

Fair Wear & Tear Guide for Vehicles & 4WD

Before a vehicle is rented a series of photos is taken to represent the current condition of your vehicle during the cleaning process. We encourage you to perform your own inspection and you are also invited to take a time stamped photograph of any pre-existing damage before leaving the rental location.

If you detect any damage to the vehicle that is not visible in the photos provided, you should take additional time stamped photos of the damage prior to leaving the Hire Collection location.

Please make sure you have read and fully understand this Fair Wear and Tear Guide before you drive away. The distinction between reasonable fair wear and tear and unacceptable damage is clearly outlined in this guide. Damage caused intentionally or by gross negligence is never fair wear and tear and is excluded from your damage cover. You should always refer to the Tacex Hire Terms and Conditions along with the applicable Special Terms Vehicles for a full understanding of the exclusions that apply.

Dents	
<p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> • Dents of no more than 25 mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking. 	<p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> a. hail damage b. dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges; c. multiple dents within a specific local area regardless of size; or d. any damage affecting or penetrating the paintwork
Stone chips	
<p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> • Isolated stone chips to any panel up to 2 mm in diameter. 	<p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> • More than 5 stone chips to an isolated area.
Scratches	
<p>Fair Wear and Tear includes: Light scratches:</p> <ul style="list-style-type: none"> a. not more than 25 mm in length and not more than 1 mm wide; b. no paint surface penetration; and c. can be polished out. 	<p>Fair Wear and Tear excludes</p> <ul style="list-style-type: none"> • Any scratch where the metal, plastic or undercoat is exposed.

Bumpers

Fair Wear and Tear includes:

- a. Scratches/Scrapes under the front bumper that are not visible when standing 2 metres back from the vehicle; or
- b. light scuffing or scratches:
 - i. where there is no paint penetration;
 - ii. which can be polished out;
- c. isolated stone chips up to 2 mm in diameter.

Fair Wear and Tear excludes:

- a. any broken paint;
- b. multiple scratches of any size;
- c. dents of 25 mm in length or more in diameter;
- d. any damage to a textured bumper; and multiple stone chips of more than 5 to an isolated area.

Wheels, wheel trims, tyres

Fair Wear and Tear includes:

- Light scratches and scuffing up to 20 mm in length.

Fair Wear and Tear excludes:

- a. wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim or hubcap;
- b. alloy rims for standard vehicles that are cracked, buckled, gouged or mismatched or not the original rim;
- c. alloy rims for prestige and collection vehicles if:
 - i. scuff mark is more than 20 mm in length;
 - ii. the alloy rim is cracked, buckled or gouged ; or
 - iii. the alloy rim is mismatched or not the rim as originally supplied;
- d. tyre tread and sidewall damage so that the tyre is unroadworthy e.g. cuts, bulges, gouges and abrasions, tyre misuse e.g. flat spots and burnouts;
- e. replacement tyres that differ from those originally supplied.

Windscreen, windows, lamps and external mirrors

Fair Wear and Tear excludes:

Scratches, chipping, cracks, holes or damage to:

- a. the windscreen;
- b. windows;
- c. lamps; and
- d. external mirror lens, as all such damage may affect the roadworthy status of the

	<p>vehicle and may subsequently worsen over time from the vehicle continuing to be driven.</p>
<p align="center">Upholstery, floors, carpets, dashboard, fascia, trim interior and vehicle cleanliness</p>	
<p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> a. light marks that can be removed by vacuum or general cleaning; b. light scuffing or smears or regular day to day debris that is removable by general cleaning 	<p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> a. any permanent damage caused by harsh or corrosive materials; b. tears, cuts, scratches, holes or burns; c. any damage to the structure, shape or positioning of a seat; d. hair from pets; e. excessive soil, mud or sand (other than from regular day to day use); f. evidence of smoking in the vehicle; g. odours or foreign matter; stains or marks that cannot be removed by general cleaning, steam cleaning or speciality fabric cleaning.
<p align="center">Keys, accessories and equipment</p>	
<p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> • Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories or equipment 	<p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> a. loss or damage to keys or remotes; b. damage caused by incorrect fitting of accessories (snow chains, roof racks); c. damage to aerials; d. removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyres, wheel trims, hazard triangles, first aid kits, GPS unit)