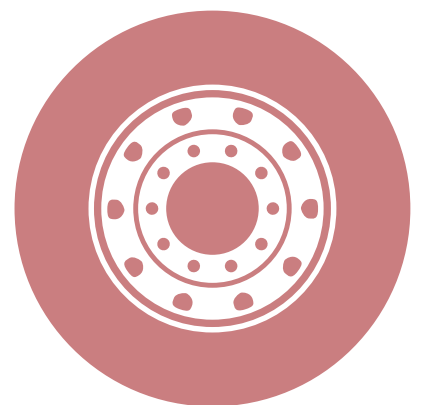
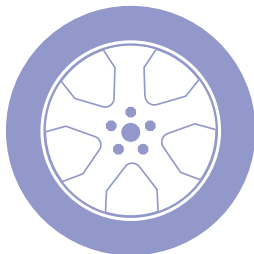


Fair Wear & Tear Guide



Fair Wear and Tear summarises the degree of deterioration judged to be reasonable when a vehicle is returned to Venson at the end of the agreed contract period. This guide is an overview based upon the BVRLA guide to Fair Wear and Tear which has been developed with the assistance of a specialist BVRLA working group.



DOCUMENTATION

All vehicle documentation including the operation manual, a full service record and any other documents relating to vehicle equipment must be intact and with the vehicle on its return.

This includes details of radio equipment security codes. Any odometer alterations must be reported. Unauthorised odometer changes are not acceptable.

VEHICLE KEYS

A full set of keys including master key and locking wheel-nut keys should be returned with the vehicle.

If a remote locking system is supplied, the appropriate remote controls must be available and functioning.

If the vehicle was supplied with a security system, it should be intact and fully operational, including any key or remote control device necessary for its operation.

If an App has been downloaded on to a driver's mobile phone or similar which enables locking and unlocking of a vehicle, this must be deleted when the vehicle has been handed over to Venson.



TOOL KIT & CHARGING LEADS

The full tool and accessory kit must be returned with the vehicle.

For plug-in vehicles all charging apparatus must be returned with the vehicle.

EXTERIOR

The vehicle should be sufficiently clean to allow a detailed inspection.

All painted areas including painted bumpers, body mouldings and mirrors should show no signs of rust or corrosion. Evidence of poor repair is not acceptable, for example preparation marks, paint contamination, mis-match of paint colour and rippled finish on paint work.

Light scratches and abrasions (up to 25mm or a 2p piece) are acceptable, as long as the primer or bare metal is not showing.

Small chips, including door edge chipping, are acceptable, provided that they have not penetrated the vehicle's base coat and there is no rust.

Minor dents (up to 10mm or a 5p piece) are acceptable provided that there are no more than 2 dents on the same panel and the paint surface has not been broken.

Dents on the roof or swage line are not acceptable.



EXTERIOR continued.



Light scuffing to wheel trims / alloy wheels is acceptable up to 50mm on the total circumference of the wheel. Cracked, broken or deformed wheel trims are not acceptable. Heavy scoring / scuffs / rim damage to alloy wheels is not acceptable. Any damage to wheel spokes or hubs is not acceptable.

All tyres, including the spare, must meet minimum legal requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating for the vehicle. There must be no damage to sidewalls or tread.

Light scratching on the windows or windscreens is acceptable provided it does not interfere with the driver's line of sight. Chips, cracks or holes are not acceptable. Repaired chips within the driver's line of sight are not acceptable.

All lamps and lenses must work. Minor scuff marks or scratches up to 25mm are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tow bars must be in good condition and the electrical connections working properly. All covers must be in place.



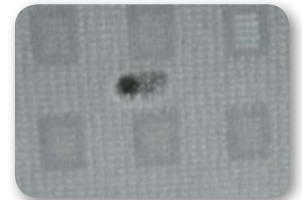
Missing, cracked or damaged door mirrors are not acceptable. If adjustable and / or heated, they must work correctly.

Soft top convertible roofs must be fully operational and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied (e.g. tonneau cover) must be present and in good condition.

INTERIOR

The interior upholstery and trim must be clean with no visible burns, tears or staining. All seats originally supplied must be present. Wear and soiling through normal use is acceptable. Carpets torn, split or excessively worn are not acceptable. Heavy marking on seats is not acceptable.

For door aperture, boot and luggage areas surface scoring and light blemishes to treads, sills and seal that reflect normal use are acceptable. It is not acceptable for floor coverings or surrounding trim panels to be torn or split.



IN-CAR ENTERTAINMENT EQUIPMENT, TELEPHONES AND NAVIGATION SYSTEMS

All original equipment, accessories and controls must be intact and operate correctly. If equipment such as hands-free mobile phone kits have been installed and then removed, any holes or other damage must be properly repaired.



Satellite navigation system software and remote controls must be returned with the vehicle. Aerials must be left in place or the hole must be properly repaired. A rubber insert is not acceptable.

All telephone numbers and sat nav data should be deleted and all factory settings restored.

MECHANICAL CONDITION

The vehicle must be in good mechanical condition.

The following examples are conditions usually caused by vehicle neglect and are therefore not regarded as fair wear and tear:

Brakes: Grooved brake discs or drums caused by excessive wear or metal contact from worn out disc pads.

Engine: Seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components.

Manual Transmission: Clutch slipping, noisy clutch or gearbox, excessively worn or ineffective synchromesh.

Automatic Transmission: Noisy gearbox or torque converter, abrupt gear changes, loose gear linkage.

VEHICLE UNDERSIDE

Any significant impact damage to the vehicle's underside is not acceptable. A catalytic converter not working because of obvious abuse or damage is not acceptable.

Industry recognised assessors inspect all Venson fleet vehicles prior to return against the BVRLA FW&T guide. Should the vehicle's condition fall outside of the standards described in this guide, charges will be incurred. This guide is an edited version.

If you have any questions relating to this guide, call your dedicated Venson Account Team, the number can be found on your Venson Driver Assistance Card.

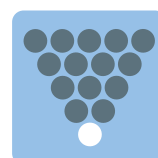
BVRLA website - www.bvrla.co.uk



Venson Automotive Solutions Limited
Venson House
1 AC Court
High Street
Thames Ditton
Surrey KT7 0SR

Tel: 08444 99 1400
Fax: 08444 99 1403
E-mail: info@venson.com

www.venson.com



Customer First.
Feel like our
only customer.