

VOLKSWAGEN
FINANCIAL SERVICES
THE KEY TO MOBILITY



Your guide to fair wear and tear.

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This is a guide to explain the vehicle inspection that takes place at the completion or termination of your leasing agreement. We outline the inspection process, describing the criteria the inspector uses to assess your vehicle for general wear and tear.

The inspector will carefully examine the vehicle to ensure everything is in order for its return. If there are any defects, damage or missing items the inspector will make a record and may take photographs of the vehicle.

After the inspection, a formal report will be prepared and this will form the basis of any charges.

What you need to provide and do.

1. Documents and equipment.

Spare keys, car mats, alarm transmitters, locking wheel nuts, any optional extras provided, vehicle guide and up to date service book for example should be intact and accessible. After the inspection, these items remain with the vehicle. All personal items should be removed and all personal data should be deleted from the vehicle prior to return.

2. Telephone kits.

Please remove all non-standard telephone kits before the inspection. Any damage caused by their removal will be subject to costs.

3. Signs and transfers.

The vehicle must be returned in its original condition. All non-standard transfers and sign writing therefore need to be removed before the inspection. Any damage caused by the removal of signs and transfers will result in additional costs.

4. Service history.

As part of the agreement, the vehicle should have been regularly serviced by Volkswagen Financial Services approved repairers and according to the manufacturer's recommendations as per your contract.

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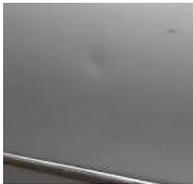
Your guide
to our expectations.

Bodywork, trims, tyres, wheels and glass.

1. Body and paint.

There are certain minor marks, scratches, chips and dents that are acceptable, however, other more serious damage is unacceptable. To help you assess your vehicle ahead of the inspection, we have listed what will and will not pass the inspector's standards.

Any damage must be repaired as and when it occurs. All work should be completed by Authorised Repairers. Obvious evidence of repair such as colour mismatch or mis-alignment between panels is unacceptable.



Acceptable

- Minor body dents with no paintwork damage
- Stone chips will be allowable on forward-facing panels, which are consistent with the age and mileage of the vehicle
- Scratches that can be polished out

Acceptable



Not acceptable

- Excessive chips that affect the vehicle's appearance
- Chips on a panel/chips causing rusting
- Scratches deep enough to reach the bare metal
- Scratches affecting the vehicle's appearance
- Previous body repairs and paint corrections that are easily visible such as poor colour match, ripples, preparation marks, visible over spray, masking lines or excessive dirt in paint
- Dents on high profile panels such as bonnets, wheel arches, etc.
- Underbody damage that affects the vehicle's structure or warranty
- Non-professional repairs

Not acceptable

Please note - When the repair of a panel is estimated, it may be necessary to include the adjacent panels to make sure they blend together.

2. Bumpers and trims.



Acceptable

- Light scuffing to painted and non-painted parts

Acceptable



Not acceptable

- Scratches
- Cuts
- Gouges
- Any distortion that affects the vehicle's appearance

Not acceptable

3. Tyres.

All vehicles must be returned with a spare wheel, space saver spare wheel or a complete tyre inflation kit (as per original fit out).



Not acceptable

- Less than 2.0 mm tread depth across all treads, including the spare
- Uneven wear due to over/under inflation or misalignment
- Incorrect speed rating
- Remoulds or tyres without a European Standard 'E' mark
- Any bulge, gouge, crack, cut, sidewall damage

Not acceptable

4. Wheels and wheel trims.



Acceptable

- Light scratches limited to the wheel rim, which do not exceed 50% of the rim
- Corrosion not caused by wheel rim damage
- Light scuffs on the rim edge of wheel trims

Acceptable



Not acceptable

- Damage to the main surface of the wheel
- Cracked or split wheel trims

Not acceptable

5. Interior.



Acceptable

- Normal wear and tear to carpets, trim, upholstery, etc.
- Seat cover/trim repairs of a high standard
- Vinyl or hard plastic repairs of a high standard

Acceptable



Not acceptable

- Non-standard phone kits
- Damage caused by removing phone kits
- Burns or cuts to trim, seat covers, headlining and floor coverings
- Stains or permanent discoloration
- Removal of original/retro fitted items e.g. DVD screens

Not acceptable

6. Glass.



Acceptable

- Surface chips with no spreading cracks
- Lenses with minor chips not affecting the vehicle's appearance or the lamp's performance

Acceptable



Not acceptable

- Scratches and cracks in glass
- Stone chips with signs of cracking
- Windscreen scratches caused by faulty wiper blades

Not acceptable

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 LEASING

**Your guide
to service and maintenance.**



Service and maintenance.

Acceptable.

- Getting the vehicle serviced and maintained by a Volkswagen Financial Services approved repairer as soon as the service light illuminates
- Following the manufacturer's recommendations in accordance with servicing and maintenance

Not acceptable.

- Not maintaining or servicing the vehicle in accordance with the manufacturer's recommendations
- Getting work done by a non-Volkswagen Financial Services approved repairer
- Presenting an incomplete service history

Please contact your local Volkswagen Financial Services approved repairer or Volkswagen Financial Services to arrange a convenient time for your car to be serviced.

When to get your vehicle serviced.

Your vehicle should be serviced based on the manufacturer's recommended service intervals, as detailed in your guide.

If the vehicle has been set to a 'Flexible' service regime, you will be prompted by the vehicle's on-board computer. Personal driving style and conditions in which the vehicle is used may impact upon when services are due (i.e. intervals may vary).

Service and maintenance included.

For an agreement that includes the optional full service package it will be your responsibility to ensure that the vehicle is serviced and maintained as per the manufacturer's recommendations at a Volkswagen Financial Services approved repairer.

Service and maintenance excluded.

If you have decided not to include the service and maintenance element in your agreement it is your responsibility to ensure that the vehicle is serviced in accordance with the manufacturer's recommendations by a Volkswagen Financial Services approved repairer as per your contract.

The service and maintenance regime for your vehicle could be based on 'Fixed' or 'Flexible'. Regardless of the interval settings it is imperative that services are undertaken when the service light is displayed in the vehicle.

If work is carried out on your vehicle by non-authorized mechanics/ service centres, or there is an incomplete service history, you could be charged at the end of the contract in order to compensate for the reduced value of the vehicle at resale.

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**Your guide
to preparing for the inspection.**

Checking your vehicle before the inspection.

1. It's best to give yourself plenty of time to look over the vehicle and deal with any problems – checking a couple of months before the inspection should give you plenty of time to sort things.
2. Wash and clean the vehicle before you assess it. Ensure there are no smears that could hide faulty paintwork.
3. Make sure you assess the vehicle in good light, preferably natural daylight as this is how the inspector will see it. Poor light means you could miss something.
4. Walk around the vehicle looking closely at it in sections. Try assessing the panels first, then the roof, bonnet or tailgate. Carefully consider the reflection of the light as this can expose dents and/or scratches.
5. Look at the paintwork from a lower level so you can see any details more easily.
6. Pay attention to headlamps, indicators and mirrors.
7. Clean and vacuum the inside. Check upholstery for rips, burns, unsightly marks or excess wear.

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