

## FAIR WEAR AND TEAR GUIDE

This document is a guide to the process of returning a vehicle after the completion of a Hire or Lease.

Ensuring that the vehicle is cared for during the lease can help to minimise or eliminate any end of lease charges. WAIMEA (Waimea Truck and Crane) understands that these are working vehicles and as such will take into account the age and mileage of the vehicle.

### 1. The process at the end of the contract.

- a. Please arrange a vehicle inspection of the vehicle with your WAIMEA representative prior to vehicle return.
- b. Arrange repair or replacement of any damages to agreed standards before the vehicle is returned or alternatively WAIMEA can arrange for this to be done for you.
- c. Vehicle is to be returned to WAIMEA after the completion of the vehicle's contract or as agreed with WAIMEA.
- d. Ensure all ancillary and associated equipment is returned with the vehicle. Upon return WAIMEA will inspect the vehicle and complete a vehicle return summary. Any remaining damage that is not considered fair wear and tear will be noted and the customer contacted.

### 2. How to eliminate or minimise vehicle return charges costs can be reduced or eliminated by following these steps:

- a. Carry out daily checks of truck and boom, especially fluids and pressures.
- b. Clean both the interior and exterior of the vehicle regularly with approved cleaning products and by the appropriate methods
- c. Ensure vehicles are presented for routine servicing at the recommended intervals
- d. Ensure seat covers and floor mats are replaced when worn. In most cases this will be covered by WAIMEA as wear and tear.
- e. Promptly attend to any accident damaged panel, paintwork, glass, upholstery or accessories
- f. Utilise WAIMEA approved suppliers to ensure the quality of any repairs meet the required standards of WAIMEA and those of the NZTA
- g. Always adhere to recommended maximum towing and loading capacities in conjunction with current law requirements and legislation Common examples of excessive wear and tear
- h.

### 3. The most common causes of excessive wear and tear in a returned Hire/Lease vehicle are:

- a. Non-repaired damage
- b. Not adhering to the specific service requirements of the vehicle
- c. Not adhering to the vehicle manufacturer's recommended capacities and specification
- d. Poor quality of body repairs
- e. Drivers not taking responsibility for the day to day care and maintenance.

#### 4. What's fair wear and tear?

- a. Stone chips and abrasions considered normal for the vehicle's age and mileage
- b. Minor panel scratches and scuffs
- c. Scratches or scuffing that can be removed by polishing
- d. Wear and tear consistent with age and mileage
- e. Worn seat covers, no damage to seat
- f. All accessories in working order
- g. Repairs done correctly in keeping with the manufacturer's original specification
- h. Repaired tears and rips on curtains
- i. Minor scuffing and/or dents that do not affect the integrity or operation of the unit
- j. Worn flooring, end walls and sidewalls.

#### 5. What's excessive wear and tear?

- a. Stone chipping resulting in visible dents
- b. Exterior panel damage caused by impact with objects resulting in visible dents
- c. Scratches etc which have dented panel surface and cannot be removed by polishing
- d. Bent or broken bumpers, steps and tanks
- e. Missing or damaged equipment
- f. Any soiling to the vehicle's interior surfaces that cannot be removed by cleaning
- g. Cigarette burns, any broken or damaged panels and switches etc
- h. Damage to the interior caused by lack of care and maintenance
- i. Ripped or damaged upholstery
- j. Rips and tears and/or substandard repairs in curtains and pelmets
- k. Damaged, broken or holes in roof, deck, headboards etc
- l. Cuts in tyres that penetrate steel belts, side wall or treads
- m. Any broken or damaged fittings, handles, LED side lights
- n. All rams and spears to be checked for gouges and dents that will damage seals and/or the operations of the vehicle
- o. Chassis/Top plates to be checked for any bends, dents or twists
- p. Twist locks to be in working order
- q. All accessories for specialised categories which may include, but not limited to, chains, spreader bars, remotes, batteries, chargers, out rigger pads are returned
- r. Damage to tipping bins due to incorrect application e.g. dents, bulging and bent tailgates
- s. All double stacking equipment if fitted is returned with the vehicle
- t. All floors to be checked for excessive wear and under floor damage, including crushed alloy floors, holes from point loading etc
- u. Holes and damage in walls, scuff bands etc
- v. Any other specialised equipment if fitted is returned with the vehicle

## 6. Notes for all vehicles

- a. Chipping, cracks or breakage to lamps, windscreen, side windows and mirrors are deemed unacceptable (in some instances repairs that meet New Zealand COF standards may be undertaken)
- b. Vehicles must be returned complete with all accessories supplied with the vehicle including wheel trims, handbooks, log books, operators' manuals, keys (including spares), remotes, spare tyres, and tools
- c. All signage and branding to be removed (including mud flaps) and any resultant damage to paint work to be rectified
- d. Excess kilometres will be charged at the rate per kilometre as shown in the Specific Lease Agreement
- e. Vehicle to be returned with either an EROAD device or mechanical hubometer device fitted, up to date RUC and a minimum of 50% fuel

## 7. Certifications

Time periods allows for certs are as follows

- a. Crane Certificate 12 months
- b. EWP cert 6 months
- c. Electrical 6 months
- d. Liner 12 months
- e. Acoustic boom test 24 months
- f. Customer care to maintain the cleanliness of the boom to ensure that they are to certification and inspection standards.