

## BT-HS Fair Wear and Tear Policy

### (LCV)

This policy will provide you with a good guide to help understand fair wear and tear in relation to vehicles on hire from Bespoke Traffic and Highway Solutions Limited.

While it is difficult to cover every single form of damage that may occur during the vehicle's hire, this policy should provide you with a comprehensive understanding of the minimum standard expected for the return of your vehicle. Fair wear and tear assessments are dependent on the age of the vehicle and its mileage. However, certain breakages and damages are not acceptable, regardless of the age and mileage of a vehicle.

In all cases we endeavour to assess damage recharges fairly, charging on a repair over the potentially more expensive cost of a replacement basis when possible.

### Returning your vehicle

In order to avoid any unforeseen charges, there are a few things that can be done prior to your vehicle's return to us.

Everything that was provided to you with the vehicle when it was either delivered or collected must be returned with the vehicle.

This includes but is not limited to:

- All sets of keys including locker keys and storage keys, if applicable.
- Original documentation, such as vehicle owners manuals and all operating manuals/documentation, including any BT-HS vehicle pack.
- Any evidence of service history.
- Radio code cards.
- SD's, CD's or DVD's for the satellite navigation system.
- All optional equipment that has been fitted to the vehicle such as towbars, racking, load security devices, and such like.
- Spare wheels, for vehicles fitted with spare wheels, the spare wheel must be returned in the same condition upon which the vehicle was provided to you; this includes get home devices, like emergency puncture repair kits and compressors.
- All emergency equipment supplied with the vehicle, such as warning triangles, first aid kits and fire extinguishers.

Please remember to also remove all your personal belongings and effects from the vehicle prior to its return, remembering to check all storage areas in the vehicle like the boot, glove box, door pockets and overhead compartments.

Ensure your vehicle is clean both inside and out, importantly this will help you to inspect your vehicle properly prior to its return and will assist you in spotting any damage. It is better to inspect your vehicle in natural daylight as this will help you to spot any dents or scratches. It is also important to inspect your vehicle when it is dry.

Advertising stickers, sign writing and/or decals **including their glue residue**, must be completely removed from the vehicle. This should also be done prior to your own inspection of the vehicle.

Any costs incurred by BT-HS to remove the above from the vehicle will be recharged.

## Vehicle Loading Area

Acceptable	Unacceptable
Chips and scratches up to 10cm if they can be removed by mechanical polishing	Scratches that will polish out but are larger than 10cm
Scuffs and abrasions up to 2 cm, provided they can be removed by mechanical polishing	Scuffs and abrasions that are not possible to remove with mechanical polishing
Dents up to 2 cm, only one per panel	More than two dents per panel
Stone chipping over less than 25% of the surface area with no corrosion	Stone chipping more than 25% of the panel area
Chips that have been correctly touched up prior to corrosion development	Incorrect paint repair work, paint discoloration due to chemical application or corrosion

## Exterior Sills and Doors

Acceptable	Unacceptable
Scratches, scuffs and or abrasions on sills of the loading compartments, providing that this has not affected the function of the sill	Any damage that has deformed the sill
Abrasions on the sills of back or side doors of the loading compartments providing the function of the doors are not affected.	Any scuffing, scratches or abrasions on the sills of the loading compartment affecting the function of the bumpers and lights.
	Damaged door seals

## Vehicle Body and Paint

Acceptable	Unacceptable
Scratches, scuffs and or abrasions up to 10 cm which may be removed by mechanical polishing	Scratches and abrasions that are more than 10 cm
Dents of up to 2 cm, so long as there is no more than one per panel.	Any stone chips, scratches and abrasions that can not be mechanically polished out.
Small stone chipping areas without corrosion, so long as the area is not more than 25% of the panel.	Dents larger than 2cm or more than one dent per panel.
Chips that have been correctly touched up without any corrosion development	Corrosion development on any damaged panel
	Incorrect repair work, including paint work showing incorrect colour.
	Stone chipping over more than 25% of one panel
	Paint discolouration due to external impacts, including signwriting

## Exterior Grill and Bumpers

Acceptable	Unacceptable
Scratches, scuffs and/or abrasions up to 10cm which may be removed by mechanical polishing	Any chips, scratches or scuffs on painted bumpers that cannot be removed by mechanical polishing
For any textured or non painted bumpers, scuffing or scratches up to 10cm are acceptable.	Chips, scratches or abrasions that are more than 10cm
Dents up to 2cm with no more than one per panel	More than 2 dents per panel
Discolour due to external impacts, i.e weather	Dents larger than 2cm
	Broken, cracked or deformed grills and bumpers
	Damage due to chemical exposure.

## Tyre Wear and Wheel Rims

Acceptable	Unacceptable
Tyres with a minimum of 1.6 mm tread	Deformed Tyres, damage to side walls or treads, bulges, cracks, or cuts to tyres
One scratch or abrasion on the wheel trim, alloy or rim up to 10cm	Scratches scuffs or abrasions larger than 10 cm
	Tyres penetrated with foreign objects
	Broken or deformed wheel, or wheel trim
	Incorrect like for like tyre replacement

## Glazing and Lights

Acceptable	Unacceptable
Stone chipping on the windscreen no larger than 1 cm and not in the A zone.	Broken glass or lights
Stone chipping on the surface of any lights or indicators not breaking the glass or harming the function of the light	Cracks or chips in the lights which restrict the function of the lights
	Self applied tints or strips
	Chips and/or cracks larger than 1cm
	Chips or cracks in the windscreen smaller than 1cm if located in the A zone

## Mirrors and External Fittings

Acceptable	Unacceptable
Scuffing, scores or scratches up to 5 cm	Scuffing, scratching and scores larger than 5 cm
Fitted beacons and lights in full working condition without any damage	Deformation of the mirror and/or case
Added antennas and/or roof fittings (fully functional)	Beacons that have been damaged
	Damaged or rusted tow bars

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## Vehicle Interior

Acceptable	Unacceptable
Soiled or stained interior lining, seats, floor mats, or carpets which can be removed by general cleaning	Soiled or stained interior lining, seats, floor mats or carpets which cannot be removed by general cleaning.
Seats showing wear and indentation through general usage	Cuts, abrasions, tears or damage to the material of the lining, seats, floor mats or carpets
Panel discoloration through day to day sage and wear	Holes or scratches in the console or dashboard as a result of equipment installation and/or removal
	Unpleasant odours which require specialist cleaning