

FAIR WEAR & TEAR GUIDE

Normal vehicle use results in some minor wear and tear, which is considered acceptable. However, damage beyond this normal wear and tear is the renter's responsibility. Our Fair Wear and Tear Guide (below) clearly defines this distinction. Damage caused intentionally or through gross negligence is never considered fair wear and tear and is excluded from any coverage. We urge you to review this guide before driving the vehicle. The Terms and Conditions of Rental provide a complete overview of applicable exclusions. Coverage options are available to reduce your excess liability should an accident or damage occur.

HOW DO WE ASSESS WHEN DAMAGE HAS OCCURRED?

Our procedure for assessing vehicle condition involves a photographic record taken during the pre-rental cleaning process. This record serves as a baseline for the vehicle's condition at the commencement of the rental period. We encourage renters to perform a thorough inspection of the vehicle and to document any pre-existing damage with time-stamped photographic evidence prior to departing the rental location. Upon return of the vehicle, a post-rental inspection will be conducted by our staff, and any discrepancies from the initial condition will be documented.

DENTS

Acceptable dents are limited to a maximum length of 20mm and a width of 1mm (excluding bonnets and roofs), with the condition that the paint remains intact, free from removal, cracks, or flakes.

EXCLUDES

- Hail damage
- Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills, or door edges;
- Multiple dents within a localized area, regardless of individual dent size;
- Any damage affecting or penetrating the paintwork;
- Scratches/scrapes exceeding 20mm in length and 1mm in width, with paint surface penetration;
- Dents exceeding 20mm in diameter, or any dent with paint surface penetration, or multiple dents

STONE CHIPS

Acceptable stone chips includes small, individual stone chips (up to 2mm) on any part of the vehicle's body.

EXCLUDES

- An isolated area containing more than five stone chips.

SCRATCHES

Acceptable scratches must not exceed 25 mm in length or 1 mm in width, must not penetrate the paint surface, and must be removable by polishing.

EXCLUDES

- Any scratch that penetrates the paint layer and exposes the underlying metal, plastic, or undercoat.

BUMPERS

Acceptable scratches or scrapes located on the underside of the front bumper that are not readily visible from a distance of two meters. As well as any light scuffing or scratches where the paint surface has not been penetrated and which are amenable to polishing and isolated stone chips not exceeding two millimeters in diameter.

EXCLUDES

- Any broken paint;
- Multiple scratches of any size;
- Any damage to a textured bumper;
- Multiple stone chips (more than five) in an isolated area;
- Bumper scratches or scrapes exceeding 20 mm in diameter with paint surface penetration (excluding rear bumper damage caused by removing items from the boot/trunk);
- Scuffing or scrapes on the lower front bumper above the first 50 mm or above the lower front bumper's first crease line.

WHEELS, WHEEL TRIMS, TYRES

Acceptable wear and tear to the wheels, wheel trim and or tyres includes light scratches and scuffing up to 20 mm in length.

EXCLUDES

- Wheel trims or hubcaps that are cracked, broken, missing, mismatched, or non-original.
- Alloy rims (on any vehicle) that are cracked, buckled, gouged, mismatched, or non-original.
- Alloy rims (on any vehicle) that has evidence of kerbing.
- Damage rendering the tyre unroadworthy (e.g., cuts, bulges, gouges, abrasions).
- Evidence of tyre misuse (e.g., flat spots, burnouts).
- Replacement tyres that differ from the original specification.
- Scuff marks exceeding 20mm in length.

WINDSCREEN, WINDOWS, LAMPS & EXTERNAL MIRRORS

EXCLUDES

- Any and all scratches, chipping, cracks, perforations, or other damage to the Vehicle's windscreen, windows, lamps, and external mirror lenses are of significant concern due to the potential to compromise the Vehicle's roadworthy status.

Note: Should a chip be detected within 60 minutes of departure from a Furn & Co. location, photographic documentation, including a verifiable date and time stamp, must be obtained and presented to a Furn & Co. representative upon the Vehicle's return.

UPHOLSTERY, FLOORS, CARPETS, DASHBOARD, FASCIA, TRIM INTERIOR & VEHICLE CLEANLINESS

Acceptable wear and tear includes any superficial markings, including light scuffing, smears, and common debris, which are readily removable by standard cleaning procedures, such as vacuuming and general cleaning.

EXCLUDES

- Damage from harsh or corrosive materials.
- Tears, cuts, scratches, holes, or burns.
- Damage to seat structure, shape, or positioning.
- Pet hair.
- Excessive soil, mud, or sand (beyond normal use).
- Evidence of smoking.
- Persistent odors, foreign matter, or stains/marks requiring steam cleaning.
- Damage to or missing parts of interior trim.
- Damage to upholstery (seats, carpets, roof lining, glove box/boot materials), including burns, cuts, stains, and tears.

KEYS, ACCESSORIES & EQUIPMENT

Acceptable wear and tear includes any minor cosmetic damage not affecting functionality, cosmetic imperfections that do not impair functionality and any superficial damage that does not affect operation.

EXCLUDES

- Loss or damage to keys or remote opening devices;
- Damage resulting from improper installation of accessories (e.g., snow chains, roof racks);
- Damage to aerials;
- Removal or damage of any supplied items (e.g., parcel shelf, tools, spare tire, wheel trims, hazard triangles, first aid kits, GPS unit)

In the event of an accident Complete the Vehicle Condition Report (VCR) providing the details of your accident or the theft including any third-party information, even if there is no damage to the Vehicle. The VCR must be completed and signed by you and provided to a member of staff when you return the Vehicle. Alternatively, the VCR can be found online