



Vehicle Return Instructions

Introduction

These instructions are meant as a further description of the vehicle return process. The instructions clarify the principles for returning the vehicle and the assessment criteria on the basis of which the vehicle you are returning shall be inspected.

The instructions describe the technical and visual condition of the vehicle that is acceptable by Mobire as of the expiry of the rental contract arising from the normal use and wear and tear of the vehicle and based on the mileage of the vehicle and the rental period.

The instructions explain the methodology for assessing depreciation as used by Mobire.

Vehicle return instructions constitute a supplementary explanatory document belonging to the rental contract.

Return of the vehicle

Before the expiry of the contract and the deadline for returning the vehicle, Mobire shall send you a vehicle return notice which informs you of the terms and conditions, location and time for returning the vehicle.

Upon the return of the vehicle, a specialist authorised by Mobire shall conduct the initial inspection of the vehicle. Upon the return of the vehicle, an inspection report for the returned vehicle shall be drawn up and all the documents and accessories included with the returned vehicle and any identified damage shall be noted therein. Photographs shall be taken of all identified damage.

The inspection report for the returned vehicle shall be signed by the specialist who inspected the vehicle and the representative of the lessee who returned the vehicle. The following shall be indicated in the inspection report for the returned vehicle:

- date of return of the vehicle;
- mileage of the vehicle;
- visual condition of the vehicle;
- condition of the tyres;
- existence of documents, accessories and keys;
- due and proper technical maintenance (pursuant to the service history);
- existence of service history and the user manual.

The inspection report for the returned vehicle does not reflect the technical condition of the vehicle. Mobire reserves the right to conduct a **technical inspection of the vehicle after the return** if required (at the first opportunity by an authorised dealership).

The specialist authorised by Mobire shall issue a calculation for eliminating the damage of the vehicle based on the damage identified during the inspection conducted upon the return of the vehicle that meet the criteria provided in these instructions. Damage that has not been eliminated or of which Mobire has not been informed before returning the vehicle shall not be considered normal wear and tear and is subject to elimination at the expense of the lessee. Mobire must be immediately informed of any unacceptable damage provided in these instructions. Our specialists shall inspect the damage and approve any further activities with you.

In order to ensure the smooth return of the vehicle and avoid any further expenses, please follow the recommendations set out below:

1. Please verify that upon returning the vehicle, the following is included with the vehicle:
 - all keys (including spare keys) and vehicle alarm remotes;
 - vehicle registration certificate;
 - user manual and duly and properly filled-in service history;
 - accessories delivered with the vehicle (e.g. mudguards, floor mats, safety package, hubcaps, cigarette lighter, antenna, trailer hitch, etc.);
 - spare wheel or a tyre repair kit in good working order, jack, tools;
 - fuel card.

Any missing accessories and documents shall be replaced at the expense of the lessee.

2. Please verify that the exterior and interior of the vehicle has been cleaned before returning it.
3. If the vehicle is dirty as of the moment of return, a visual inspection of the vehicle shall be conducted after washing the vehicle (interior and exterior), and an assessment is provided regarding any damage.
4. Please remove all stickers and accessories (GPS) that you have installed on the vehicle during the rental period. If stickers and accessories are not removed before returning the vehicle, the lessee shall compensate for the removal of stickers and accessories and any possible damage arising therefrom.
5. All scheduled maintenance provided by the manufacturer of the vehicle as well as the technical inspections provided for in legislation must be conducted during the rental period. Please verify that all scheduled maintenance has been duly and properly entered in the service history. If the scheduled maintenance provided by the manufacturer has not been conducted for the vehicle and this causes a technical failure not corresponding to normal wear and tear (e.g. engine failure, brake pads exceeding wear limits, gearbox failure), it shall be considered unacceptable damage and it shall be subject to elimination at the expense of the lessee.
6. If you use the vehicle in conditions that may increase the hazard of damage (e.g. transport of goods or animals, etc.), please make sure that you have taken every effort in order to avoid causing any damage (e.g. install respective protective covers for seats, protect the panels and cover of the luggage compartment against sharp objects, etc.).

Assessment criteria

For the purposes of these instructions, **acceptable damage** constitutes damage created in the course of wear and tear during the normal use of the vehicle, are based on the age and mileage of the vehicle, and do not affect the selling price of the used vehicle.

Damage that affects the selling price of the used vehicle and is determined as **unacceptable damage** in these instructions constitutes damage whose elimination requires the repair of the vehicle or the replacement of vehicle parts.

These instructions provide the most common examples of acceptable and unacceptable damage in six different categories along with illustrating images.

Body and paint

Acceptable damage

- Minor scratches that can be removed by polishing. The length of a scratch may be up to 10 cm, but it may not penetrate the paint layer. Up to 2 scratches per one body part are acceptable
- Single dents and dent traces with a diameter of up to 2 cm and no deeper than 5 mm that do not penetrate the paint layer. Up to 2 counts of such damage per one body part are acceptable
- Small chips caused due to stones on the hood, at the bottom of the doors and on the wheel arches (the damage may not penetrate the paint layer or rust)
- Scratches and scuffs around door handles
- Evenly faded paint
- Worn and scuffed paint (brush-rubbed paint), minor scratches.

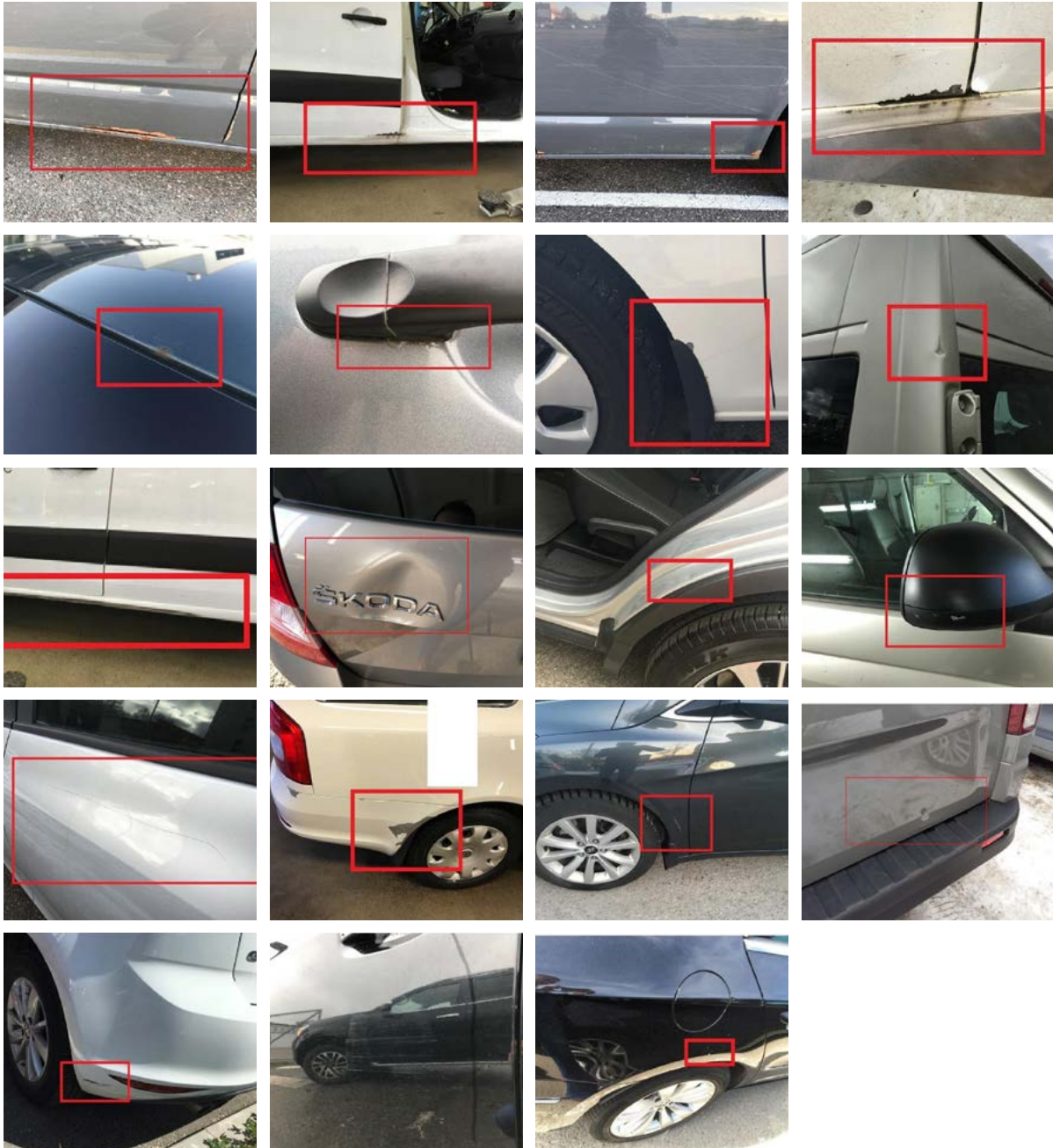
	Number of counts of damage	Age			
		< 18 months	19 - 36 months	37 - 60 months	> 60 months
Mileage	Up to 60 000 km	2	4	6	10
	60 000 - 100 000 km	4	4	6	10
	100 000 - 160 000 km	6	6	6	10
	Over 160 000 km	7	7	7	10



Unacceptable damage

- Scratches penetrating the paint layer that cannot be removed by polishing
- All damage requiring a paint job
- Dents and traces of dents with a diameter of more than 2 cm and/or depth of more than 5 mm regardless of whether they penetrate the paint layer or not
- Paint damage due to tar, acid, bird droppings or wood pitch that cannot be removed by polishing
- Traces of removing stickers or advertisements installed in any other manner
- Dents caused due to hail, any other deformation, absence of factory marking

- Holes caused due to installing and/or removing equipment or accessories
- Incorrectly repaired damage – non-compliant unapproved repairs, differences in paint, non-standard details, assembly of the vehicle is insufficient or negligent
- Rust caused due to damage
- Damage caused upon the installation and/or removal of roof racks, luggage racks, etc.
- Large chips from stones
- Significantly worn and scuffed paint (constant brushing or using automatic car washes)
- Damage caused due to a traffic accident or another accident that has not been repaired



Bumpers, car grilles and moulding trim

Acceptable damage

- Minor scratches on the bumper or moulding trim that can be removed by polishing. The length of a scratch may be up to 10 cm and it may not penetrate the paint layer. Up to 2 scratches per one detail are acceptable
- Single dents and dent traces with a diameter of up to 2 cm and no deeper than 5 mm that do not penetrate the paint layer. Up to 2 counts of such damage per one detail are acceptable.



Unacceptable damage

- Scratches and dents that penetrate the paint layer, cracks and holes in the bumper and moulding trim
- Broken, cracked, deformed bumpers, car grilles or moulding trim, or peeled coating materials on these components
- Bumpers, car grilles or moulding trim that were included with the vehicle upon delivery but are missing upon the return of the vehicle
- Any damage to these parts that is longer than 10 cm
- Damaged licence plate or base of the licence plate.



Windows, lights and mirrors

Acceptable damage

- Minor scratches on glass no longer than 5 cm in length and 1 mm in width (e.g. caused due to automatic car wash or windshield wipers)
- No more than 2 small stone chips on the windshield without cracks and outside the field of vision of the driver
- Small stone chips and minor scratches on lights, no longer than 5 cm in length.



Unacceptable damage

- Scratches, cracks, stone impact marks, cracked chips on windows or mirrors
- Stone chips or other damage on the windshield in the field of vision of the driver
- Lights that are broken, cracked or not in working order
- Broken or torn wipers
- Damage to the covering material of glass with tinted or safety film.



Tyres and wheels

Acceptable damage

- Minor signs of wear, abrasion or discoloration on wheels or hubcaps no longer than 5 cm. Up to 1 count of such damage per one tyre or wheel is acceptable
- Normal wear and tear of tyres based on the mileage of the vehicle.



Unacceptable damage

- Tyres not fit for use (the residual depth of summer tyres must be at least 1.6 mm and the residual depth of winter tyres must be at least 3 mm)
- Defective tyres and/or wheels, e.g. wrong size, the make and model of the tyre does not correspond to the make and model of the tyre as it was in the beginning of the contract or as acquired during the period of validity of the contract
- Uneven tyre wear
- Damaged tyres, e.g. impact marks, cracks, holes or dents
- Deformed wheels
- Missing or damaged hubcaps, e.g. heavy wear, cracks, dents, holes, or other deformation
- Alloy wheels that are scratched, worn, or there is a chip missing from the wheel, and the damage is longer than 5 cm
- Missing or damaged spare wheel
- Tyres not suited for the season.



Interior and luggage compartment

Acceptable damage

- Dirty seats and other covers due to the normal use and wear and tear of the vehicle and can be cleaned without dry cleaning
- Evenly faded interior surface
- Minor traces of friction that do not penetrate the surface and can be easily removed.



Unacceptable damage

- Damaged caused due to installation or removal of equipment and accessories – hands-free, navigation or other media systems – e.g. screw holes
- Tears, cuts, holes, scratches, visible repairs, burn marks or cracks in any part of the interior (e.g. seats, decorative panels, upholstery, etc.)
- Heavy dirt and stains
- Strong unpleasant odour e.g. from smoking or transporting animals
- Damage caused due to moisture
- Torn or split luggage compartment decorative panels or covering materials
- Mechanically caused damage.



Technical condition

Mobire reserves the right to conduct a thorough technical inspection of the vehicle after the return if required (at the first opportunity by an authorised dealership). The necessity of replacing wearing parts is assessed on the principle that the vehicle must be capable of driving at least subsequent **5,000 km** without having any extra work performed. Wearing parts include, for example: brake pads and discs, shock absorbers, clutch, lamps, etc.

The vehicle may also not have any oil, coolant or other fluid leaks.

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