

## Return Standards Fair Wear and Tear Guide

This document forms an integral part of the vehicle rental agreement between yourself ("Rentee") and Executive Mobility Financial Solutions (Pty) Ltd. ("EMFS"). As you enter into your vehicle rental experience, you can take comfort in knowing that the inspection process has been designed to be as convenient and worry-free as possible. Of course, being aware of your responsibilities and the steps involved is the best way to avoid any surprises when returning your vehicle. To help you with this, we have created this vehicle inspection Fair Wear and Tear guide.

### 1. **Here's all you need to know:**

- 1.1. The Executive Mobility Financial Solutions Vehicle Rental Agreement requires the vehicle to be returned promptly at the end of your rental period. This document outlines vehicle Return Standards policy, explaining what is acceptable (and what is not) when it comes to returning the vehicle upon or before expiry of the rental agreement. It also outlines the steps you have to take on the day the vehicle is returned. To ensure the process is as simple as possible, it is recommended that you arrange with everyone who operates the vehicle to familiarize themselves with the information in this document.

### 2. **What is considered Reasonable?**

#### 2.1. **Reasonable Condition:**

You are to return your vehicle on the Expiry Date in a good, clean and marketable condition, in line with our Vehicle Return Standards which were originally based on the South African Vehicle Rental and Leasing Association Fair Wear and Tear Guidelines. Any wear and tear should result only from the use and purpose for which you rented the vehicle. The vehicle should comply in all respects with the specification as originally supplied. We also require that you ensure that your vehicle meets the following conditions when returned to the address required by EMFS. At the end of rental contract a return inspection will be carried out by trained technicians, and upon return your vehicle must be in or meet the following condition:

- 2.1.1. Free from any broken or damaged items and with no missing components or parts which were fitted as standard equipment or have been subsequently fitted to the vehicle. If any components or parts have been removed, your vehicle must be returned to the specification as originally supplied.
- 2.1.2. Free from any accident damage not satisfactorily repaired, and free from any corrosion or contamination caused by goods carried.
- 2.1.3. Free from any defects or condition that would be in breach of any statutory requirements.
- 2.1.4. All service, maintenance and repairs must have been performed according to OEMs' (Original Equipment Manufacturer) specifications using genuine original replacement parts and lubricants.
- 2.1.5. This section identifies the wear and tear to a vehicle which would be considered reasonable. The cost of any repairs required to return the vehicle to a condition consistent with fair wear and tear will be for your account.
- 2.1.6. The vehicle must be in a clean condition and with "first life" body work (where relevant), unless clearly stated otherwise and adjusted at the time of the original quotation. You will be charged for any work required to return the vehicle to an acceptable condition.
- 2.1.7. All vehicles must be returned with any additional/replacement keys.  
Please note: Any vehicle returned without such keys will incur a charge for the cost of a replacement key together with an administration fee of R1.500 (plus VAT). Any amounts firstly will be deducted from the applicable Key Deposit on your rental agreement.
- 2.1.8. Vehicles must have a full tool kit, including lifting jack.
- 2.1.9. Vehicles must have current license disk.

#### 2.2. **Vehicle Exterior**

##### 2.2.1. **Windscreen Glass:**

- 2.2.1.1. Must be free from any cracks, damage or discoloration to the glass that would result in a Certificate of Fitness test failure. Cracks or damages within the driver's sight line are not reasonable and require windscreen replacement or specialist repair to Roadworthy standard.
- 2.2.1.2. Light scratching or minor chipping around the periphery of the windscreen is reasonable.
- 2.2.1.3. Light scratching or minor chipping to other glass is reasonable provided that any glass heating elements have not been damaged.

##### 2.2.2. **Body and Paintwork:**

- 2.2.2.1. Must be free from all customer decals, glue and sign writing on both Cab and Bodywork. Should damage occur to the original paintwork during this process, this should be repaired to original specification prior to the return of the vehicle. The return condition values are based on the vehicle color as originally requested and specified in the original quotation. If a vehicle is returned in a different color to that which it was originally delivered in, you will be charged the cost to restore such paintwork to original color. No costs will be incurred when the vehicle has been returned to the original color or white and comparable with a good industry standard.
- 2.2.2.2. Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the vehicle's age, mileage and usage provided that the paint surface has not been penetrated to bare metal.
- 2.2.2.3. If stone chippings have penetrated to bare metal, paint-matched touch up should be carried out immediately to prevent further deterioration.
- 2.2.2.4. Exterior paintwork should be free from abrasions (more than 25mm in length) and have good gloss and colour. Colour mismatch between panels or poorly fitting panels is unacceptable and the costs of the repair will be for your account.

##### 2.2.3. **Light Glass/ Lenses:**

- 2.2.3.1. All lamps must be operational. Light scratching or minor chipping is reasonable.
- 2.2.3.2. Holes or cracks in light glasses or lenses are not reasonable and the cost of replacement will be for your account.

##### 2.2.4. **Mirrors:**

- 2.2.4.1. Mirror glass and frames must be undamaged. Cracked mirrors will be replaced and the cost thereof for your account.

##### 2.2.5. **Dents:**

- 2.2.5.1. Minor dents (up to 10mm in length) are acceptable provided that the paint surface has not been penetrated to bare metal.
- 2.2.5.2. Multiple dents on a single panel will be repaired and the costs thereof for your account.

##### 2.2.6. **Bumper Sections and Rubbing Strips:**

- 2.2.6.1. Provided these are not broken, cracked or deformed, small areas of scuffing and score marks are acceptable.

##### 2.2.7. **Body Accessories:**

- 2.2.7.1. If mud flaps are standard equipment they must all be intact and properly attached.
- 2.2.7.2. If the vehicle was delivered originally with air deflectors they must be intact, undamaged and properly attached.

#### 2.3. **Interior**

- 2.3.1. Interior upholstery must be in good condition, free of rips, tears or holes and burn marks.
- 2.3.2. The heater, all gauges, lights and controls must be in good operating condition.
- 2.3.3. Flooring shall be in good condition, free of tears, holes and burn marks.

#### 2.4. **Wheels and Wheel Rims**

- 2.4.1. With all tyres (incl. spare) having a minimum tread depth of 2mm remaining at the lowest (shallowest) point. Tyres with a tread depth below the minimum (Including spare wheel) must be replaced.  
Please note: Any vehicles returned with a tyre tread depth below the minimum (incl. spare wheel) will be charged at the cost of a new tyre.
- 2.4.2. All four tyres are the same size, type, brand and equivalent in quality and performance to the original tyres.
- 2.4.3. The spare tyre and rim are present.
- 2.4.4. All tyres must have no cuts, exposed cords or sidewall plugs.
- 2.4.5. Rims match and are free from cracks or breaks or scratches more than 2.5 cm in diameter.  
Please note: Dents or damage to the rim or main body of the wheels are not reasonable and the costs of repair thereof for your account.
- 2.4.6. The Rentee has the option to contract for an additional rental benefit for tyres and rims. These benefits must be contracted over and above the standard agreement.

**2.5. Vehicle Tools, Documentation and Service History**

- 2.5.1. Your vehicle must have a full tool kit, including lifting jack. If any tools, including the lifting jack, are missing the cost of replacement thereof will be for your account. All vehicle documents, including the registration document and the current COF certificate must be provided upon return of the vehicle.
- 2.5.2. Vehicles must be returned with complete service, repair and maintenance records (equivalent data in the form of a computer print-out will be accepted).

**2.6. Engine and Transmission**

- 2.6.1. Must be in sound operating condition, free of mechanical defects with all components functioning as originally designed
- 2.6.2. No fluid or exhaust leaks.  
Please note: We can take oil samples if required.

**2.7 Brakes/Clutch**

- 2.7.1 Brake and Clutch linings/disc pads must have a minimum of 50% remaining life.
- 2.7.2 Brake drums/discs must be in good condition with no excessive wear and free of cracks.

**2.8 Excess Kilometres and Late Return**

The EMFS Vehicle Rental Agreement specifically refers to terms and conditions with respect to charges for excess kilometres and penalties for late return. The Rentee must familiarize themselves with these specific clauses.

The Rentee agrees to the Terms and Conditions contained herein. This agreement forms part of the Vehicle Rental Agreement signed this date.

SIGNED AT \_\_\_\_\_ ON THIS THE \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_.

\_\_\_\_\_  
Rentee:

\_\_\_\_\_  
Witness: \_\_\_\_\_