

# Fairness – from the beginning

Evaluating the condition of the  
vehicle on return



**Clyde.**



# Fairness – from the beginning

Let's Go!

For us, transparency is all-important. This includes making the vehicle return as simple and straightforward as possible for you. With this in mind, Clyde defines clear rules with regard to the acceptable condition of the vehicle on return. These rules are set out on the following pages.

Basically, at the end of the subscription period, the vehicle must be returned, along with keys and all documents provided (vehicle registration document, service book, etc.), to a previously agreed return location. The vehicle must be in a condition corresponding to its age and mileage in accordance with the contract, that is: free of damage, roadworthy and reliable.

To ensure a quick and easy vehicle return, we ask you to note the following points before bringing it back: The vehicle must have undergone a thorough exterior clean with subsequent drying and the interior must have been cleaned. Components that do not belong to the vehicle must be removed. The return process follows a formal procedure and is documented. A condition report is issued with the person returning the vehicle, following the evaluation criteria listed in the following pages.



# Objectivity – to the end

At the return appointment, we distinguish between signs of wear in line with mileage (acceptable condition) and damages (unacceptable condition) resulting from improper use or excessive strain on the vehicle. The cost of repairing such damages is charged to the subscriber.



## **Acceptable** used condition

The vehicle shows signs of normal usage which do not detract from the overall appearance of the vehicle.




## **Unacceptable** used condition

The vehicle shows signs of damage resulting from excessive wear which negatively affect the overall appearance of the vehicle and/or have technical implications. These include accident damage, that is, damage resulting from the sudden and direct impact of external force, e.g. deformation of the bodywork and bumpers as well as axle and engine damage, etc. When calculating excessive wear, the age and mileage of the vehicle are taken into account (see next page).

# Proportionality – calculation according to age/mileage

Evaluation area	✓ Accepted free of charge
Wheel rims	<ul style="list-style-type: none"><li>• Iminor rust spots</li><li>• minor abrasions</li></ul>
Paintwork	<ul style="list-style-type: none"><li>• light scratches</li><li>• paint chips in line with mileage <math>\leq 2</math> mm</li></ul>
Bodywork	<ul style="list-style-type: none"><li>• slight dents and bumps</li><li>• damage with maximum diameter 20 mm</li><li>• one instance of damage per componen</li></ul>
Bumpers and protective strips	<ul style="list-style-type: none"><li>• minor rubber abrasion</li><li>• minor paintwork abrasion</li></ul>
Windows and lights	<ul style="list-style-type: none"><li>• damage that does not affect road safety</li><li>• scratches <math>\leq 1</math> cm and chips <math>\leq 2</math> mm outside field of vision</li></ul>
Dashboard/additional installations	<ul style="list-style-type: none"><li>• light wear</li><li>• minor abrasions</li></ul>
Attachments and mountings	<ul style="list-style-type: none"><li>• small drill holes, outside field of vision</li></ul>
Checklist for vehicle return	<ul style="list-style-type: none"><li>• no missing items</li></ul>

Evaluation area	 <b>Not accepted</b>
Wheel rims	<ul style="list-style-type: none"> <li>• damage</li> <li>• deformation</li> </ul>
Paintwork	<ul style="list-style-type: none"> <li>• Lpaintwork damage extending through to undercoat</li> <li>• unprofessional refinishing</li> <li>• damage to paintwork due to sticker removal</li> <li>• corrosion damage</li> </ul>
Bodywork	<ul style="list-style-type: none"> <li>• bumps and dents</li> <li>• damage with diameter &gt; 20 mm</li> <li>• more than one instance of damage per component</li> <li>• accident damage</li> <li>• hail damage</li> </ul>
Bumpers and protective strips	<ul style="list-style-type: none"> <li>• damage</li> <li>• deformation</li> <li>• missing attached parts</li> </ul>
Windows and lights	<ul style="list-style-type: none"> <li>• damage such as cracks or fissures</li> <li>• damage to the lighting installation</li> <li>• unauthorised replacement parts</li> </ul>
Dashboard/additional installations	<ul style="list-style-type: none"> <li>• soiling</li> <li>• damage</li> <li>• burn holes</li> </ul>
Attachments and mountings	<ul style="list-style-type: none"> <li>• drill holes in field of vision</li> <li>• original condition cannot be restored</li> </ul>
Checklist for vehicle return	<ul style="list-style-type: none"> <li>• missing items according to checklist</li> </ul>

# Wheel rims



## Acceptable used condition

- Minor rust spots or paintwork damaged by road salt with a spread of less than 20 mm on steel rims.
- Minor abrasions on the rim flange reparable through paint work without material degradation.



## Unacceptable used condition

- Deformation of the rim flange.
- Damage to rims and hubcaps, e.g. through contact with kerb.
- Corrosion damage to steel rims with a spread of more than 20 mm.
- Moulding degradation on alloy rims not reparable through paint work.



**accepted**



Light scratches on rim flange



Light scratches without material degradation

**not accepted**



Damage to rim flange with material degradation



Material degradation on the rim

# Paintwork



## Acceptable used condition

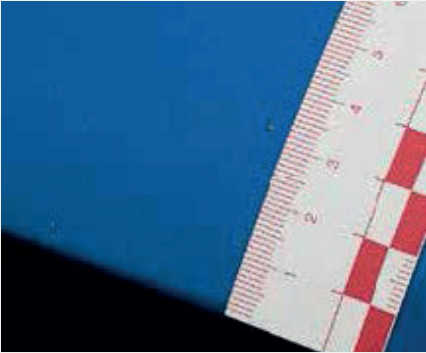
- Scratches on the paint surface removable through grinding and polishing, e.g. light scratches around the door handles.
- Effects of road salt on the wheel arches, tar splashes and marks in the paintwork resulting from the use of car wash facilities.
- Light scratches that do not extend through to the undercoat: in case of two-layer coating, the base coat is undamaged.
- Stone chips in line with the mileage up to a maximum size of 2 mm diameter for each point of impact.
- Light scratches and paint marks on roof railing in the area of attaching and mounting points caused by attaching and removing roof rack (e.g. for bicycles).



## Unacceptable used condition

- Unprofessionally executed car paint repair.
- Paint surfaces damaged by industrial/chemical precipitation (acid rain) or other forms of surface damage, such as e.g. bird droppings damage, that require paint work.
- Paintwork damage that extends through to the undercoat/base coat or the metal and requires multiple layers of painting work to repair.
- Paintwork damage impossible to repair owing to corrosion damage.
- Noticeable differences in colour due to colour deviation resulting from
- partial painting undertaken, e.g. in the case of accident damage.
- Paint contamination (e.g. etching).
- Paintwork damage resulting from labels and stickers, or colour differences or paint delamination due to label removal.
- Small chips in high density (except on front fairing), more than five chips per 10 x 10 cm.
- Paintwork damage and scratches on roof railing of more than 5 cm in overall area not reparable by polishing.

**accepted**

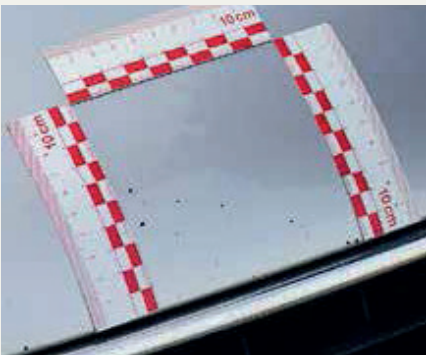


Paint chips  $\leq 2$  m



Minor paintwork damage

**not accepted**



More than five chips per 10 cm<sup>2</sup>



Damage to base coat

# Bodywork



## Acceptable used condition

- Slight dents and bumps resulting from normal usage which do not require paint repair work. An exception to this is hail damage.
- The maximum acceptable diameter for dents is 20 mm.
- One dent or bump per componentl.



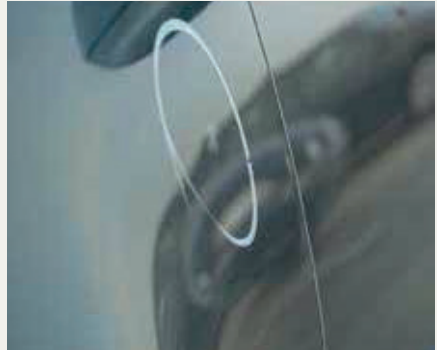
## Unacceptable used condition

- Other deformations and damage.
- Damage due to hail.
- Unprofessionally executed repairs using putty or filler, or involving the exchange of bodywork components, where replacement parts not authorised for the model have been used.
- Unprofessional repairs of old damage or accident damage of any kind.

**accepted**



Single dent



Dent  $\leq 20$  mm

**not accepted**



Three dents on one bodywork component



Deformation  $> 20$  mm

# Bumpers and protective strips



## Acceptable used condition

- Minor rubber abrasion on unpainted mouldings and bumpers not resulting in visible or lasting deformation.
- Minor paintwork abrasion (mostly in curved sections) not penetrating to the base layer.



## Unacceptable used condition

- Visible damage in the form of buckling, structural changes in the plastic, cracks, ruptures and deformation.
- Deformation of the bumper bracket.
- Damage in the area of integrated distance sensors.
- Missing attached parts.

**accepted**



Surface scratches on the paintwork

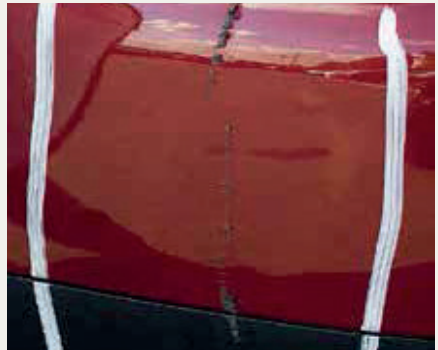


Minor paintwork abrasion

**not accepted**



Paintwork damage on bumper



Deformation of bumper fairing

# Windows and lights



## Acceptable used condition

- Surface scratches and chips without cracking on the windscreen, not located in the driver's field of vision.
- Small instances of damage not affecting operation or traffic safety.



## Unacceptable used condition

- Other damage to the windscreen (e.g. cracks, fissures or chips with cracking).
- Scratches to overall glazing that cannot be repaired.
- Any damage to the lighting equipment (e.g. broken headlights, tail lights and housings).



**accepted**



Paint chip  $\leq 2$  mm



Light scratch

**not accepted**



Chip with cracking



Scratch  $> 10$  mm

# Boot and interior



## Acceptable used condition

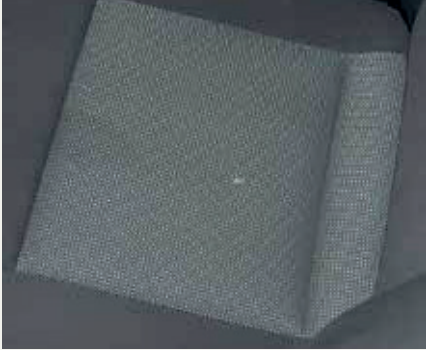
- Colour fading on upholstery and interior lining, light wear on upholstery at contact points, and light soiling removable through normal cleaning.
- Minor abrasions (floor of boot, back panel of rear folding seats) resulting from intended use.
- Abrasion as a result of wear on upholstery and lining.



## Unacceptable used condition

- VSoiling on upholstery and inner lining as well as abnormal odours removable only through the use of special solvents, not by normal cleaning, therefore requiring professional reconditioning.
- Burn holes in seats or inner lining; all damage that requires repair with new parts.
- Missing or damaged interior and boot lining.
- Damage to safety belts or safety locks.
- Mould or abnormal odour.
- Cracks in, or detachment of, door and valve seals.
- Damage to operational and attached parts that impairs functionality.
- Damage to vehicle parts due to rodents or pets..

**accepted**



Light soiling

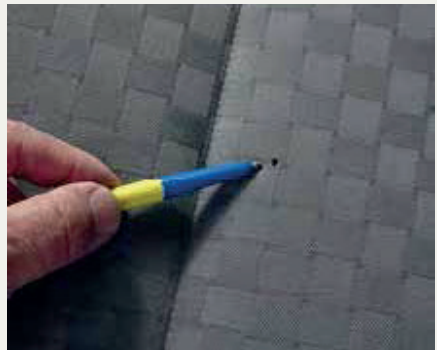


Minor abrasions

**not accepted**



Heavy soiling of upholstery



Burn hole in seat cover

# Dashboard and additional installations



## Acceptable used condition

- Small drill holes not located in the driver's or passengers' field of vision (e.g. in the underside of the dashboard).



## Unacceptable used condition

- Changes that cannot be restored to the original condition, e.g. drill holes in bodywork components not filled in.
- •
- Drill holes in the driver's or passengers' field of vision, e.g. on the dashboard, on the centre console, the door panels, etc. (such as those caused by additional installation of mobile navigation systems).

**accepted**



Dashboard without drill holes



Minor damage to plastic moulding

**not accepted**



Drill holes in dashboard



Deformation in plastic moulding

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