



Vehicle Return Instructions

Introduction

The end of the lease period presupposes the return of the vehicle to Mobire Eesti AS.

This guide is intended as a further description of the vehicle return process. The guide explains the principles of vehicle return and the assessment criteria on the basis of which the vehicle you are returning will be inspected.

This guide describes the technical and visual condition of the vehicle accepted by Mobire at the end of the rental agreement due to the normal use of the vehicle and based on the mileage of the vehicle and the rental period.

This guide explains the depreciation methodology used by Mobire.

The vehicle return instructions are an additional and explanatory document attached to the rental agreement.

Before the end of the contract and the deadline for returning the vehicle, Mobire will send you a notice of return of the vehicle, informing you of the conditions, place and time of returning the vehicle.

When returning the vehicle, a specialist authorised by Mobire will perform an initial inspection of the vehicle. During the inspection of the vehicle, a report on the return of the vehicle shall be drawn up, in which the documents accompanying the vehicle, additional equipment, etc. and the damages found shall be noted. All injuries found are photographed.

The vehicle return control report is signed by the specialist who inspected the vehicle and the representative of the lessee who returned the vehicle. The vehicle return control report shall state:

- date of the vehicle return;
- vehicle mileage;
- visual condition of the vehicle;
- condition of tires;
- availability of documents, accessories and keys;
- proper performance of regular maintenance (according to the maintenance book);
- existence of service book and operating instructions.

Inspection report on the vehicle return does not reflect the technical condition of the vehicle. Mobire reserves the right, if necessary, to carry out a **technical inspection of the vehicle after the vehicle has been returned** (to be carried out by the dealership as soon as possible).

A specialist authorized by Mobire will issue a vehicle damage calculation based on the damage that was revealed during the inspection in the return of the vehicle and that meets the criteria in this manual. Damage that has not been remedied or not notified to Mobire before the vehicle is returned is not considered normal wear and tear and is subject to repair at the expense of the lessee. All unacceptable damages listed in this manual must be reported to Mobire immediately. Our specialists will review the damages and coordinate further actions with you.

To ensure a smooth return of the vehicle and no additional costs, please follow the recommendations below:

1. Please check that the following is attached when the vehicle is returned:
 - All keys (including spare keys) and alarm remotes;
 - Vehicle registration certificate;
 - User manual and properly completed maintenance book;
 - Accessories handed over with the vehicle (e.g. mudguards, floor mats, safety package, rims, cigarette lighter, antenna, trailer hitch, etc.)
 - Spare wheel or working tire repair kit, jack, tools;
 - Fuel card.

Missing accessories and documents are subject to replacement at the lessee's expense.

2. Please make sure that the inside and outside of the vehicle are clean when returning.
3. Upon return, the costs of cleaning the dirty vehicle shall be borne by the lessee.
4. Please remove all stickers and accessories (e.g. GPS, trailer hitch) that you have installed on the vehicle during the rental period. If the stickers and accessories have not been removed before the return of the vehicle, the removal of the stickers and the dismantling of the accessories and any resulting damage shall be compensated by the lessee.
5. During the rental period, all regular technical maintenance prescribed by the vehicle manufacturer and technical inspections provided by law must be performed. Make sure that all regular maintenance is properly recorded in the service book. If the vehicle has not been regularly serviced as prescribed by the manufacturer and it results in a technical failure that does not correspond to normal wear and tear (e.g. engine stalling, brake pads exceeding the wear limit, gearbox failure), it is considered unacceptable and will be liquidated at the lessee's expense.
6. In the event that the vehicle is used in conditions that may increase the risk of damage (e.g. transport of goods or animals, etc.), please make sure that you have made every effort to avoid such a damage (e.g. install seat covers, protect the luggage compartment panels and cover them from sharp objects, etc.)

Assessment criteria

For the purposes of this guide, **acceptable damage** is damage which results from wear and tear due to the normal use of the vehicle, based on the age and mileage of the vehicle and which does not affect the selling price of the used car.

Damage that affects the selling price of a used car and is defined in this guide as **unacceptable damages** is damage that requires repair of the vehicle or replacement of vehicle parts.

This guide provides the most common examples of acceptable and unacceptable damage in six different categories with illustrations.

Body and car paint

Acceptable damage

- Minor scratches that can be removed by polishing. The length of the scratch can be up to 10 cm, but it must not penetrate the paint layer. Up to 2 scratches per body part are acceptable.
- Single dents and dent traces up to 2 cm in diameter, not deeper than 5 mm and not penetrating the paint layer. 2 injuries per body part are acceptable
- Small chips from stones on the hood, at the bottom of the doors and on the wheel arches (damage should not penetrate through the paint layer nor rust).
- Scratches and scuffs around the door handle.
- Evenly faded colour
- Scratches and abrasions around the door handle
- Worn and rubbed paint (brush-rubbed paint), small scratches

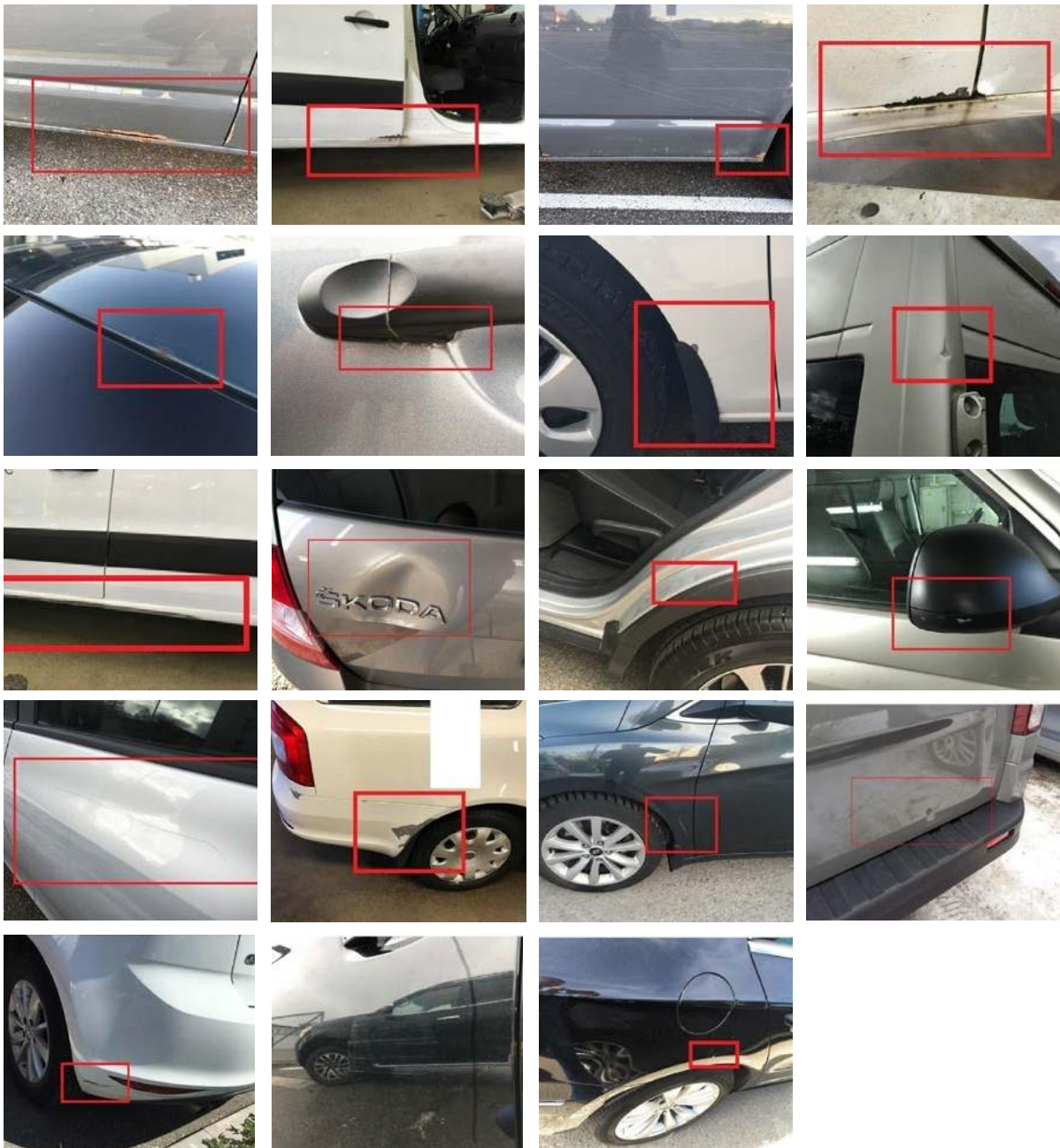
		Car age			
		< 18 months	19-36months	37-60 months	> 60months
Mileage	Up to 60 000 km	2	4	6	10
	60 000 - 100 000 km	4	4	6	10
	100 000 - 160 000 km	6	6	6	10
	Over 160 000 km	7	7	7	10



Unacceptable damage

- Scratches that penetrate the paint layer and are not removable by polishing.
- All damage requiring painting
- Dents and traces of dents with a diameter of more than 2 cm and / or a depth of more than 5 mm, regardless of whether they penetrate the paint layer or not.
- Paint damage due to tar, acid, bird droppings that cannot be removed by polishing.

- Traces of removing stickers or other types of advertising.
- Dents from hail, or any other deformation, absence of factory marking
- Holes after installing and / or removing accessories or equipment
- Improper repair of damage, improper or non-coordinated repair, differences in color, non-standard parts, the assembly of the car is incomplete or inaccurate.
- Rust due to damage
- Damage when installing and / or removing roof racks, luggage racks, etc.
- Larger chips from stones
- Very worn and abraded paint (permanent brushing or automatic washing)
- Damage caused by an accident and not remedied.



Bumper, car grilles and moldings

Acceptable damage

- Minor scratches on the bumper and moldings removable by polishing. The length of the scratch can reach 10 cm, and it should not penetrate the paint layer. Up to 2 scratches on the part are allowed.
- Single dents and traces of dents with a diameter of up to 2 cm and a depth of not more than 5 mm that do not penetrate the paint layer. 2 damages are allowed for each part.



Unacceptable damage

- Scratches and dents that penetrate the paint layer, cracks and holes in the bumper and moldings.
- Broken, cracked, deformed bumpers, grilles and moldings, or the same parts with peeled coating material.
- Bumpers, grilles and moldings that were included with the vehicle but were missing when the vehicle was returned.
- Any damage to these parts longer than 10 cm.
- 3 or more damage to the same part, but no more than 5 damage to all parts in total
- The license plate or base of the license plate is damaged.



Glasses, lights and mirrors

Acceptable damage

- Minor scratches on glass, no more than 5 cm long and 1 mm wide (for example, caused by an automatic car wash or windshield wipers)
- Maximum 2 small stone chips on the windshield without cracks and out of the driver's field of vision.
- Small stone chips and small scratches on the headlights, no longer than 5 cm.

Unacceptable damage

- Scratches, cracks, stone impact marks, cracked chips on glass or mirrors.
- Chips from stones or other damage to the windshield in the driver's field of vision.
- Broken, cracked or damaged headlights.
- Broken or torn wipers.
- Damage to the coating of tinted or safety glass.



Tires and wheels

Acceptable damage

- Slight signs of wear, abrasion or discoloration on rims or wheels no longer than 5 cm. 1 damage per wheel or rim allowed
- Normal tire wear depending on vehicle mileage.



Unacceptable damage

- Unsuitable tires (the residual depth of summer tires must be at least 1.6 mm, and the residual depth of winter tires must be at least 3 mm)
- Defective tires and / or rims, e.g. the wrong size, make and model of the tire do not correspond to the brand or model of the tire purchased at the conclusion or during the contract
- Uneven tire wear
- Damaged tires, such as impact marks, cracks, holes or dents
- Deformed rims
- The rims are missing or damaged, e.g. severe wear, cracks, dents, holes or other deformation
- Cast rims that are scratched, worn, or have a shard sticking out of the rim, and the damage length exceeds 5 cm.
- The spare wheel is missing or damaged.
- Off-season tires.



Interior and luggage compartment

Acceptable damage

- Dirty seats and other covers due to normal operation of the vehicle, which can be cleaned without dry cleaning.
- Evenly faded inner surface.
- Small traces of friction that do not penetrate the surface and are easily removable.



Unacceptable damage

- Equipment and accessories - hands-free, damage after installing or removing the navigation or multimedia system, e.g. screw holes
- Tears, cuts, holes, scratches, visible repairs, burn marks, cracks in any part of the interior (e.g. seats, decorative panels, upholstery, panels, etc.)
- Heavy dirt and stains
- Strong unpleasant odour, e.g. from smoking or transporting an animal
- Animal hair
- Damage due to moisture
- Torn or split panel or trim panel of the luggage compartment.
- Minor damage and deformations
- Significant damage from the impact
- Leaks in the exhaust system due to visible damage to the exhaust system.
- Deformed, broken or missing plastic parts or the base of the crankcase.



Technical condition

Mobire reserves the right, if necessary, to carry out a thorough technical inspection of the vehicle after the vehicle has been returned (to be carried out by a dealership as soon as possible). We assess the need to replace cost components on the principle that the vehicle must be able to cover at least the next 5,000 km without additional work. Examples of consumables include: brake pads and discs, shock absorbers, clutch, bulbs, and the like.

There must also be no leaks of oil, coolant or other fluids in the vehicle.

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