

FAIR 'WEAR AND TEAR' STANDARDS*

This chart shows examples of common 'wear and tear' problems. The standards applied are those laid down by the BMW Financial Services (Ireland) Ltd which are widely used in the vehicle industry.

Except for very minor faults, it is always best to repair damage when it occurs. Leaving repairs until the last minute can result in a bigger bill.

'Wear and tear' standards take account of a car's age and mileage, so expect a tougher assessment at the end of a two-year contract than a four-year one.

WINDSCREEN AND WINDOWS.

All glass should be kept clean for safety reasons and so that damage is easy to see. Damage in the driver's direct line of sight or affecting heating elements should be repaired immediately.

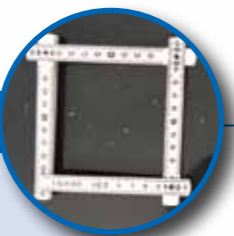
Chips must be repaired.



CHIPS.

Small areas of chipping, including door edge chipping are acceptable, provided that the base coat has not been penetrated and there is no corrosion.

Excessive chips should be repaired before the car is returned.



DENTS.

Minor dents are acceptable provided that the base coat has not been penetrated and there is no corrosion. More than one dent per panel is not acceptable.

Dents over 10mm are not acceptable.



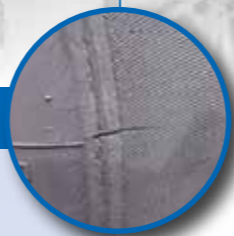
MECHANICAL CONDITION.

Any sign of abuse or neglect, such as brake damage from worn-out pads; engine damage due to ignoring coolant or other warning lights; clutch and gearbox noise and slippage, and excessive damage to the underside, will usually lead to a de-hire charge.

TYRES.

All tyres, including the spare, must meet the minimum legal standard for tread depth and sidewall condition. They must be of the type, size and speed rating recommended by the vehicle manufacturer.

Replace tyres with damaged tread or sidewalls immediately.



WHEELS AND WHEEL TRIMS.

Minor scuffing to the outside edge of alloy wheels and trims is acceptable but scoring and other damage to the wheel surface is not acceptable.

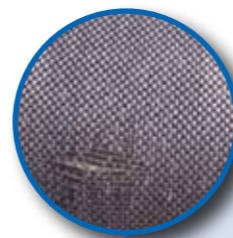
Bad scuffs and dents to alloy wheels or wheel covers are not acceptable.



INSIDE THE CAR.

The interior upholstery and trim, including boot linings, must be clean with no visible burns, tears or staining. All original in-car entertainment equipment must be intact and operate correctly. Optional extras fitted by the manufacturer or dealer should be returned with the car unless otherwise agreed with the leasing company. Any holes or other damage from fitting phones or other equipment must be repaired.

Light staining to seats is acceptable but tears (above) and burn marks are not.



IN THE BOOT.

The spare wheel, jack and other tools, if originally supplied, must be intact, stowed properly and in good working order.



ACCIDENT DAMAGE.

Accident damage should be repaired to a professional standard as soon as possible. There should be no signs of rust or corrosion. Obvious evidence of poor repair is not acceptable.

Damage (shown) should be repaired as soon as possible.

LAMPS/LENSES.

Lamps and lenses should be replaced if cracked or holed.

Only minor damage to lenses are acceptable. Holes (shown) or cracks allowing water to get in are not.



DOOR MIRRORS.

Missing, cracked, badly scuffed or damaged door mirrors are not acceptable. If adjustable and/or heated, they must work correctly.

Small marks (shown) on door mirrors are acceptable.



SCRATCHES.

Light scratches and abrasions up to 25mm long are acceptable as long as they have not penetrated the base coat and there is no corrosion.

Scratches longer than 25mm (shown), or through to the base coat, are not acceptable.

