

## ALPHA CAR HIRE FAIR WEAR AND TEAR GUIDE

There is a certain level of damage to a vehicle which is considered fair wear and tear due to ongoing use. This is treated differently to damage that is caused by a customer, which they will be held responsible for. The distinction between fair wear and tear and unacceptable damage is outlined in the *Alpha Car Hire Fair Wear and Tear* guidelines set out below.

Damage caused intentionally or by gross negligence is not considered fair wear and tear and is excluded from your damage cover. You should always refer to the Terms and Conditions of Rental for a full understanding of the exclusions that apply. We have a range of coverage options available for those who wish to reduce their excess in the event of an accident or damage to their vehicle.

### How do we assess when damage has occurred?

Prior to an Alpha vehicle being rented, any damage, including for fair wear and tear is identified and recorded. Alpha records this damage via time stamped photographs when the vehicle is prepared for rental. If you detect any damage and it has not been recorded, you should notify a staff member of the damage prior to leaving the rental branch.

Fair Wear and Tear includes:	Fair Wear and Tear excludes:
<b>Dents</b>	
Dents of no more than 25mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking	Hail damage. Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges Multiple dents within a specific local area regardless of size or Any damage affecting or penetrating the paintwork
<b>Stone chips</b>	
Isolated stone chips to any panel up to 2mm in diameter	More than 5 stone chips to an isolated area
<b>Scratches</b>	
Not more than 25mm in length and not more than 1mm wide No paint surface penetration Can be polished out.	Any scratch where the metal, plastic or undercoat is exposed.
<b>Bumpers</b>	
Scratches/Scrapes under the front bumper that are not visible when standing 2 metres back from the vehicle. Light scuffing or scratches: where there is no paint penetration which can be polished out. isolated stone chips up to 2mm in diameter	Any broken paint Multiple scratches of any size. Dents of 25mm in length or more in diameter Any damage to a textured bumper; and Multiple stone chips of more than 5 to an isolated area
<b>Wheels, wheel trims, tyres</b>	
Light scratches and scuffing up to 20mm in length	Wheel trims or hubcaps that are cracked, broken, missing, buckled, gouged, mismatched or not the original wheel trim or hubcap or alloy rims for vehicles or not the originally supplied rim if: Scuff mark is more than 20 mm in length. Tyre tread and sidewall damage so that the tyre is unroadworthy. e.g., cuts, bulges, gouges and abrasions, tyre misuse, flat spots, and burnouts Replacement tyres that differ from those originally supplied
<b>Windscreen, windows, lamps, and external mirrors</b>	
There is no acceptable fair wear and tear to the windscreen, windows, lamps, or external mirrors	Scratches, chipping, cracks, holes, or damage to: The windscreen Windows Lamps External mirror lens, as all such damage may affect the roadworthy status of the vehicle and may subsequently worsen over time from the vehicle continuing to be driven
<b>Upholstery, floors, carpets, dashboard, fascia, trim interior, and vehicle cleanliness</b>	
Light marks that can be removed by vacuum or general cleaning, light scuffing or smears or regular day to day debris that is removable by general cleaning	Any permanent damage caused by harsh or corrosive materials. Tears, cuts, scratches, holes, or burns. Any damage to the structure, shape or positioning of a seat. Hair from pets Excessive soil, mud, or sand (other than from regular day to day use) Evidence of smoking in the vehicle Odours or foreign matter; stains or marks that cannot be removed by general cleaning or require steam cleaning
<b>Keys, accessories, and equipment</b>	
Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories, or equipment	Loss or damage to keys or remote. Damage caused by incorrect fitting of accessories (snow chains, roof racks) Damage to aerials Removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyres, wheel trims, hazard triangles, first aid kits, GPS unit)