

FULLY MAINTAINED OPERATING LEASE DEHIRE GUIDE



DEHIRE PROCESS

APPRAISAL CRITERIA

STANDARDS



FMOL End of Lease Vehicle Return Process

This document is a guide to the process of returning a vehicle after the completion of its lease term. Ensuring that the vehicle is cared for during the lease can help to minimise or eliminate any end of lease charges. TR Group understands that these are working vehicles and as such will take into account the age and mileage of the vehicle.

The process at the end of the contract

- 1** Please arrange a vehicle inspection of the vehicle with your TR Group representative approximately one month prior to vehicle return.
- 2** Arrange repair or replacement of any damages to agreed standards before the vehicle is returned, or alternatively TR Group can arrange for this to be done for you.
- 3** Vehicle is to be returned to a TR Group branch after the completion of the vehicle's contract or as agreed with TR Group.
- 4** Ensure all ancillary and associated equipment is returned with the vehicle.
- 5** Upon return TR Group will inspect the vehicle and complete a vehicle return proforma summary.
- 6** Any remaining damage that is not considered fair wear and tear will be noted.



How to eliminate or minimise vehicle return charges

Costs can be reduced or eliminated by following these steps:

- Carry out daily checks of fluid levels, tyre pressure and tyre condition.
- Clean both the interior and exterior of the vehicle regularly with approved cleaning products and by the appropriate methods.
- Ensure vehicles are presented for routine servicing at the recommended intervals.
- Ensure seat covers and floor mats are replaced when worn. In most cases this will be covered by TR Group in our maintenance contracts.
- Promptly attend to any accident damaged panel, paintwork, glass, upholstery or accessories.
- Utilise TR Group approved suppliers to ensure the repairs are high quality and meet the required TR Group standards'.
- Always adhere to recommended maximum towing and loading capacities in conjunction with current law requirements and legislation.

Common causes of excessive wear and tear



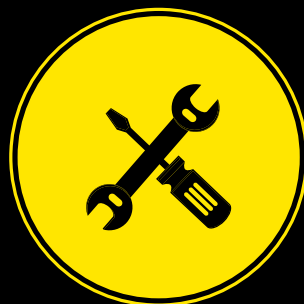
Non-repaired damage



Poor quality of body repairs



Drivers not taking responsibility for day-to-day care and maintenance of the vehicle



Non-adherence to specific vehicle service requirements



Non-adherence to vehicle manufacturer recommended capabilities and specifications



Cab and Body Work

Fair wear and tear:

- Minor panel scratches and scuffs.
- Scratches or scuffing that can be removed by polishing.
- Minor scuffing and/or dents that do not affect the integrity or operation of the unit.
- Stone chips and abrasions considered normal for the vehicle's age and mileage.

Damage:

- Stone chipping resulting in visible dents.
- Exterior panel damage caused by impact with objects resulting in visible dents.
- Scratches etc. which have dented panel surface and cannot be removed by polishing.
- Bent or broken bumpers, bullbars, steps and tanks.
- Missing or damaged equipment.



Fair wear & tear



Damage



Fair wear & tear



Damage



Interior of Cab

Interior of cab:

- All floors to be checked for excessive wear and under floor damage, including crushed alloy floors, holes from point loading etc.
- Holes and damage in walls, scuff bands etc.
- Any other specialised equipment if fitted is returned with the vehicle.

Fair wear and tear:

- Wear and tear consistent with age and mileage.
- Worn seat covers, no damage to seat.
- All accessories in working order.

Damage:

- Any soiling to the vehicle's interior surfaces that cannot be removed by cleaning
- Cigarette burns, any broken or damaged panels and switches etc.
- Damage to the interior caused by lack of care and maintenance.



Fair wear & tear



Damage



Fair wear & tear



Damage



Body of Vehicle

Fair wear and tear:

- Repairs done correctly in keeping with the manufacturer's original specification.
- Repaired tears and rips on curtains.
- Minor scuffing and/or dents that do not affect the integrity or operation of the unit.
- Worn flooring, end walls and sidewalls.

Damage:

- Damaged, broken or holes in roof, deck, headboards etc.
- Missing or broken curtain straps, tensioners, curtain tracks and other associated equipment.
- Cuts in tyres that penetrate steel belts, side wall or treads.
- Bent, damaged or broken gates, roof poles and/or curtain poles.
- Any broken or damaged fittings, handles, LED side lights.
- Missing mezzanine floors and associated equipment.



Fair wear & tear



Damage



Fair wear & tear



Damage



Specialised Vehicles

Exterior:

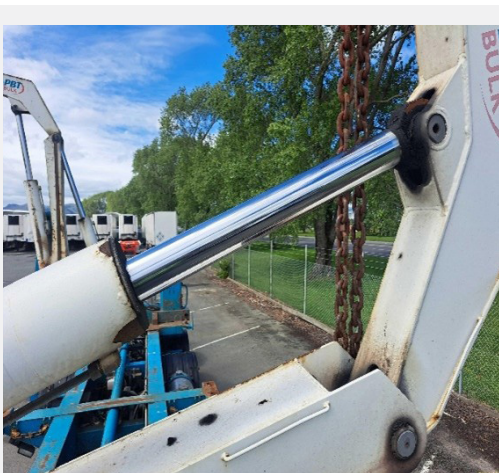
- All rams and spears to be checked for gouges and dents that will damage seals and/or the operations of the vehicle.
- Chassis/Top plates to be checked for any bends, dents or twist.
- Twist locks to be in working order.
- All accessories for specialised categories which may include, but not limited to, chains, joiners, spreader bars, remotes, batteries, chargers, chiller bungs, shoring bars and stand-by leads etc are returned.
- Damage to tipping bodies due to incorrect application e.g. dents, bulging and bent tailgates.
- All double stacking equipment if fitted is returned with the vehicle.

Fair wear and tear:

- Minor surface scratches or scuffs on the exterior of the hydraulic ram cylinder barrel.
- Normal wear on the boom and sliding extensions.
- Similar wear on stabilizers and outriggers based on use and age.
- Gradual wear on hydraulic seals, hoses & fittings.
- Minor leak or sweating of hydraulic fluid.
- Loss of paint or protective coatings on exposed metal surfaces, leading to minor surface rust.

Damage:

- Large and deep scratches or scuffs on the exterior of the hydraulic ram cylinder barrel.
- Damage to spheres or cylinders that will cause damage to cylinder seals & cause leaks.



Fair wear & tear



Damage



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