



## Return standards

**Carvolution**

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# Introduction

## How is an objective assessment of the condition of the vehicle guaranteed upon vehicle return?

A distinction is drawn on vehicle return between:

**Accepted**, mileage and age-related signs of wear and **Non-accepted** vehicle damage due to improper use, exceptionally rough handling and missing equipment.

Damage from a non-accepted vehicle condition is calculated only at the significantly lower reduced value. This is the value by which the marketable value of the vehicle declines due to the damage and for the calculation of which the age and mileage of the vehicle are taken into account.

### Accepted vehicle condition

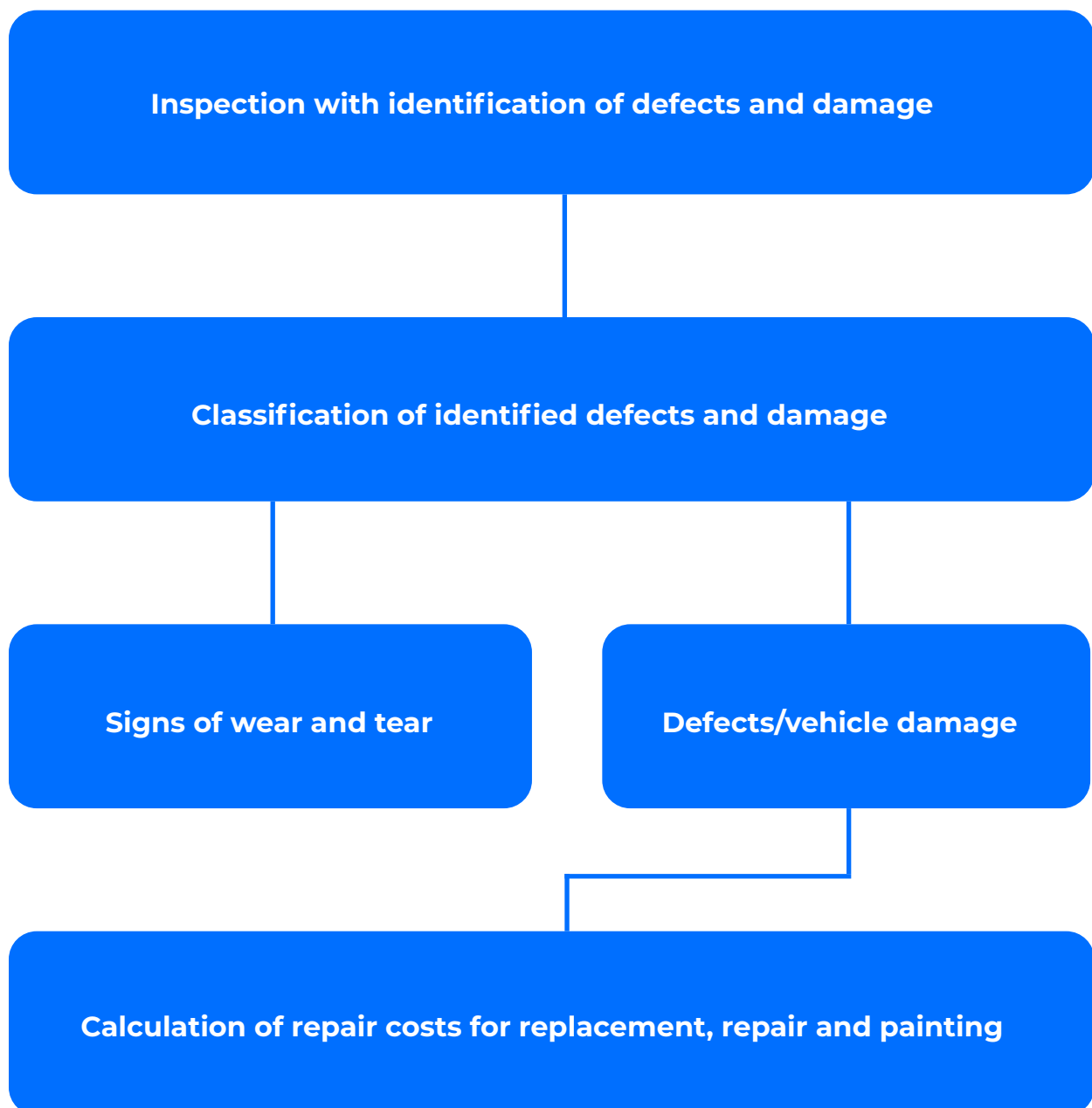
- The vehicle is complete, including all equipment supplied on delivery and meets the manufacturer specifications
- Signs of wear and tear that do not impair the overall optical impression of the vehicle

### Non-accepted vehicle condition

- Equipment missing
- Above-average wear and tear and accident damage
- Damage that impairs road safety

# Assessment and calculation process

How is the assessment and calculation process carried out?



# Vehicle return

## Allgemein

Before returning the vehicle, remove all personal items from the vehicle such as

- Umbrellas
- Sunglasses
- Maps
- Audio storage media
- Fuel cards
- All items in the storage compartments in the doors, pockets in the backrests, glove compartment, boot, centre consoles, sun visors, roof flap, storage areas under the seats etc.

All accessories that were originally delivered with the vehicle – or if applicable also during its service life – must be returned with the vehicle:

- Invalidated original vehicle registration document
- All keys including main, spare and where applicable garage keys
- All original documents such as operating instructions, emissions 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 devices)
- Vehicle accessories such as battery charging lead with adaptors and bag, luggage compartment cover, extra seats, headrests etc.
- Additional wheels
- Wheel locks including wrenches, the entire emergency equipment supplied with the vehicle (car jack, wheel brace, tool kit, spare/emergency tire or the complete repair kit in working order, warning triangle, first aid kit etc.)

# Tires

## ACCEPTED

- Minor contact marks / abrasions without damage to the tire walls



## NOT ACCEPTED

- Tires damaged by a foreign body (100%)
- Damage to individual tires which impairs road safety (100%):
  - Tires worn on one side; in addition wheel alignment costs calculated
  - cracks, injuries, dents on the carcass or on the tire wall





# Rims

## ACCEPTED

- Wheel covers with minor scratches / abrasions and scrapes in the area of the rim flange
- Intact steel rims with light rust
- Alloy rims with minor contact marks / abrasions in the area of the rim flange that can be removed by touching up



## NOT ACCEPTED

- Wheel covers with material missing or fractures or severe scratches and deformations
- Misshaped steel rims or steel rims with extensive rust damage
- Alloy rims:
  - With deformations or fractures
  - With severe abrasions
  - With material degradations that cannot be removed by touching up
  - Alloy wheels that have not been professionally repaired



**Independent, fair and  
transparent  
assessment of condition**

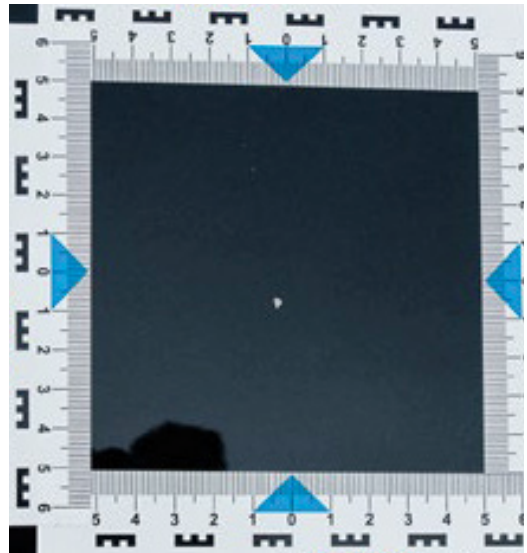




# Paintwork

## ACCEPTED

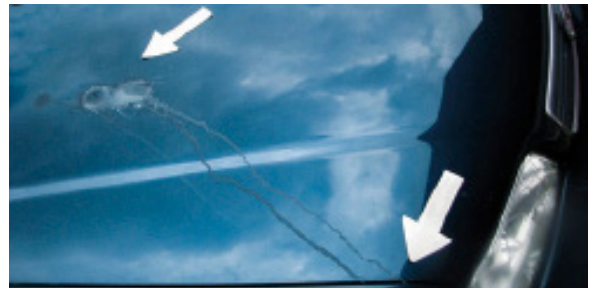
- All paintwork damage that can be removed by smoothing and polishing without breaking through the top layer of the coating
- Minor damage from stone chips arising through normal use in the front area (bumpers, metal grid, left and right wings and bonnet) with a maximum of three impacts
- Professional touching-up of minor paintwork damage
- Car wash traces or dull areas



# Paintwork

## NOT ACCEPTED

- Non-professionally executed paintwork repairs
- Scratches that are longer than 100 mm and/or require repair coating
- Paintwork repairs that are visible from a viewing distance of more than one metre
- Damage to paintwork due to dents, scrapes and scratches that break through the top layer of coating and require painting
- Corrosion damage requiring repair coating
- Rust film
- Marks, outlines and paint removal caused by labelling foil and stickers
- Colour differences due to partial coatings
- Paintwork damage caused by caustic substances (battery acid, bird droppings, tree resin, industrial and construction materials etc.) that requires repair coating



# Bodywork

## ACCEPTED

- A maximum of two dents per bodywork part that may not be larger than 25 mm (=size of a two-franc coin) and do not break through the coating



## NOT ACCEPTED

- Dents
- Bodywork and accident repair not carried out professionally
- Broken rear mirror housings



# Bumpers, spoilers, radiator grill and protection panels

## ACCEPTED

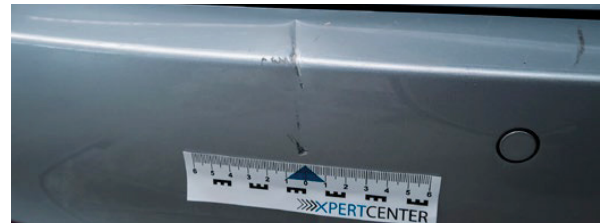
- Surface abrasion to uncoated bumpers / protection panels and radiator grill without breakage and deformations



# Bumpers, spoilers, radiator grill and protection panels

## NOT ACCEPTED

- Scratches that are longer than 100 mm and/or require repair coating
- Cracked, dislodged or broken bumpers, radiator grill, protection panels, spoilers etc.
- Damage to uncoated plastic parts due to dents, scrapes and scratches that go through the surface down to the base material
- Damage that impairs road safety

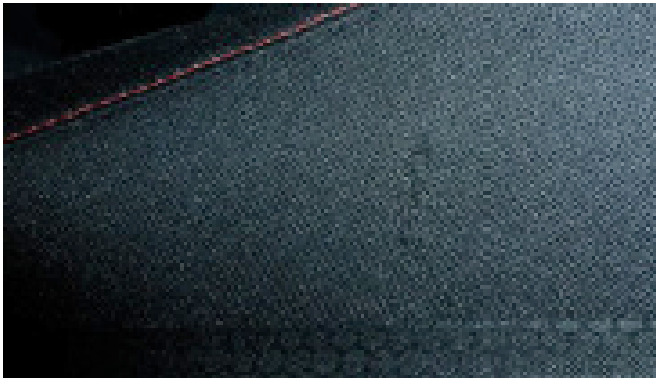
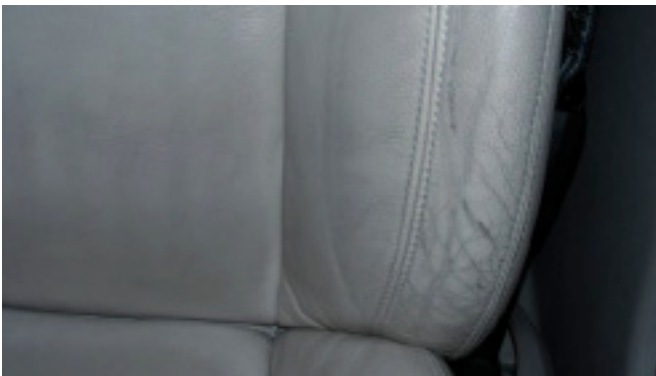




# Vehicle interior

## ACCEPTED

- Signs of wear and tear and bulges on the seats, seat edges, seat side parts, panelling and upholstery
- Soiling and marks on the seats, the interior panelling, the carpets and floor mats that can be removed with ordinary cleaning products during normal car valeting



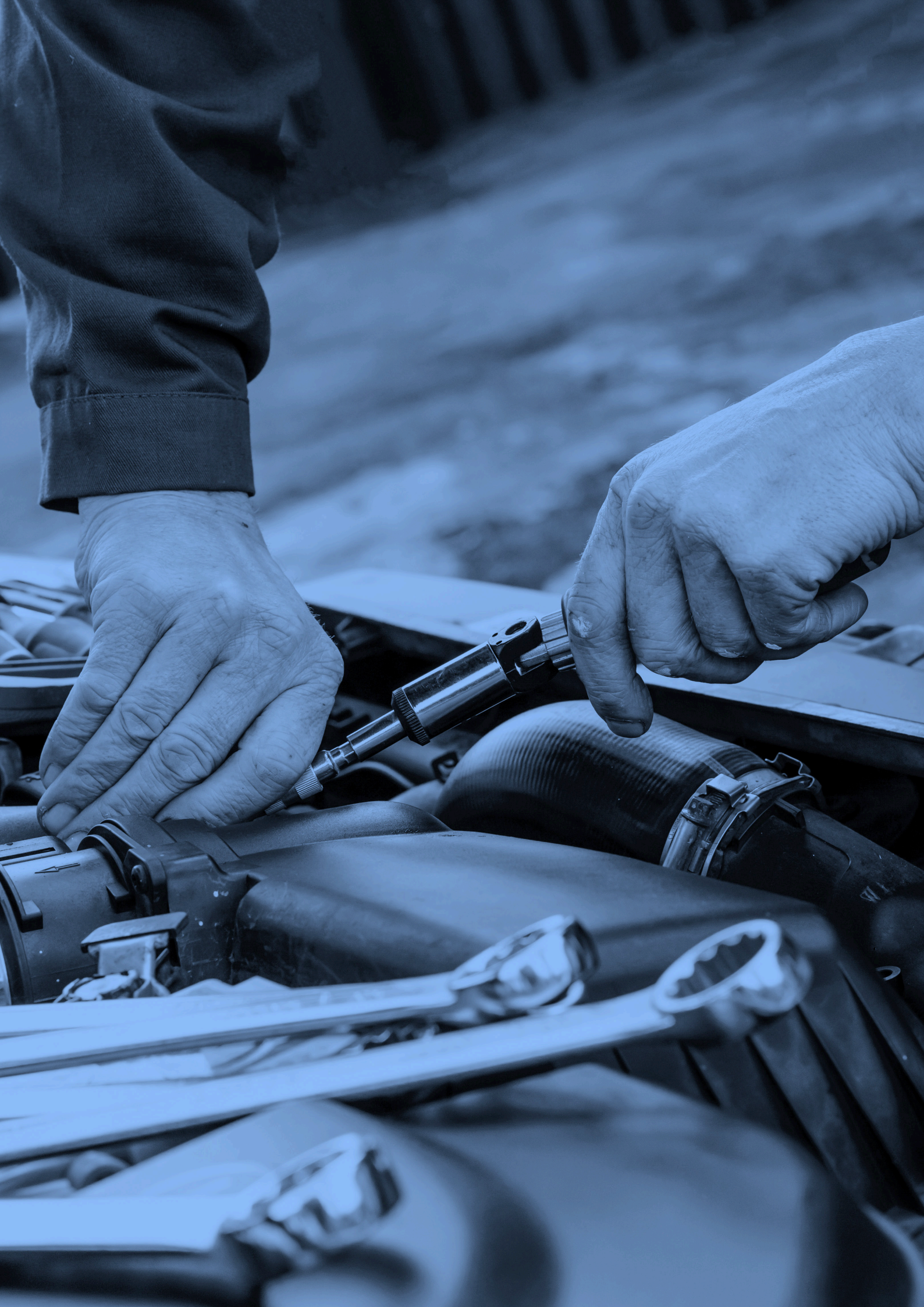


## NOT ACCEPTED

- Soiling, marks, residues on seating upholstery, roof liners, floor carpeting and interior panelling and abnormal smells (animals, tobacco etc.) that can no longer be removed with ordinary cleaning products and normal car valeting
- Burn holes in seats or interior panelling
- Faulty or missing interior and boot panelling/covers
- Functional defects and/or damage to seatbelts/locks and fixtures
- Repairs not carried out professionally and/or risk to road safety









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