

Guide to Determining Normal and Abnormal Wear and Tear for Vehicles



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This guide has been developed with the aim of standardising the determination of normal wear and tear for vehicles. The guide has been approved by the member companies of the Estonian Leasing Association and the members of the Association of Estonian Car Dealers and Service Companies.

Determining normal and abnormal wear and tear for vehicles*

This guide to determining normal and abnormal wear and tear for vehicles has been compiled to prevent and reduce problems related to the return of vehicles as well as to minimise repair costs at the end of the leasing period. This guide has been accepted by all major car dealers who offer buyback programmes. The shared understanding it creates will allow these problems to be avoided and reduced. The guide contains a list of defects that are the result of the normal use of a vehicle, as well as defects that do not result from normal use.

To ensure that your vehicle stays in good condition, we recommend that you follow these tips:

- In order to prevent later problems with your car, take proper care of it during the contract period by taking the vehicle in for routine maintenance as stipulated by the manufacturer and the warranty provider, and periodically checking the condition of the tyres and the bodywork (incl. for paint damage), etc.
- Continually watch for any damage to the vehicle, and if damage occurs, take the vehicle in for servicing as soon as possible; in the case of an insured event, only use authorised service providers.
- For repairs (incl. insured events) and routine maintenance, use the services of official dealers to ensure the quality of the work performed.
- Adhere to the maintenance schedule established by the manufacturer and have the indicated maintenance work performed in due time.
- If the leasing contract sets out a mileage limit, you must immediately notify the lessor upon exceeding it.

* Passenger cars and vans under 3.5 tonnes

Bodywork

Normal wear and tear

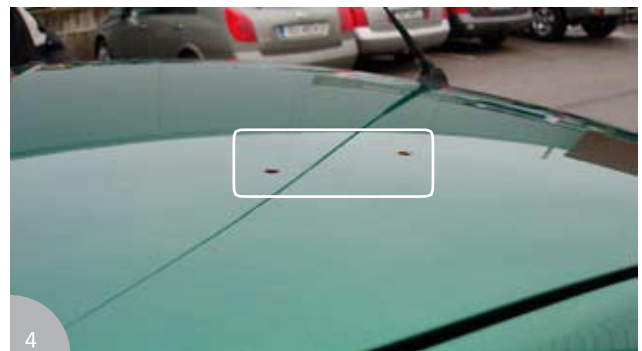
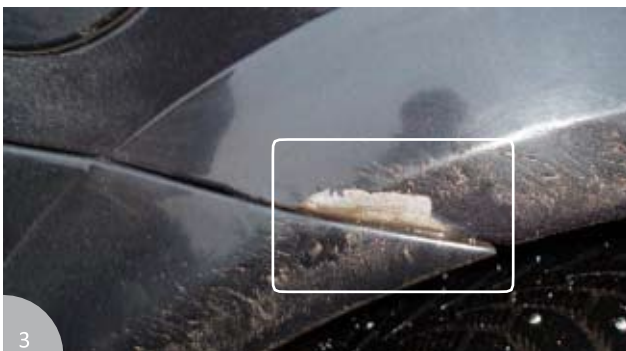
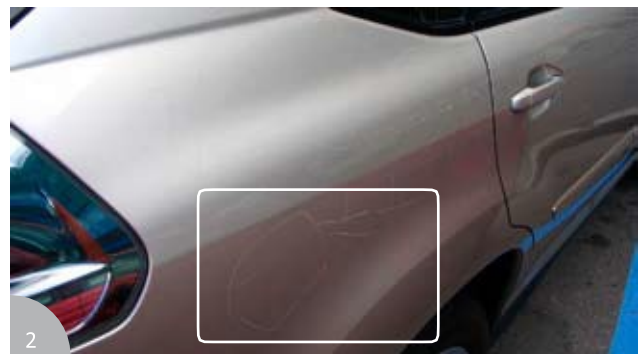
- Minor stone chips in the bodywork (must not reveal bare metal or rust). (Photo 1)
- Surface scratches that have not penetrated the clearcoat or paint layer and can be removed by polishing. Permitted scratch length: up to 10 cm. (Photo 2)
- Evenly faded paint (brush rubbed paint).
- Single dents or impact marks up to 1.5 cm in diameter without damage to the paint. (Photo 3)
- Minor wear around the door handle, removable by polishing. (Photo 4)



Bodywork

Abnormal wear and tear

- Dents or impact marks over 1.5 cm in diameter. (Photo 1)
- Paint damage, surface scratches that penetrate the clearcoat or paint layer. (Photo 2)
- Traces of sticker removal.
- Improper post-accident restoration, i.e. failure to replace damaged parts or replacement with non-standard parts: incomplete or poor reassembly of the vehicle. (Photo 3)
- Damage caused by removing accessories (roof racks, emergency lights). (Photo 4)
- Rust.
- Dents caused by hail.



Bumpers and trims

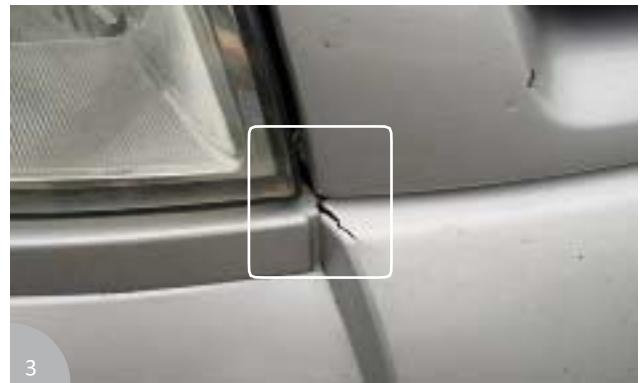
Normal wear and tear

- Minor notches and surface scratches that have not penetrated the clearcoat or paint layer or damaged the plastic and can be removed by polishing. (Photo 1)



Abnormal wear and tear

- Damaged or missing grille, bumpers, mudguards. (Photos 2, 3, 4)
- Damaged licence plate bracket, heavily dented licence plates.
- Cracks, dents, deep scratches, deformation of the trims. (Photo 5)



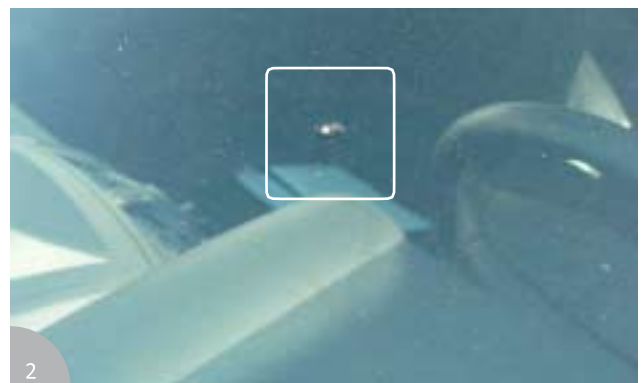
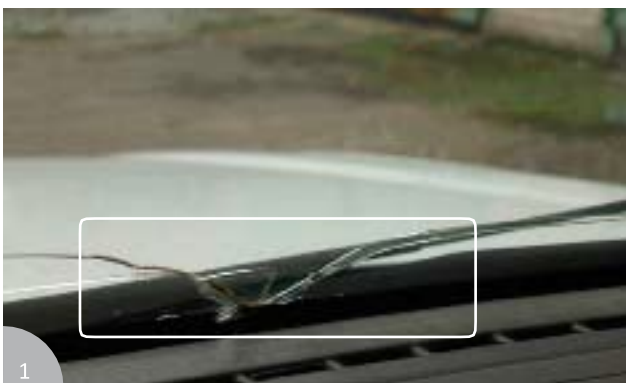
Glazing, lights, mirrors

Normal wear and tear

- Minor scratches on the exterior glazing of the vehicle (caused by windscreen wipers or car washes.)
- Minor scratches on the windscreen, mirror glass, or mirror housing.

Abnormal wear and tear

- Broken or torn windscreen wipers.
- Cracks, deep stone chips, and major scratch marks on the windscreen or other windows. (Photos 1 and 2)
- Broken glazing, light mounts. (Photo 3)
- Broken or cracked glass covers of lights.
- Broken or damaged mirror glass, mirror housings. (Photos 4 and 5)
- Mechanical damage to tinted glass or safety glass. (Picture 6)



Wheels and tyres

Measure the tyre pressure twice a year and check the depth and wear of the tyre tread. Check also that a spare tyre is available in the vehicle and in good condition.

Normal wear and tear

- Tyre wear as matches the mileage of the vehicle, but which is not greater than the limit value for roadworthiness.
- Minor scratches on the wheels and hubcaps

Abnormal wear and tear

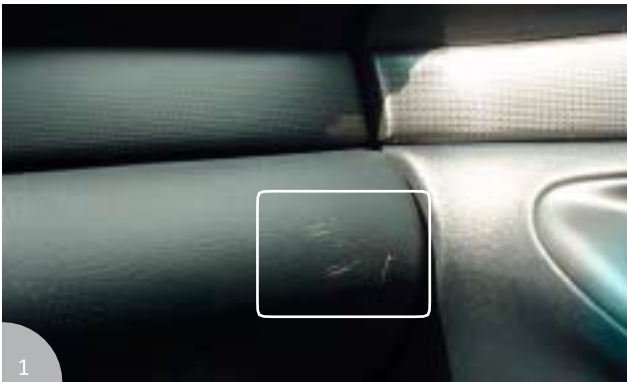
- Major scratches, cracks on hubcaps or wheels. (Photos 1 and 2)
- Deformation (crack in the wheel, bent wheel, deformed tyre).
- Missing parts (centrecap, hubcap, wheel nut/bolt, safety nut, spare wheel and spare tyre). (Photo 3)
- Flat tyre (including spare wheel and spare tyre).
- Uneven wear on tyre.
- Damaged tyres. (Photo 4)



Interior

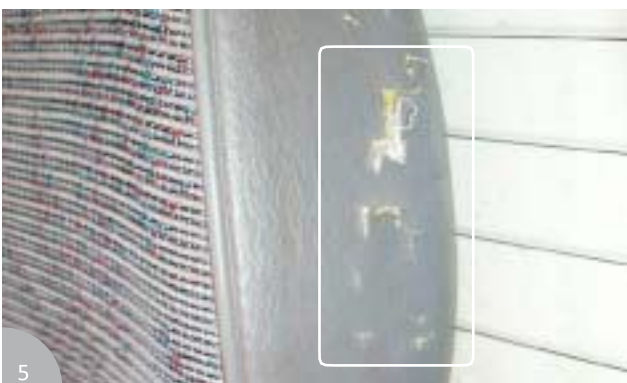
Normal wear and tear

- Minor staining on the interior.
- Even fading, fading of textiles and plastics.
- Scratches on the door trim. (Photo 1)
- Minor wear around the keyhole. (Photo 2)
- Minor non-penetrating scratches on interior surfaces, repairable without replacing the part.



Abnormal wear and tear

- Burn holes.
- Damage caused by installing or removing accessories. (Photo 4)
- Damage to interior components (plastic, textile, leather, wood, floor mats, and door seals) or missing components. (Photos 3 and 5)
- Hard to remove stains, unpleasant odour, animal hair, mould. (Photo 6)
- Moisture damage



Equipment to be returned with the vehicle

The mandatory vehicle safety equipment and other accessories must be in good order, serviceable, and well maintained. Vehicle equipment and accessories include:

- tyres, alloy wheels, original hubcaps, roof racks, tow hitch, anti-theft nuts, etc.;
- second set of wheels and tyres (if originally included). Tyres must conform to the wear limit values for roadworthiness;
- car stereo, its code card, code, detachable front panel;
- tools, jack, lug wrench;
- safety equipment (fire extinguisher, first aid kit, wheel chocks, warning triangle);
- spare keys, alarm remote controls, immobiliser remote control (code);
- correctly filled out maintenance log, user manual, registration certificate;
- appropriate spare wheel or a serviceable tyre repair kit, depending on the vehicle.
- The equipment must correspond to the sale offer.



Returning the vehicle

Upon return of a vehicle at the end of the leasing contract period, the car dealer shall record all external damage to the vehicle in the corresponding report.

Wear and tear on the engine and other technical assemblies shall be assessed in light of the results of roadworthiness testing conducted by the Road Administration (ARK).

Pursuant to the leasing contract, the lessee must inform both the leasing company and the repurchaser of the returning of the vehicle within the previously agreed period, but no later than within 30 days. In order to determine what is normal wear and tear on the leased asset, a technical inspection of the vehicle must be carried out, which shall also be recorded in the relevant report. The technical inspection must be carried out on the premises of the repurchaser of the leased asset. If the repurchaser confirms that they are willing to take back the leased asset, the vehicle must be handed over to them on the date of termination of the leasing contract. If the repurchaser discovers defects on the leased assets, the lessee shall reimburse the related repair costs prior to returning the vehicle or shall eliminate the defects themselves.


No later than two weeks after the return of the vehicle, an additional technical inspection shall be carried out, during which any damage that was not discovered at the initial inspection or which occurred thereafter, but before the end of the contract period, shall also be recorded. Based on the results of this inspection, the car dealer shall submit an invoice to the lessee and a copy of the invoice to the lessor. The invoice must be paid or disputed within 10 days. If the additional inspection will take over two weeks, the car dealer must immediately inform both the lessor and the customer.

Any recorded damage on the leased asset shall be deemed a significant defect and shall be eliminated at the expense of the lessee, if the damage qualifies as abnormal wear and tear under this guide. Any disagreements shall be resolved with the involvement of an independent expert accepted by both parties.

OPTIONAL: ANNEX 1 TO THE INSTRUMENT OF DELIVERY AND RECEIPT

<i>Make and model of the delivered asset</i>	<i>Reg. number</i>
<i>Odometer reading at the time of delivery km Service interval exceeded by ... km</i>	

TECHNICAL CONDITION OF THE ASSET AT THE TIME OF DELIVERY

	A	B	C		Appearance of the body at the time of delivery (indicate location in drawing)
<i>engine operation and starting</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>interior</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>seats</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>windscreen</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>other glazing</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A – excellent	
<i>tyres</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	B – satisfactory	
<i>wheels</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	C - needs repair /	
<i>lights</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	needs replacement	
<i>mirrors</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	D – missing component	
<i>electrical accessories</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	E – broken component	
<i>front/rear axle</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	F – rust	
<i>oil condition</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>brakes</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<i>leaking</i>	Yes No				<i>maintenance log filled out</i>
<i>parking brake OK</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No			<i>valid roadworthiness certificate</i>
<i>needs dry cleaning</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No			<i>valid motor TPL insurance</i>
<i>needs polishing</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No			<i>valid comprehensive motor insurance</i>

ACCESSORIES (indicate make/model where possible)

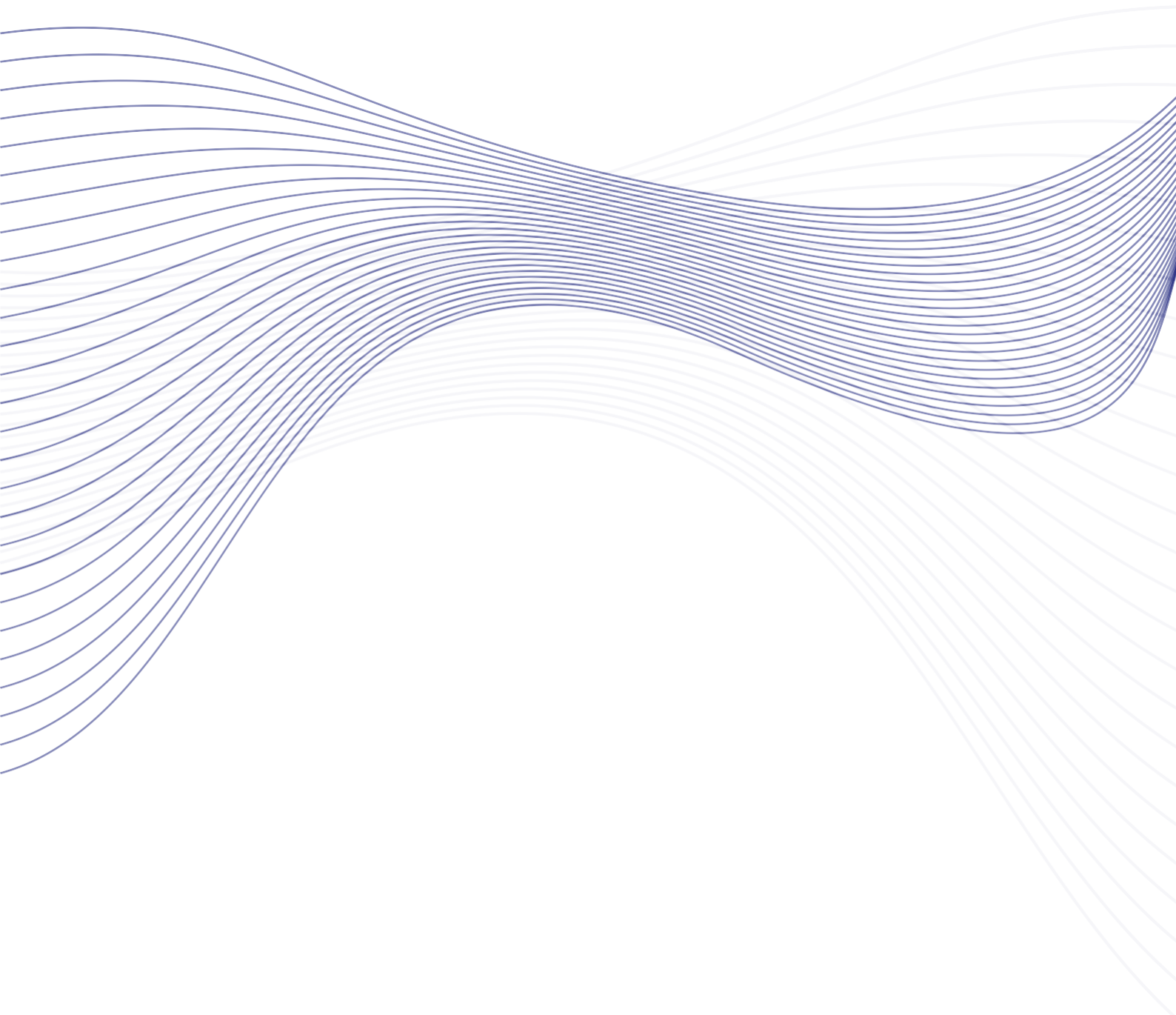
<i>Stereo / CD player</i>	<input type="checkbox"/>	<i>CD changer</i>	<input type="checkbox"/>	<i>Winter tyres</i>	<input type="checkbox"/>
<i>Alarm system / remote control (quantity in set)</i>	<input type="checkbox"/>	<i>Immobiliser</i>	<input type="checkbox"/>	<i>Summer tyres</i>	<input type="checkbox"/>
<i>Tools</i>	<input type="checkbox"/>	<i>Fire extinguisher</i>	<input type="checkbox"/>	<i>First aid kit</i>	<input type="checkbox"/>
<i>Warning triangle</i>	<input type="checkbox"/>	<i>Car phone / hands-free device</i>	<input type="checkbox"/>	<i>Tow hitch</i>	<input type="checkbox"/>
<i>Luggage carrier / roof box</i>	<input type="checkbox"/>	<i>Auxiliary lights</i>	<input type="checkbox"/>	<i>Alloy wheels Ø "</i>	<input type="checkbox"/>
<i>Keys (quantity in set)</i>	<input type="checkbox"/>	<i>Speakers</i>	<input type="checkbox"/>	<i>Cruise control</i>	<input type="checkbox"/>

DECLARATIONS

<i>The asset has been used as a taxi / rental vehicle / instruction vehicle</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
<i>The asset has been involved in an incident of damage or an accident</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure
<i>What kind of damage was caused?</i>			
<i>No third parties have any rights with respect to the asset</i>	<input type="checkbox"/> True	<input type="checkbox"/> False	
<i>Warranty (valid until)</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Not sure

COMMENTS / DEFECTS / SPECIAL FEATURES

<i>Delivered by (name)</i>	<i>Received by (name)</i>
<i>I hereby confirm that I have delivered the asset in the technical condition and degree of completeness recorded in the instrument of delivery and receipt.</i>	<i>I hereby confirm that I have received the asset in the technical condition and degree of completeness recorded in the instrument of delivery and receipt.</i>
Date of delivery, signature	Date of receipt, signature



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