Leasing Will Do

Planet Leasing will explain your responsibilities and the vehicle-return standard at the start of your agreement.

- We will explain the required return condition for the vehicle.
- We will explain what keys, accessories, charging equipment and other items must be present at return.
- We will explain our expectations for servicing, maintenance and repairs during the agreement.
- We will tell you what evidence of servicing and maintenance may be required at return, such as service records or invoices.

This information is intended to help you look after the vehicle appropriately and minimise the risk of end-of-lease charges.

## Vehicle-Return Standard

The following sections set out the condition standards used when assessing a vehicle at return.

### Safety, Appearance and Roadworthiness

The vehicle must be returned in safe, legal and roadworthy condition. It must be capable of passing an MOT test where one is required.

- No fault warning lights should be illuminated. Advisory reminders, such as a countdown to the next service, may be acceptable.
- All electronic safety features and driver-assistance systems must be working, including where fitted parking sensors, cameras, cruise control, speed limiters, lane-departure warnings and collision warnings.
- There must be no rust or corrosion on the bodywork, trim or alloy wheels.
- The vehicle must have enough fuel for collection without the fuel warning light showing.
- An electric vehicle must have enough battery charge for collection or return.

### Servicing, Maintenance and Repairs

The vehicle must have been serviced and maintained in accordance with the manufacturer's schedule.

Where a service book was supplied, it must be returned and show that servicing has been completed.

Where servicing is recorded electronically, provide suitable evidence such as service records or invoices showing:

- The service date.
- The vehicle mileage.
- The repairer or service agent's details.

Please remove sensitive personal information from any documents provided.

Any repair completed before return must be to a professional standard and supported by a full warranty. Original Equipment Manufacturer green parts may be used where the repairer provides a full warranty for the work.

### Cleanliness

The exterior must be clean enough for a detailed inspection. There should be at least two metres of clear space around the vehicle to allow the inspection to take place.

The interior must be valeted, cleared of rubbish and free from unpleasant odours. If the vehicle was supplied with a smoker's pack, ashtrays must be emptied and the cigarette lighter returned.

## **Documents and Keys**

**Return all applicable vehicle documentation in good condition, including:**

- V5C vehicle registration document.
- MOT certificate or receipt.
- Vehicle operating manual.
- Service record booklet.
- Security codes.
- Audio-equipment information.
- Recalibration certificates.
- Other documents relating to the vehicle and its equipment.

Return the full set of keys originally supplied, including spare keys and locking wheel-nut keys.

## **Paintwork, Bodywork and Trim**

There must be no rust, corrosion or discolouration on painted surfaces, including painted bumpers, body mouldings and mirrors.

Professionally repaired chips, scratches and dents may be acceptable if the repair is supported by a full warranty. **The following are not acceptable:**

- Flaking paint.
- Preparation marks.
- Paint contamination.
- Rippled finishes.
- Poorly matched paint.

### ***Chips***

Up to 3 mm in diameter are acceptable only where they are not rusted. The maximum acceptable number is four chips on any panel, six chips on each door edge and eight chips on a forward-facing panel.

### ***Scratches***

Surface scratches up to 25 mm are acceptable only where the primer or bare metal is not visible, the scratch can be polished out, and there are no more than four acceptable surface scratches on one panel.

### ***Dents***

Dents up to 15 mm in diameter are acceptable only where there are no more than two dents on one panel, the paint surface is not broken and there are no chips within the dent. Dents on the roof and dents on a swage line are not acceptable, regardless of size.

### ***Unpainted mouldings and wheel-arch trim***

Scuffs or scratches up to 25 mm may be acceptable if the moulding or trim is not broken, cracked or deformed.

### ***Badges, labels, wraps and livery***

Remove customer-applied badges, emblems, labels, logos, advertising graphics, wraps and livery before return, unless Planet Leasing has agreed otherwise in writing. Removal must be carried out professionally. The vehicle must be restored to its original colour and condition. Damage caused by fitting or removing these items, including faded paintwork, is not acceptable.

### ***Convertible roofs, towbars and modifications***

Convertible roofs must operate fully and have no damage, rips or tears. Rear windows must not be cracked or creased. Any originally supplied accessories, such as wind deflectors, must be returned in good condition. Towbars and aftermarket accessories, including spoilers, body kits and bonnet louvres, require Planet Leasing's approval before fitting. An approved tow bar must be rust-free, fully functional and fitted with a ball cover.

## Windows, Mirrors and Lights

Panoramic roofs: A panoramic roof must operate correctly and have no chips, cracks or holes. Surface scratches up to 40 mm may be acceptable if they can be polished out. Any original inner blind must be returned in working order.

Windows and windscreen: Windows and the windscreen must be capable of passing an MOT test where applicable. Light scratches may be acceptable only when they do not affect the driver's line of vision or the operation of heating elements and driver-assistance systems.

If a windscreen or another component affecting an Advanced Driver Assistance System has been replaced, the system must have been recalibrated in accordance with the manufacturer's recommendations.

### **The following glass damage is not acceptable:**

- Damage over 10 mm in the driver's line of vision.
- Damage over 40 mm elsewhere in the windscreen area swept by the wipers.

The driver's line of vision is a vertical strip 290 mm wide, centred on the steering wheel.

Windscreen repairs may be acceptable where the work is professional, warranted and does not impair vision. Wipers must be fitted, secure and able to clear the windscreen effectively. The washer reservoir must contain sufficient fluid.

Window or windscreen tinting requires Planet Leasing's approval. Excessive tinting is not acceptable.

Mirrors: Door-mirror glass and housings must not be missing, cracked or damaged. Heated, electrically adjustable and camera-based mirror systems must work correctly where fitted.

Lamps and lenses: All lamps and lamp units must work. Minor scuffs or scratches up to 25 mm may be acceptable. Cracks, holes and water ingress in lamp lenses are not acceptable. Where replacement of a lamp or lamp unit affects an Advanced Driver Assistance System, the system must have been recalibrated in line with the manufacturer's recommendations.

## Tyres and Wheels

All tyres, including the spare tyre where supplied, must meet UK legal requirements and the manufacturer's specification for type, class, size and speed rating. Replacement tyres must be of the same specification as those originally supplied.

### **Tyres must have no:**

- Sidewall damage.
- Tread damage.
- Cracking.
- Uneven wear caused by incorrect tyre pressure.
- Uneven wear caused by incorrect steering geometry.

Wheel rims and trims must not be dented. Scuffs totalling up to 50 mm around the circumference of a wheel rim, alloy wheel or wheel hub may be acceptable.

### **The following are not acceptable:**

- Damage to wheel spokes.
- Damage to a wheel fascia.
- Damage to an alloy-wheel hub.
- Rust or corrosion on alloy wheels or hubs.

Any spare wheel, space-saver wheel, jack and tools must be intact, stored correctly and in working order. An emergency tyre inflation kit must be complete, serviceable and ready for use. Replace any canister that has been partly or fully discharged.

## Mechanical Condition

The engine, braking and vehicle-management systems must not display fault warning lights. Examples include diesel particulate filter, tyre-pressure and oil-pressure warnings. A vehicle with a fault warning may not be suitable for collection, and collection may be aborted. A fee may apply in those circumstances.

Fluid leaks, including oil, coolant and brake-fluid leaks, are not acceptable.

Damage caused by a failure to service the vehicle or respond to warning messages is not fair wear and tear. This includes:

- Grooved brake discs or drums caused by excessive wear or worn brake pads.
- Engine damage caused by insufficient oil or coolant.
- A slipping or noisy clutch.
- Noisy or damaged manual gearbox components.
- Noisy automatic gearbox or torque converter.
- Abrupt gear changes or loose gear linkage.

Performance modifications require Planet Leasing's approval. Impact damage to the vehicle underside is not acceptable. Catalytic-converter faults caused by obvious abuse or damage are not acceptable.

## Interior and Luggage Area

The interior upholstery and trim must be clean and odour-free. It must not have burns, scratches, tears, dents or stains. Carpets must not have holes.

All originally supplied seats and headrests must be returned. Interior fittings, including seat belts, rear-view mirrors, courtesy lights, sun visors and door bins, must be present, intact and undamaged.

Normal-use scratches on door treads, sills and seals may be acceptable. Torn or split floor coverings and damaged surrounding trim panels are not acceptable.

Return all originally supplied luggage-area accessories, including parcel shelves, load covers, boot liners, restraining straps and nets.

## Equipment and Controls

All original equipment, controls and accessories must be present and working correctly. This includes, where originally supplied:

- Navigation discs and SD cards.
- Remote controls and headphones.
- Audio and entertainment systems.
- Telephone and Bluetooth systems.
- Battery charging leads.
- Reversing cameras.
- Camera-mirror systems.
- Adaptive speed controls.
- Speed limiters.
- Lamps and other electrical equipment.

If the vehicle was supplied with fast and slow charging leads, both must be returned. Damage to electric-vehicle charging leads, plugs or sockets is not acceptable.

Any non-standard equipment that has been wired in or mounted to the dashboard must be removed carefully. Any holes or other damage must be neatly repaired. Aerials must remain fitted, or the fixing point must be professionally repaired. Fuel caps, fuel covers and fuel flaps must be present and intact where originally supplied.

## **If You Disagree with a Charge**

If you are unhappy with an end-of-lease charge or the condition assessment, contact Planet Leasing in writing first. Explain what you believe is wrong, the evidence you have and how you would like the matter resolved.

In a dispute about vehicle condition or damage, you may pay for the documentary and photographic evidence to be reviewed by an independent qualified engineer agreed by both parties. The engineer must be independent of the original inspection. Their decision is binding on both parties. If the engineer finds in your favour, the reasonable cost of the examination will be refunded.

## **BVRLA Membership and Dispute Resolution**

Planet Leasing is a member of the British Vehicle Rental and Leasing Association (BVRLA). As a member, we are required to trade fairly and responsibly and to follow the BVRLA Code of Conduct. This Code promotes ethical trading, clear pricing, transparent terms and effective handling of customer complaints.

If you are unhappy with our final response to a complaint about an end-of-lease charge and we are unable to resolve the matter, you may be able to refer your complaint to the BVRLA's Alternative Dispute Resolution (ADR) service, where you are an eligible customer of a BVRLA member.

- You must first have completed Planet Leasing's internal complaints process and received our final written response.
- You must normally raise the complaint with the BVRLA ADR service within 12 months of our final response.
- The ADR service focuses on resolving disputes. It is not a compensation scheme for financial loss or inconvenience.

The BVRLA ADR service will consider the evidence from both parties and may require a member to refund unjustified charges. BVRLA members must comply with ADR rulings.

## Glossary

The following definitions explain some of the terms used in this guide.

**ADR (Alternative Dispute Resolution)** – An independent complaints service that considers disputes between customers and businesses as an alternative to going to court.

**BVRLA Code of Conduct** – The British Vehicle Rental and Leasing Association's mandatory rules for members covering ethical trading, clear pricing, transparent terms, vehicle standards and complaint handling.

**Chip** – Removal of surface material from glass or paintwork in a small, defined area.

**Damage** – Deterioration caused by a specific event or neglect, such as impact damage, poor loading, misuse, missing items or poor-quality repairs.

**Dent** – Deformation of the surface structure, usually caused by impact.

**DPF (Diesel Particulate Filter)** – A component in the exhaust system that removes soot particles; running the vehicle incorrectly can cause faults and warning lights.

**Driver's Line of Vision** – A vertical strip of the windscreen, 290 mm wide and centred on the steering wheel, where even small chips or cracks are not acceptable.

**Fair Wear and Tear** – Acceptable, gradual deterioration that results from normal, careful use of a vehicle, taking account of age, mileage and proper maintenance.

**Fluid Leak** – Loss of oil, coolant or brake fluid from the vehicle; leaks are not acceptable at return.

**Odometer** – The mileage recording system in the vehicle; alteration or blocking is not permitted.

**Original Equipment Manufacturer (OEM)** – The vehicle manufacturer or a parts supplier that meets the manufacturer's original specification.

**Scratch** – A mark or score with raised edges in the surface material (glass or paintwork).

**Scuff** – Light scraping of the top surface that does not penetrate the base material.

**Smart Repair** – Small and medium area repair techniques used to fix chips, dents and scratches in a cost-effective, localised way.

**Space Around the Vehicle (Inspection Space)** – Clear space of at least two metres around the vehicle so that a detailed inspection can be carried out properly.

**Space-Saver Wheel** – A temporary-use wheel designed only to get the driver to a place of repair, not for normal everyday driving.

**Swage Line** – A folded or shaped edge in a body panel where dents are particularly noticeable.

**Warranty** – A written promise to repair or replace a component, or repeat work, if it is unsatisfactory within a stated period.