



Fair Wear And Tear Guidelines

Effective: 01 February 2025

This document outlines the inclusions and exclusion of fair wear and tear during Your Rental Period. Before renting a vehicle, Luxcar Rental will inspect and note any pre-existing damage, excluding normal wear and tear.

We recommend that You also conduct Your own inspection and take time-stamped photos. If You notice any damage not already recorded on the Rental Agreement before leaving Our premises, please inform Us so that the agreement can be updated and reprinted.

If You do not report any discrepancies at that time, You may forfeit the ability to dispute the damage during Your Rental Period. Please carefully review the Fair Wear And Tear Guidelines provided below before driving away.

A clear distinction is made between normal wear and tear and unacceptable damage. Any damage resulting from intentional actions or negligence is not considered fair wear and tear and is not covered by Our damage protection. For a comprehensive understanding of the exclusions, please refer to the Our Terms and Conditions of Rental.

If You have any concerns or questions, please contact Us via the following email:

info@luxcarrental.co.nz

	Fair Wear And Tear <u>Includes</u>:	Fair Wear And Tear <u>Excludes</u>:
Dents	No more than 20mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking.	<ul style="list-style-type: none"> a) Hail damage; b) Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges; c) Multiple dents within a specific local area regardless of size; or d) Any damage affecting or penetrating the paintwork.
Stone Chips	Isolated stone chips to any panel up to 2mm in diameter.	More than 5 stone chips to an isolated area.
Scratches	<ul style="list-style-type: none"> a) Not more than 20mm in length and not more than 1mm wide; b) No paint surface penetration; and c) Can be polished out. 	Any scratch where the metal, plastic or undercoat is exposed.
Bumpers	<ul style="list-style-type: none"> a) Light scuffing or scratches: <ul style="list-style-type: none"> i) No paint surface penetration; ii) Can be polished out; b) Isolated stone chips up to 2mm in diameter. 	<ul style="list-style-type: none"> a) Any broken paint; b) Multiple scratches of any size; c) Dents of 20 mm in length or more in diameter; d) Any damage to a textured bumper; and e) Multiple stone chips of more than 5 to an isolated area.

	Fair Wear And Tear <u>Includes</u>:	Fair Wear And Tear <u>Excludes</u>:
Wheels, Wheel Trims, Tyres	Light scratches and scuffing up to 20 mm in length.	<ul style="list-style-type: none"> a) Wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim or hubcap; b) Alloy rims if: <ul style="list-style-type: none"> i) Cracked, buckled, gouged; ii) Scuff mark is more than 20mm in length; or iii) mismatched or not the rim as originally supplied; c) Tyre tread and sidewall damage so that the tyre is unroadworthy; d) Replacement tyres that differ from those originally supplied.
Windscreen, Windows, Lamps, External Mirrors		Scratches, chipping, cracks, holes or damage to: <ul style="list-style-type: none"> a) The windscreen; b) Windows; c) Lamps; and d) External mirror lens, as all such damage may affect the roadworthy status of the vehicle and may subsequently worsen over time from the vehicle continuing to be driven.
Upholstery, Floors, Carpets, Dashboard, Fascia, Trim Interior, Vehicle Cleanliness	<ul style="list-style-type: none"> a) Light marks that can be removed by vacuum or general cleaning; b) Light scuffing or smears or regular day to day debris that is removable by general cleaning. 	<ul style="list-style-type: none"> a) Any permanent damage caused by harsh or corrosive materials; b) tears, cuts, scratches, holes or burns; c) Any damage to the structure, shape or positioning of a seat; d) Hair from pets; e) Excessive soil, mud or sand (other than from regular day to day use); f) Evidence of smoking in the vehicle; g) Odours or foreign matter; and h) Stains or marks that cannot be removed by general cleaning or require steam cleaning.
Keys, Accessories, Equipment	Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories or equipment.	<ul style="list-style-type: none"> a) Loss or damage to keys or remotes; b) Damage caused by incorrect fitting of accessories (snow chains, roof racks); c) Damage to aerials; and d) Removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyre, wheel trims, hazard triangles, first aid kits, GPS units).