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DENZA Future Choice Fair Wear and Tear Guidelines

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DENZA Future Choice Wear and Tear Guidelines

This guide should be read in conjunction with your Guaranteed Future Value agreement.

This guide will provide you with examples of acceptable and unacceptable wear and tear that will form the standard by which your vehicle will be assessed against the Minimum Acceptable Conditions of your GFV Contract. It can be used as a guide to help you keep your vehicle in an acceptable condition.

Fair Wear and Tear explained

The Minimum Acceptable Conditions in your DENZA Financial Services GFV Contract sets what is reasonably expected in the life of a vehicle that is properly maintained and cared for. Unacceptable wear and tear may occur when faults and damage are unrepaired or poor quality repairs are undertaken. Unacceptable wear and tear may also occur when the manufacturer's recommended maintenance and servicing schedules are not followed and/or ongoing maintenance of the vehicle does not occur.

Maintenance requirements

Vehicle servicing

Proper maintenance and regular servicing must be carried out by an authorised DENZA dealer or a suitably qualified motor vehicle repairer according to the manufacturer's guidelines. Approved parts and lubricants must be used at all times.

The following examples are conditions usually caused by neglect or misuse and therefore are not regarded as fair wear and tear.

- Grooved brake discs caused by metal to metal contact
- Engine seized due to running the vehicle with insufficient coolant, lubricating oil and with broken internal components
- Transmission slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh

Your completed vehicle service and DENZA warranty booklets along with any documentation relating to vehicle equipment must remain in the vehicle upon return – including any details of radio codes.

Appearance

At the end of the finance contract period, the vehicle must be made available in a suitably clean condition to allow for proper inspection of the paint, body and interior.

Additional equipment

All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned with the vehicle at the end of the finance contract period. If these fittings are not returned, a charges invoice for repairs will be issued to you.

Badges and labels

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle must be removed, with any damage caused by their attachment or removal rectified. If the attachment of advertising results in paintwork fading, a charges invoice for repairs will be issued to you. Advertising must never be painted directly onto the vehicle.

Keys and security

A full set of keys must be available and must be functioning. The return of the master key which controls the vehicle's engine management system is mandatory. If the vehicle was originally supplied with a security system, this must be fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system must be fitted according to a recognised standard. Failure to supply the full set of keys and/or damage to any security system will result in a charges invoice for repairs will be issued to you.



A Guide to Acceptable and Unacceptable Fair Wear and Tear.

Vehicle exterior

Acceptable

- ✓ **Paintwork.** Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion
- ✓ **Minor dents** are acceptable as long as the paint surface has not been penetrated through to the metal or corrosion has set in
- ✓ Any damage must be repaired as and when it occurs. All work must be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration
- ✓ Minor paint touch ups or flaking
- ✓ Bumper and rubber strips. Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable
- ✓ Window glass damage if relatively minor and repaired using resin impregnation to motor registry standards is acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection

Unacceptable

- ✗ Dents greater than 20mm in diameter
- ✗ 2 or more dents occurring on a single panel (no matter how small) is unacceptable, and the panel must be repaired or replaced
- ✗ Abrasions/scratches more than 25mm in length
- ✗ Colour mismatch between panels, or poorly fitting panels, are unacceptable
- ✗ Prominent paint touch ups or major paint flaking
- ✗ Panel rust
- ✗ Poor paint/panel repairs
- ✗ Spoils from bird/tree droppings
- ✗ Exterior damage caused by the attachment/removal of stickers/decals
- ✗ Damage resulting from hail
- ✗ Body buckling, distortions or missing vehicle badges
- ✗ Window cracks or damage within the driver's sight line is not acceptable
- ✗ Cracked lamp glass/lens is not acceptable. Lamps must be operational
- ✗ Holes caused by the removal of accessories
- ✗ Unrepaired or poorly repaired aerial holes (or aerial must be left in place)

Vehicle interior

Acceptable

- ✓ Interior trim must be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible
- ✓ A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable provided paintwork has not been damaged down to bare metal and aperture seals are not torn
- ✓ Surface scoring and light blemishes in the luggage area that reflect normal use are acceptable but floor coverings and surrounding trim panels must not be torn or split
- ✓ For light commercial vehicles it is recommended that a lining be fitted in the load area to prevent serious damage to the vehicle's interior, as serious damage to this area is unacceptable

Unacceptable

- ✗ Stitching that has come apart is unacceptable and needs to be repaired
- ✗ Burns, tears or permanent staining to the seats, headlining or carpets
- ✗ Tears and splits to the trim panels, floor covering and linings
- ✗ Damage to the seat structure
- ✗ Unauthorised odometer changes
- ✗ Missing controls/accessories
- ✗ Holes caused by the removal of accessories
- ✗ Damage to vehicle rubber seals as a result of neglect or misuse



Vehicle underside

Acceptable

- ✓ Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion
- ✓ The exhaust system must be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition
- ✓ Some minor oil misting or dampness around seals or gaskets is acceptable, provided oil drips are not present

Unacceptable

- ✗ Significant damage or distortion to chassis components is not acceptable
- ✗ Oil leaks
- ✗ Damaged exhaust system
- ✗ Poor repairs
- ✗ Significant impact damage

Wheels, wheel trims and tyres

Acceptable

- ✓ All four wheel trims must be intact, with no more than minor scuffing due to everyday use
- ✓ Minor scuffing

Unacceptable

- ✗ Dents or damage to the rim or main body of the wheels are not acceptable
- ✗ Unroadworthy tyres that do not meet motor registry requirements
- ✗ Damage to sidewalls or tread caused by 'kerbing' or other heavy misuse
- ✗ Missing or damaged mudflaps
- ✗ Missing or damaged spare wheel
- ✗ Missing or damaged vehicle jack
- ✗ Mismatched tyres and wheel trims

These descriptions relate to passenger vehicles having travelled less than 100,000 kilometres. Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply.

FAIR WEAR AND TEAR

General	
Missing Service Manual, Owner's Manual	No
Missing keys or security system remote (if applicable)	No
Equipment	
e.g. Missing/damaged cigarette lighter, knobs, trims, aerials	No
e.g. Missing/damaged tools, jack	No
Information stored in GPS/Satellite Navigation systems should be deleted	No
Glass	
1 or 2 minor chips, bullseyes and stars (not in field of vision)	Yes
Major chips, bullseyes and stars (and minor chips in field of vision)	No
Non-operational or cracked/broken headlights or lenses	No
Tyres	
Unroadworthy	No
Missing spare tyre	No
Wheel Trims (including hubcaps)	
Missing, split, badly disfigured, heavy scuffing	No
Minor scuffing	Yes
Interior – trim/upholstery/carpets/controls	
Screw holes from car phone removal	No
Seats/trim – burnt, cut, holed, ripped, visible repairs	No
Soiling to seats and carpets – caused by normal use	Yes
Permanent soiling to seats and carpets – caused by abuse, spills, grease, etc	No
Rips, cuts, marks, splits to trim and controls	No
Normal odours, tobacco smells	Yes
Missing or inferior quality replacement controls	No
Torn or split luggage area trim panels and floor coverings	No
Paint/Body	
Minor scratching – less than 25mm in length and shallow, 2 per panel	Yes
Major scratching – more than 25mm in length and deep, more than 2 per panel	No
Minor touch-ups or minor flaking	Yes
Prominent touch-ups, spoils from bird/tree droppings, major flaking	No
Evidence of poor repairs, colour mismatch, mis-alignment between panels	No
Major abrasions – more than 25mm, signs of constant use of automatic car wash	No
Dents – greater than 20mm diameter or paint surface penetration	No
Dents – less than 20mm diameter, no paint surface penetration and no more than 2 per panel	Yes
Hail damage, buckling, distortion, missing badges	No
Minor stone chipping on bonnet, lower doors, wheel guards	Yes
Prominent areas of major stone chipping	No
Unrepaired or poorly repaired aerial holes (or aerial must be left in place)	No
Damage caused to the vehicle due to the attachment or removal of decals/stickers	No
Damage to paintwork from bird and bat droppings	No
Mouldings/Grille/Bumpers/Mudflaps	
Minor parking damage – scuffing, light scratches	Yes
Medium damage – divots, gouging, minor dents, cracks	No
Major damage – rips, major dents, distortions, holes	No
Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles	No
Underbody	
Minor dents and deformations	Yes
Major impact damage	No
Exhaust leaks which are the result of visible damage to the exhaust system	No
Mechanical Condition	
Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure)	No

Fair Wear and Tear Guidelines Summary



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Finance to approved applicants only. Credit criteria, fees, charges and T&Cs apply.
Finance is provided by Allied Retail Finance Pty Ltd trading as DENZA Financial Services
ABN 31 609 859 985 Australian credit licence 483211



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