

HOW TO PREPARE YOUR CAR FOR ITS RETURN

Your guide to damage and fair wear and tear



LEX AUTOLEASE

Helping you understand damage charges at the end of your lease

When your car lease ends and you hand your car back to us, you won't be charged for fair wear and tear – but we may charge you for any damage. To help you, we've put together some useful information so that you can identify the difference between the two. It will help you prepare your car for its return and make sure there are no unwanted surprises. Have a read to make sure you and your car are ready.



Contents

What is fair wear and tear?	04
How fair wear and tear is assessed	05
What is damage?	06
How much could you get charged?	07
Getting ready to return your car	08
What happens next?	09
Full price list	10
If you have any questions, get in touch	14



What is fair wear and tear?



Normal day-to-day usage of your car can cause deterioration, which we call fair wear and tear.

No matter how careful you are, some wear and tear is normal – so we won't charge you for it.



Why is it important?

Knowing what counts as fair wear and tear can help you avoid any unexpected charges when you hand your car back.



An industry-wide standard

For your peace of mind, we only ever use the British Vehicle Rental and Leasing Association's (BVRLA) fair wear and tear industry standards.



Want a full copy of the BVRLA fair wear and tear standard?

[Click here](#)



How we assess fair wear and tear?



We look at fair wear and tear across a number of different areas, including:

Servicing – has the car been serviced to the manufacturer’s specifications?

Car interior – must be clean and odourless with no burns, scratches, tears or staining

General road safety of the car – for example, ensuring the vehicle is mechanically sound to drive with no warning lights illuminated

Tyres and any spares – do the tyres meet the UK minimum requirements of 1.6mm tread depth across the central three-quarters and circumference?

Original equipment, accessories and controls – all must be present and work correctly

MOT standards – the car should be returned in safe, legal and reliable mechanical condition that would pass an MOT

Chips, scratches and dents – making sure they aren’t of an unacceptable size and number* or if they have been repaired to a professional standard

Appearance and condition of paintwork – the vehicle should be rust-free with no discolouration or corrosion to the bodywork



*further details can be found in the BVRLA guide [here](#)

What is damage?



Damage is different from wear and tear. The most **common types of damage** found on returned cars include **scratches on doors, wheels, bumpers** and **body panels**.



Why is damage important?

If your car is damaged when you return it, you may be charged for how much it would cost to repair it. Damage examples include numerous scratches, scratches over 25mm, or those that cannot be polished out.



The most common types of damage

We see a lot of scratches on doors, wheels, bumpers and body panels – so keep an eye out for those when checking your car. Also, don't forget to check unseen areas of the car, like door sills.



How much could you get charged?



Here's an idea as to how much different repairs cost. Actual charges depend on lots of things like what car you have, its age and mileage and much more.



¹ Range shown is based on a Smart Repair to repaint only on a large vehicle. ² Range shown is based on a Level 1 repair and repaint on a small vehicle to a Level 2 repair and paint on a large vehicle. ³ Fixed cost across all vehicle manufacturers and age of vehicle on non-maintained contracts. ⁴ Cost varies by vehicle manufacturer, figure based on an average across all manufacturers. Smart Repairs are defined as: Damage <75mm where this is no paint damage cost £43; Damage >75mm where this is no paint damage cost £86; Smart Paint Repair may be applied for minor paint damage where there is not a requirement to replace or respray multiple panels cost £77.

In the event that the damage is deemed unrepairable a replacement part may be charged for. Costs will be calculated using a Thatcham-based estimating system. Costs will be greater than those quoted above. As a rule, this is where >30% of the panel is damaged. A full and detailed menu of costs for small, medium and large cars can be found on pages 11 to 14 of this document. Level 1 repair and paint is defined as: Panel damage with paint damage between 15mm and 75mm in size / diameter. Level 2 repair and paint is defined as: Panel damage with paint damage greater than 75mm in size / diameter. Thatcham based estimating system provides advice for insurance engineers and damage assessors and vehicle repairs access to the latest methods and technical information around vehicle repairing to ensure fair parts pricing.

Getting ready to return your car



When handing back your car, remember to have the items below ready. If they're not returned with the car, they can carry a charge.

Your end of lease checklist



Evidence of a full service history



Car handbook (if applicable)



Charging cable for electric vehicles



Any accessories that came with the car



Full set of car keys, including a spare, and the wheel security key (if supplied)



Inspecting your car for its return

- Remember to **wash and clean your car inside and out**. Choose a time and place with good lighting to appraise and **check for faults or damage** – be objective, ask a friend to help you.
- If you have a **Personal number plate**, you should liaise with the Lex Autolease Cherished Plate Team 10-12 weeks before the end of the lease to make sure the transfer goes as smoothly as possible.
- **Take all your personal belongings** out of the vehicle – we can't return anything once we've collected it.



Remember to **delete any personal data saved in your car**, checking through all internal systems like your Sat Nav and your phonebook.

What happens next?



When your car is collected by our agent, a full assessment will be carried out. This will either be at the point of collection, or at one of our de-hire centres. The British Vehicle Rental and Leasing Association (BVRLA) fair wear and tear guidelines will be used. Within two days you'll receive a link to our report, which may include any repair charges.

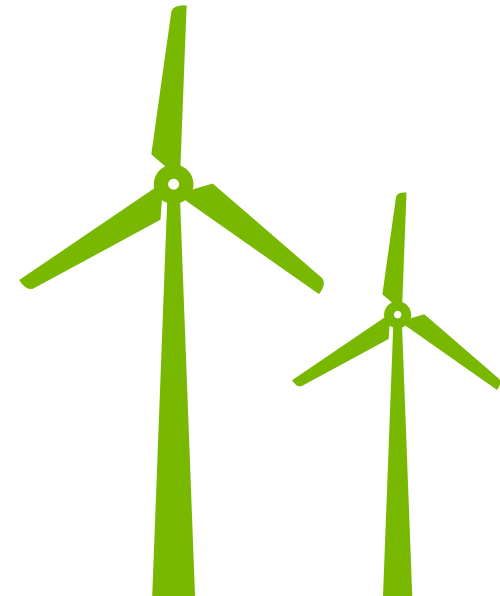
Fairness of charges

No one likes being charged, but to ensure the costs are fair we review them every 12 months. Also, we always make sure charges are:

- Applied using a consistent pricing matrix
- Updated through industry insight
- Informed by our own in-life accident repair costs
- Aligned with the Consumer Price Index (CPI) if increases are proposed

If I'm charged, how will I get my invoice?

In the event that you're charged, an invoice will be generated from the inspection report – usually within 72 hours. Charges will then be taken on your usual direct debit day, so it's worth checking the day in the month your direct debit goes out.



Full price list



Small cars



Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£134	£162	£218
A, B, C, D Posts*, Door Apertures	£86	£114	£170
Front Wing LH/RH, Front Panel, Rear Panel	£110	£138	£195
Front Door LH/RH, Rear Door LH/RH	£117	£145	£201
Sill Panel LH/RH	£69	£97	£154
Rear Quarter LH, Rear Quarter RH, Tailgate	£158	£187	£243
Roof Panel	£182	£210	£267
Front Bumper, Rear Bumper	£99	£128	£185

Medium cars



Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£167	£196	£252
A, B, C, D Posts*, Door Apertures	£108	£135	£213
Front Wing LH/RH, Front Panel, Rear Panel	£137	£166	£222
Front Door LH/RH, Rear Door LH/RH	£146	£174	£231
Sill Panel LH/RH	£86	£114	£170
Rear Quarter LH, Rear Quarter RH, Tailgate	£198	£226	£282
Roof Panel	£228	£256	£313
Front Bumper, Rear Bumper	£125	£153	£209

*A, B, C and D posts are defined as the vertical side pillars that connect the roof to the main chassis. Level 1 repair and paint is defined as: Panel damage with paint damage between 15mm and 75mm in size / diameter. Level 2 repair and paint is defined as: Panel damage with paint damage greater than 75mm in size / diameter. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. Thatcham based estimating system provides advice for insurance engineers and damage assessors and vehicle repairs access to the latest methods and technical information around vehicle repairing to ensure fair parts pricing. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your relationship management team directly. Prices correct as of January 2020 and subject to review on a twelve-monthly basis.

Full price list



Large cars



Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£201	£230	£286
A, B, C, D Posts*, Door Apertures	£129	£157	£213
Front Wing LH/RH, Front Panel, Rear Panel	£165	£193	£249
Front Door LH/RH, Rear Door LH/RH	£175	£203	£259
Sill Panel LH/RH	£104	£131	£188
Rear Quarter LH, Rear Quarter RH, Tailgate	£237	£265	£322
Roof Panel	£273	£301	£358
Front Bumper, Rear Bumper	£150	£177	£234



*A, B, C and D posts are defined as the vertical side pillars that connect the roof to the main chassis. Level 1 repair and paint is defined as: Panel damage with paint damage between 15mm and 75mm in size / diameter. Level 2 repair and paint is defined as: Panel damage with paint damage greater than 75mm in size / diameter. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. Thatcham based estimating system provides advice for insurance engineers and damage assessors and vehicle repairs access to the latest methods and technical information around vehicle repairing to ensure fair parts pricing. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your relationship management team directly. Prices correct as of January 2020 and subject to review on a twelve-monthly basis.

Full price list



Generic costs

Repairs	Value
Cold/paintless dent repair <75mm	£43
Cold/paintless dent repair >75mm	£86
Metal touch up & polish	£26
SMART* paint repair	£77
Alloy wheel refurbishment	£56
Soft trim repair	£31
Interior plastic trim repair	£46
Carpet repair	£31

Repairs	Value
Windscreen chip	£41
Valet (normal)	£51
Retexture (unpainted bumper or trim part)	£36
Wheel trim replace	£17
Misc repair labour (per hour)	£27
Small part repaint	£36
Wheel nut key	£103
Missing service book to be charged for non-maintenance contracts	£256

*SMART- Small to Medium Area Repair Technique. A method of repair to minor damage without replacing or respraying multiple panels. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your relationship management team directly. Prices correct as of January 2020 and subject to review on a twelve-monthly basis.

Full price list



Damage charges for remote keys

Manufacturer	Cost
Alfa Romeo	£205
Audi	£185
BMW	£154
Chevrolet	£123
Chrysler	£123
Citroen	£108
Fiat	£92
Ford	£144
Honda	£139
Iveco	£123
Jaguar	£207

Manufacturer	Cost
Land Rover	£144
LDV Convoy	£123
Lexus	£144
Mazda	£174
Mercedes	£220
Mercedes Van	£135
Mitsubishi	£123
Nissan	£123
Peugeot	£159
Porsche	£283
Renault	£205

Manufacturer	Cost
Saab	£82
Seat	£103
Skoda	£123
Suzuki	£123
Toyota	£144
Vauxhall	£154
Volvo	£226
VW	£179
Others	£123



For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your relationship management team directly. Prices correct as of January 2020 and subject to review on a twelve-monthly basis.

If you have any questions, **get in touch**



Whether you'd like to know more about damage and fair wear and tear, or you have some other questions about returning your car, we're here to help.



Give us a call on

0800 389 3690





LEX AUTOLEASE

While all reasonable care has been taken to ensure that the information in this brochure is accurate, no liability is accepted by Lex Autolease Ltd for any loss or damage caused to any person relying on any statement or omission in this brochure. This brochure is produced for information only and should not be relied on as offering advice for any set of circumstances and specific advice should always be sought in each situation.

Lex Autolease is not responsible for the content of third party sources.

©2022 Lex Autolease Limited. Registered office: 25 Gresham Street, London EC2V 7HN Registered in England and Wales No: 1090741

Correct at time of publication, December 2021.

LA_MISC_10067