

Chapter 1 : BVRLA releases “clearer”™ wear and tear guidelines for HGV leasing | Truck News

Fair wear and tear occurs when normal usage causes deterioration to a vehicle. It is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh-treatment, negligent acts or omissions.

The following information relates to drivers of Lex Autolease vehicles on business contracts. Order and Delivery of My Vehicle Q. What can I do if my vehicle order is delayed? If your vehicle lead time is delayed this could be for various reasons, including delays with the manufacturer. If you contact your fleet contact they can look into this further on your behalf. What should be included in my driver pack upon delivery? The Lex Autolease driver pack you receive could vary depending on which company you work for. The following list is indicative – please contact your Customer Service Representative or fleet contact for confirmation: Number plates Floor mats these may vary depending on the vehicle manufacturer Hessian safety bag including warning triangle and Hi Visibility jacket Driver Envelope with Welcome letter, Driver card, delivery release note, and vehicle collection report. What happens if my vehicle is damaged on delivery? Please make sure the vehicle is thoroughly checked during the hand over process. In the unlikely event of there being any damage on the vehicle, please ensure this is recorded on the delivery release note at the time of delivery and reported to your Customer Service Representative or fleet contact as soon as possible. How do I order replacement mats and or number plates? If you have a problem with the mats or number plates supplied with your vehicle, please contact your Customer Service Representative in the first instance. Please note that these items will only be replaced free of charge if they are faulty i. My vehicle has been delivered and it does not match what I have ordered, what do I need to do? Please contact your Fleet Manager or Customer Service Representative who can check your vehicle order for you. When booking in my vehicle through Vehicle Service Management, can I arrange for my vehicle to be collected and delivered back to me once work has been completed? Minor repairs such a replacement of a bulb, wiper blades will not qualify for collection and delivery Q. Upon collection and delivery will I need to sign anything? The collection or delivery driver will enter this information on to Vehicle Condition Collection Report. What are the timescales for collection and delivery A. Unless agreed otherwise, collection of your vehicle will be before If our repairer cannot complete the repairs in one day they will contact you before The supplier will provide detailed confirmation of work carried out. Anything lost, stolen or damaged Q. Will I be billed for my repair? Any repairs required as a result of damage, theft, vandalism, driver neglect or misuse are not covered by any maintenance agreement. How do I find out when my MOT is due? MOT reminders are automatically sent out in line with the following timescales: Please contact your Fleet Manager for further details. What happens if my vehicle fails the MOT? Should your vehicle fail the MOT, Lex Autolease would arrange authorisation of the failing components with the repairing garage. Where the failing components require pre authorisation from your Fleet contact, Lex Autolease would seek authority. This ensures the vehicle is repaired and re tested before being returned. Lex Autolease proactively monitor any vehicles that fail an MOT to ensure the vehicle is road legal. Vehicle Breakdown Process Q. If my vehicle has broken down will I get a free-of-charge replacement vehicle? If your vehicle contract includes breakdown cover, you will be entitled to a free-of-charge relief vehicle upon recovery subject to availability. You will need to request this from our recovery agent in order to book your rental vehicle. There are some occasions where this relief vehicle would be billed back to your company. In what cases would my 48 hour rental be billed to my company? Damage, theft, driver error and vandalism may attract a charge to your company. What type of vehicle will I receive and what is the expected delivery time for a 48 hour rental vehicle? Where the relief vehicle is a car, it will typically be a small hatchback-type vehicle, for example a Ford Fiesta, Volkswagen Polo or Vauxhall Corsa. Where the relief vehicle is a commercial vehicle, it would typically be a small to medium van, for example a Vauxhall Combo or Citroen Berlingo. In business hours the expected waiting time for a relief vehicle is up to 2 hours. Delivery is not available outside of business hours, although it may be possible to make a vehicle available for collection from a rental branch. Lex Autolease opening hours are The two hour service level applies to booking made two

hours before the end of working hours e. Vehicles are provided subject to availability. Do I need to check or provide anything when receiving my relief vehicle from the recovery agent? Upon delivery we would expect you to check the relief vehicle for damages to ensure that there are no unexpected damage claim charges. Equally, when the vehicle is collected by the supplier, it is advisable to check the vehicle again to ensure that any damage sustained in your care is accurately recorded. It is your responsibility to ensure that the relief vehicle is covered under your company insurance. Relief and Rental Vehicles Q. Will I get a relief vehicle whilst my vehicle is being repaired under warranty? This is dependent on both the type of warranty that applies to your vehicle, your contract type and also the provision from the manufacturer. If your vehicle contract includes relief vehicle provision as part of the agreement then a replacement vehicle will be made available for a maximum of 28 days. Please note this may not be a like-for-like vehicle. If your vehicle does not include relief vehicle cover then it depends on the provision offered by the motor manufacturer. Manufacturer replacement vehicle cover is outside of our control and usually falls into three main categories: Manufacturer or dealer provides onward mobility – you would need to provide a credit card and both parts of a driving licence prior to driving the vehicle. Manufacturers offer a value of support per day to help customers with their onward mobility costs. The value may not cover the full amount of the daily charge. The request for this type of support must be made before the customer incurs any costs as retrospective claims are not supported. Who do I contact if I need to place an additional rental vehicle? If your employer uses Lex Autolease to supply rental vehicles, our dedicated reservations team can be contacted on option 1, or alternatively contacted via email on supplier rentalmp. How much notice do I need to provide when requesting a rental vehicle? Our minimum lead time requirement is 2 hours for a standard manual vehicle, and 4 hours should you need automatic transmission. Specialist vehicles are subject to longer lead times based on availability. If I have a problem with my rental vehicle, who should I contact? Should you need any advice or assistance with your reservation please contact our reservations team here at Lex Autolease on at your earliest opportunity. If, however, you need urgent roadside assistance, our individual suppliers will provide an emergency contact number on the back of the tax disc holder. What should I do if I have left any items in a rental vehicle that has now been returned? Please contact us as soon as possible in order that we can address this with the supplying branch. We will endeavour to ensure any personal belongings are returned, however due to how quickly rental vehicles are turned around for the use of other customers, we cannot guarantee items will be retrieved by the branch. Please ensure the vehicle is emptied of personal belongings when off hired to avoid any disappointment. Fines and Penalties Q. What happens if I receive a parking fine? Council Parking Fines If a parking fine is received on a vehicle the driver has the timeframe specified on the ticket to respond to the notice and either pay or appeal the fine. Depending on the policy, this could incur an administration fee. If the policy is to nominate company address details, we will provide these details to the Private Company. It then becomes the responsibility of the customer to either pay, appeal or nominate further. If the policy is set to nominate driver address details, due to the Data Protection Act we are unable to provide these details to a Private Parking company. Lex Autolease will then make contact with the customer giving them five working days to respond; if no response is made Lex Autolease will pay the now higher fine amount and fully recharge this to the customer. All appeals can be made directly to the Private Parking Company should you wish to do so. Can I challenge a parking fine? A customer can challenge a parking fine by sending an appeal directly to the issuing authority. This can be done for all offences regardless of whether Lex Autolease have paid or nominated the fine. What is the process for Congestion Charges? Due to a London by-law which prevents Lex Autolease being able to make representation against the offence, Congestion Charges have to be paid by the registered keepers. If the customer wishes to appeal the fine they can do so directly with Transport for London. What happens if I receive a speeding fine? The police will then make them aware of any license endorsements, fines or speed awareness courses as a result of the speeding offence. End of Contract Q. Who decides what damage is fair wear and tear and what is outside of the guidelines? An appraisal is carried out at point of collection where we ask all collection drivers to note any obvious damage. A full inspection of the vehicle will then be carried out once it arrives at our de-fleet centre.

Chapter 2 : Fair Wear And Tear Guide from Select Car Leasing

As a member, Hitac hi Capital adheres to the standards set out in the BVRLA fair wear and tear guide. Who are the BVRLA? Established in , the British Vehicle Rental and Leasing Association (BVRLA) is the trade body for companies engaged in the leasing and rental of cars and commercial vehicles.

Oh I see, so they are not downloadable. Alternatively you can get them from your fleet manager or a lease company Sometimes you can buy them, they may charge, they may not. You can get them from us, we buy them in bulk and give them away to our customers This is us at New Again Chelmsford. So we can advise you as well. Yeah we can advise you as well. You know, what falls outside the Fair Wear and Tear standard. The next thing is to check the car so you know the actual standards you are working to. So you get a clip-board or something so you can check it. Yes this is the one that you can print off from our website. You can print this off and then go around the car with your guidelines, either it be the BVRLA or your own contract. So the sills are important, lets have a look at the sills. These are bits where you get damage, underneath. Make sure the wheels are all clean. Hovered out the inside Yeah, sometimes people run over kerbs so Where else do people forget things? Ladies with heels, put holes in Yep, tears on the leather, scratches all on the door cards Missing parcel shelves is one I know of. Yep, Missing parcel shelves, locking wheel nuts, tools and the jack. What about the spare key? The spare key is a big one. What do we do? So what do I do the, just get it repaired? Just get it done the cheapest way on everything? One of the things the inspectors will look for is previous signs of body damage or previous body repair. What does it say in the guide? It has to be repaired properly. Arron Cheap repairs show signs of repairs. Smart repair is designed for bumpers, body sills, wing mirrors, small areas. What does Smart mean? It is a lease car.

Chapter 3 : Lex Autolease Driver Portal - Fair Wear and Tear Guide

Click on the links below for the BVRLA Industry Standard Fair Wear and Tear Guides.

In this section you can find the answer to questions you may have about returning your BMW. If you decide to return your BMW, there are a number of things that you will need to do before the collection date. Preparing for your inspection. You can also request a collection via our online contact form. They will also record the mileage so we can check this against the contractual mileage limit on your finance agreement. Detach and retain the yellow section 9 of the V5C. You will need to send this to the DVLA, once the vehicle has been collected, so they know you are no longer the registered keeper of the car. When they receive this they will automatically refund any unused road fund tax. If your vehicle is returned without a V5C you will be invoiced for the cost to us obtaining a duplicate on your behalf. In addition to the retention certificate, they will issue you another V5C with the new car registration number on. Please send this V5C to us and ensure the number plates on your BMW are changed to reflect the new registration. This form needs to be completed by you and returned to us with the appropriate DVLA fee. We will also apply an Administration Fee for completing this on your behalf. We will then send this to our local Vehicle Registration Office who will then put your plate onto retention. Please note that this can take up to eight weeks. We will also receive confirmation of the replacement registration number and will forward this to you. Please note that once you receive this you must fit new plates at your own cost. Once this is complete please call us to arrange collection. Please review the damage video and cost matrix to ensure that you are aware of the sort of damage that may incur a charge. If your car has been involved in an accident, you should have it repaired under your motor insurance policy before returning it to us. You will need to ensure your BMW is taxed, insured and has a valid MOT, where appropriate, up until the point we collect it. Damage Charge Matrix On the day of collection. Please ensure your car is clean, road legal, contains a minimum of a quarter of a tank of fuel and is parked with plenty of space around it for the inspector to complete his assessment. The full service history should be placed inside the car along with spare keys, the key to any lock in wheel nuts and any other items that came with your BMW. After the vehicle collection. Once we receive the vehicle inspection report from the logistics company, we will check if the mileage on your car has exceeded the agreed limit. If it has, you will be invoiced at the pence per mile rate stated in your finance agreement. If your car was returned after the contract end date we will also charge you a daily rate your original monthly payment pro-rated.

Chapter 4 : Business Leasing Guides and Fact Sheets | Lex Autolease

The BVRLA reviews the fair wear and tear guide every three years. The main change following the last review was the introduction of a new rule that leasing companies have to inform customers of.

This information is to be used as a guide of how your car or van should be returned at the end of your contract to avoid any charges. The following is a list of things that are acceptable and fall under fair wear and tear: Tyres must meet UK minimum legal requirements. Door Mirrors Minor scuffing, providing paint is not broken. Bumpers Minor scuffing is acceptable up to 25mm in length. Dents up to 10mm providing paint is not broken. Decals All decals need to be removed and all glue residue removed. Upholstery Should be clean and tidy, with only slight wear and soiling through normal use. The following does not fall under normal wear and tear: Any chips, cracks or holes in glass or lenses. Wheels and Tyres Scoring and other damage to wheel surface Damage to side walls or uneven tread wear Door Mirrors Cracked, damaged or missing door mirrors. Bumpers Deep scuffs where paint surface has been broken. Bodywork Stone chips or scratches over 25mm in length that have exposed the bare metal, primer, or have rusted. Multiple dents on a single panel. Decals Any damage caused by the removal of such badges and advertising Upholstery Burns, tears or permanent staining. Any damage caused by the fitting of equipment such as mobile phones. The aim of the guide is to provide an industry-wide accepted standard that defines fair wear and tear on passenger vehicles and light commercial vehicles when they are returned at the end of a contract or finance agreement. On collection, the vehicle must be in a safe and roadworthy condition, with all of the appropriate keys, equipment and documentation available The vehicle must have a current MOT certificate. A charge will be applied for vehicles returned without a current MOT certificate as UK Carline will have to arrange for the vehicle to be collected by trailer and then tested before sale. The stamped book must be available for inspection and returned with the vehicle. If the book has not been stamped or service invoices have not been provided as proof of servicing, UK Carline will apply a charge for incomplete and missing service histories. A charge will be applied for missing spare keys and standard items, e. The vehicle should be sufficiently clean to allow a detailed inspection upon hand-over. This inspection does not form the basis of a re-charge, it merely describes the condition. The collection agent is not a qualified vehicle inspector and will not be able to tell you if damage falls outside the BVRLA Fair Wear and Tear conditions. It is in the interest of the customer to point out any damage to the collection agent and retain a copy of the collection appraisal for their records. Qualified assessors can only undertake a re-charge inspection in good light after the vehicle has been cleaned. UK Carline may charge customers for damage not recorded on collection notes when damage is obviously not new, but has been missed by the collection agent. When UK Carline receives queries, the team reviews the evidence on both the inspection report and the collection note. If the evidence is shown on the inspection report and supported by a digital image whenever practical the charge stands poor previous repairs are often not clearly visible on digital images. For any further information regarding the Fair Wear and Tear policy, please Email or telephone one of our team on Stay up to date with future offers Sign Up By submitting your email address you agree to receive marketing from UKCarline, you may unsubscribe at any time Opening Hours Monday - Thursday:

Chapter 5 : BVRLA Fair Wear & Tear Guide | Hitachi Capital

The fair wear and tear guide is provided by the BVRLA and is the accepted standard that defines fair wear and tear when vehicles are returned to a BVRLA member at the end of a lease or finance agreement.

Chapter 6 : Returning your vehicle - Alphabet

Fair Wear and Tear GMP Drivercare applies BVRLA's Guide. The aim of the BVRLA's guide is to provide an industry-wide, accepted standard that defines fair wear and tear on passenger vehicles and light commercial vehicles when they are returned at the end of a contract or finance agreement.

Chapter 7 : Fair Wear and Tear - GMP Drivercare

The BVRLA fair wear and tear guide is the standard that the industry and lease return inspectors work to. Car Valeting & Repair; Lease Returns ~ Lease Car Guide >.

Chapter 8 : Fair Wear & Tear Guide

Fair wear and tear occurs when normal day-to-day usage causes deterioration to a vehicle. It is not to be confused with damage such as impacts, harsh treatment, or negligence. The British Vehicle Rental and Leasing Association (BVRLA) is the trade body for leasing companies.

Chapter 9 : Car Leasing Fair Wear And Tear Guide

This Fair Wear and Tear Guide for the contract hire and leasing industry has been produced by the British Vehicle Rental and Leasing Association with the assistance of a specialist working group drawn from BVRLA Members and market experts.