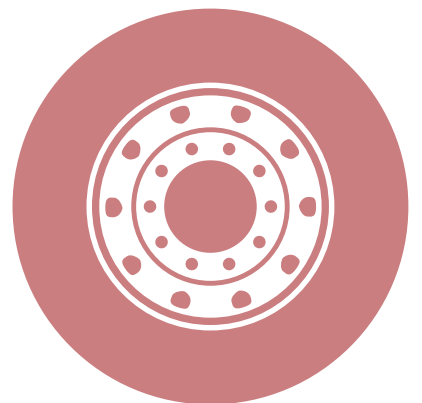
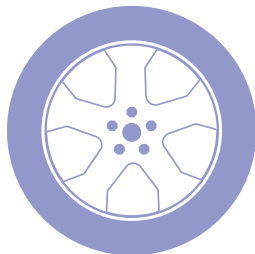


# Fair Wear & Tear Guide for Commercials

(Light Commercials and minibuses up to 17 seats)



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.

## MAINTENANCE, SERVICING AND REPAIRS

- The vehicle must be inspected and serviced according to the manufacturer's servicing/maintenance schedule
- The service book must be present if originally supplied and date-stamped by the authorised repairer
- All necessary maintenance and repair must be carried out by an authorised agent
- If the service record is kept electronically, drivers should ensure the authorised repairer has re-set the service interval display
- Any repairs made to the vehicle before its return must be to a professional standard by repairers who can provide full transferable warranty on their work



## 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 key 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.

## WINDSCREENS, GLASS, DOOR MIRRORS AND LAMPS

Windscreens

- Windscreens must be secure and watertight
- Light scratching is acceptable provided it does not interfere with the driver's line of sight
- Any heating elements must work properly
- Chips, cracks or holes are not acceptable
- Repaired chips within the driver's line of sight are not acceptable. Repaired chips outside the driver's line of sight are acceptable provided they are repaired to a professional standard and is covered by a warranty

Windows

- Windows should be free of cracks. They must operate freely through their full travel
- Any tinted glass, transfers or etching on windows not present when the vehicle was originally supplied should be removed and made good

#### Door mirrors

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

#### Lamps and lenses

- All lamps, reflectors and beacon lights must be as originally fitted, secure and operating correctly. Holes or cracks in the glass or plastic covers of lamp units are not acceptable
- Any lamp, reflector, light or beacon fitted without the permission of Venson, should be removed professionally before returning the vehicle. Any holes and other damage must be neatly repaired unless otherwise agreed with Venson

## TYRES AND WHEELS

#### Tyre wear and damage

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

#### Wheels and wheel trims

- Dents and holes on wheel rims and wheel trims are not acceptable
- Scuffs up to 50mm on the total circumference of the wheel trim and on alloy wheels are acceptable
- The spare wheel (including spacesaver), jack and other tools must be intact, stowed properly and in good working order
- The emergency tyre inflation canister, if one was supplied, should be in full working order, serviceable and ready for use. A canister that has been partially or fully discharged should be replaced.

## 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.

## EXTERNAL SPECIALIST EQUIPMENT

#### Roof racks

- Roof racks and ladders must be fitted with the approval of Venson
- They must be fit for purpose and meet the manufacturer's recommended design and load specification
- If non-standard, they must be correctly fitted with anti-rust mounting clamps and pads
- Any holes drilled for fitting purposes must be treated against water penetration and rust
- There must be no distortion to the roof, any panel or gutter rail

#### Roller shutters

- Scratches to the paintwork are acceptable when caused as a result of normal usage
- Damage caused by impact or movement of the load is not acceptable
- Cracks, holes and other damage is not acceptable
- Tail-lifts and other vehicle-mounted equipment must show no signs of distortion

## BLUE ZONE - non-working surfaces

- The vehicle should be sufficiently clean to allow a detailed inspection
- There should be no rust, corrosion or discolouration on any painted areas, including painted bumpers, body moulding and mirrors
- Repaired chips, scratches and dents are acceptable provided the work is completed to a professional standard by repairers who can provide full warranty of their work. Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint is not acceptable
- Chips of 8mm and less in diameter are acceptable, with a maximum of 4 on any panel and 8 on any forward-facing panel
- Dents on the roof and swage line are not acceptable. Dents of 15mm and less in diameter are acceptable, with a maximum of 2 on any panel
- Scratches and abrasions of 25mm or less are acceptable, with a maximum of 4 on any panel.
- Badges, emblems, logos, wraps and any advertising livery applied to the bodywork or glass without the permission of Venson should be removed before returning the vehicle
- Removing badges, emblems, logos, wraps and livery must be done professionally and with the written agreement of Venson, this ensures that the vehicle is returned to its original colour and condition. Any damage caused by fitting or removing badges, emblems, labels, logos, wraps and livery, including faded paintwork, is not acceptable



## YELLOW ZONE - Working surfaces/loading areas

- Evidence of wear is acceptable
- There must be no distortion to any metal panel or deformation from the original shape of the component
- Chips, dents and scratches are acceptable. However, damage caused to door linings, bulkheads and interior wheel arches, etc, through neglecting to secure a load is not acceptable
- Drop-sided vehicles and tippers must be free of gaps which would allow the load to escape
- Paint absent (removed through wear) from working surfaces is acceptable. Paint absent from access areas like steps, the bottom of door sills etc, is acceptable
- There should be no deviation to the original shape of the bulkhead, any component or panel
- Wear and tear to ply-lining, where fitted, is acceptable but there must be no distortion to any metal panel or deformation from the original shape of any component

## MAGENTA ZONE - Interior cab and passenger areas

- Burns, scratches, tears or staining to the upholstery, fascia, headlining and trim are not acceptable
- Floor coverings and surrounding trims should not be torn or split. Carpets and foot wells should not have holes
- All seats originally supplied must be present
- Interior fittings such as seat belts, rear view mirrors, sun visors, etc, must be present, intact and free of damage
- Scratches on treads, sills and seals that reflect normal use are acceptable. Torn, split or holes in floor coverings and damaged surrounding trim panels are not acceptable
- All accessories, including items such as first aid kits, fire extinguishers, etc, must be returned intact or replaced with items of similar standard and specification

## EQUIPMENT - In cab equipment and controls

- All original equipment, accessories and controls (including but not limited to items such as satellite navigation CDs, tracking equipment, tachographs, electric vehicle charging leads, Bluetooth and other integrated systems) must be present and operate correctly
- Any item or equipment fitted or wired-in or mounted on the dashboard without the permission of Venson should be removed professionally before returning the vehicle unless otherwise agreed in writing. Holes and any damage caused by the removal of such items 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.

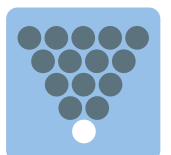
BVRLA website - [www.bvrla.co.uk](http://www.bvrla.co.uk)



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