

## Return standards

When you return your car, we will look at it together with you. All information about handling, assessment processes and potential costs can be found here.









### How is an objective assessment of the vehicle's condition guaranteed?

The condition of the vehicle is assessed based on the return standards defined here and the tariff provisions. A distinction is made between accepted damage and unaccepted damage.

**"Accepted damages"** are mileage-related and intended (depending on age and mileage) signs of use and wear, which are covered by the car subscription costs.

**"Unaccepted damage"** are defects or vehicle damage resulting from improper use, use other than for the intended purpose, above-average wear and tear, accident damage or missing equipment; these have the effect of reducing the residual value of the vehicle.

-  **Accepted**  
The vehicle is complete, including all equipment present at the time of delivery and meets the manufacturer's specifications.
-  **Accepted**  
Traces of usage that do not impair the overall visual impression of the vehicle.
-  **Accepted**  
Traces of usage due to mileage and intended use (depending on age and kilometres travelled), which are covered by the car subscription costs.

-  **Not accepted**  
Accidental damage or damage that impairs road safety.
-  **Not accepted**  
Defects or vehicle damage resulting from improper use, use other than for the intended purpose or above-average wear and tear.
-  **Not accepted**  
Missing equipment.

## Tires & Rims

### Accepted

The tyres in particular, but also the rims, are subjected to increased stress when driving. Signs of wear are normal. Acceptable condition therefore includes, among other things, minor contact marks or light scratches on the wheel covers. You can find a detailed list of accepted conditions under "View examples".

- Minor contact marks/scrapes without damage to the tyre sidewalls.
- Wheel covers with light scratches/abrasions and scuffs in the area of the rim flange.
- Intact steel rims with slight signs of rusting.
- Light alloy rims with minor contact marks/scrapes in the area of the rim flange, which can be repaired by painting.



### Not accepted

Beyond the normal stress on tyres and rims, there are some conditions that are not acceptable. These include, for example, damage to the tyre by a foreign object or wheel covers with severe scratches and deformations. A detailed list of unacceptable conditions can be found under "View examples".

- Tyres damaged by a foreign object (100%).
- Damage to individual tyres affecting road safety (100%):
- Tyres worn on one side; wheel alignment costs will be charged in addition to this.
- Cracks, injuries, bulges on the carcass or on the tyre sidewall.
- Wheel covers with missing material or fractures as well as severe scratches and deformations (100%).
- Deformed steel rims or steel rims with extensive traces of rust (100%).
- Light alloy rims (100% or proportion):
  - With deformations or fractures (100%).
  - With severe abrasions (100% share).
  - With material abrasions that cannot be repaired by painting (100%).
- Light alloy rims that have not been professionally repaired (100%).



## Bodywork

### ✓ Accepted

Normal signs of use on the body - i.e. on the paintwork, bumper, spoiler, radiator grille, bull bars and trim - are accepted. This includes, for example, paint damage that does not break through the top layer of paint and minor stone chip damage in the front area. A detailed list of accepted conditions can be found under "View examples".

- All paint damage that can be removed by grinding and polishing without breaking through the top layer of paint.
- Small stone chip damage in the front area (bumper, front grille, left and right mudguards and bonnet) caused during normal operation and where there are a maximum of 3 impacts per square decimetre or a maximum of 10 impacts per part.
- Professional repair of minor paint damage.
- Car wash marks or dull spots.
- A maximum of 2 dents, which must not be larger than 25 mm (= size of a two-franc piece) and which do not penetrate the paint layer.
- Superficial abrasion on unpainted bumpers/ bull bars/trim strips and radiator grille without breakage or deformation.



### ✗ Not accepted

More severe damage to the bodywork is not accepted. This includes unprofessional paint repairs, paint peeling as a result of stickers, broken rear view mirror housings and scratches longer than 100 mm. A detailed list of unacceptable conditions can be found under "View examples".

- Paint repairs that have not been carried out professionally.
- Scratches that are longer than 100 mm and/or require a repair paint job.
- Paint repairs that are visible from a distance of more than 1 m.
- Paint damage caused by dents, scrapes and scratches that penetrate through the top layer of paint and require painting.
- Corrosion damage requiring refinishing.
- Flash rust.
- Marks, contours or paint peeling as a result of labelling foils and stickers.
- Colour differences as a result of partial paint jobs.
- Paint damage caused by corrosive substances (battery acid, bird droppings, tree sap, industrial and construction materials, etc.), which requires refinishing.
- Dents.
- Incorrectly carried out bodywork and accident repairs.
- Broken rear view mirror housings.
- Scratches longer than 100 mm and/or requiring refinishing.
- Cracked, compressed or broken bumpers, radiator grille, bull bars and trim, spoilers, etc.
- Damage to unpainted plastic parts due to dents, scrapes and scratches that go through the surface to the base material.
- Incorrectly carried out accident repairs.
- Damage that impairs road safety.



## Interior

### ✓ Accepted

The longer a car is driven, the higher the stress on the interior. Normal signs of wear and tear include bumps on the seats and seat edges, as well as minor dirt and stains on the seats that can be easily removed. A detailed list of accepted conditions can be found under "View examples".

- Traces of use and bulges on the seats, seat edges, seat side panels and trim, upholstery and load sill protectors.
- Dirt and stains on the seats, interior trim, carpets and floor mats that can be removed with conventional cleaning agents during normal vehicle preparation.



### ✗ Not accepted

However, there is also excessive wear and tear in the interior that leads to an unacceptable condition upon return. These include dirt and stains that cannot be removed during reconditioning, burn holes in the seats or malfunctions in seat belts. A detailed list of unacceptable conditions can be found under "View examples".

- Contamination, stains, residues on seat upholstery, headliner, floor carpet and interior trim and abnormal odours (animals, tobacco, etc.) that cannot be removed with conventional cleaning agents and normal vehicle preparation.
- Damage caused by cracks, cuts, breaks, scratches, holes and deformation, torn seams.
- Burn holes in seats or interior linings.
- Defective or missing interior and boot linings/coverings.
- Functional defects and/or damage to seat belts/locks and add-on parts thereof repairs not carried out professionally and/or endangering road safety.



## Questions & answers about returning the vehicle

### What do I need to bear in mind when returning the product?

The subscriber undertakes to use and drive the vehicle carefully and in accordance with its intended use. Before returning the vehicle, all personal items must be removed from the storage compartments.

The storage compartments include:

- Doors
- Bags
- Backrests
- Glove compartment
- Boot
- Centre consoles
- Sun visors
- Roof flap
- Storage compartments under the seats
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All accessories that were initially delivered with the vehicle - or possibly also during the period of use - are also part of the vehicle when it is returned:

- Original vehicle registration document
- All keys including master, spare and, where available, workshop keys
- All original documents such as operating instructions, logbooks, exhaust maintenance document and the completed service booklet
- Data carriers such as SD cards, CDs or DVDs for the navigation system
- Audio accessories (such as hands-free kits)
- Vehicle accessories such as battery charging cable with adapters and bag, load compartment cover, partition/partition grille, additional seats, headrests, cigarette lighter, complete trailer coupling with key, wind deflector, etc.
- Additional wheels
- Rim locks including key, the complete emergency equipment supplied with the vehicle (jack, wheel nut spanner, on-board tools, spare/emergency wheel or the complete, fully functional tyre repair kit, warning triangle, first-aid kit, etc.)

### How is the assessment and calculation process carried out?

1. Expert appraisal with recognition of signs of use, defects and damage
2. Classification of the recognised signs of use, defects and damage (accepted vehicle condition / unaccepted vehicle condition)
3. If the vehicle condition is categorised as "Not accepted", the repair costs are calculated (replacement, repair, paintwork)