



AMI

A Guide To Returning Your
Vehicle

01992 554 184

www.amivl.co.uk

The Fair Wear and Tear Standard

This guide defines the industry standard at return for every aspect of a vehicle's condition. Fair wear and tear occurs when normal usage causes acceptable deterioration to a vehicle. It is not to be confused with damage, which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh treatment, negligent acts or omissions.

Why Do We Have End-of-Lease Charges

End-of-lease charges reflect the loss of value in the vehicle to the leasing company when it is returned in a poorer condition than originally contracted and/or achieves a decrease in value as a result of a failure to use, maintain and look after the vehicle and its equipment.

Maintenance, Servicing and Repairs

The vehicle must have been inspected and serviced according to the manufacturer's servicing/maintenance schedule. The service book supplied with the vehicle must be present and date-stamped by the service agent/repairer.

All necessary maintenance and repairs must be carried out by a service agent/repairer approved by AMI. If the service record is kept electronically, drivers should ensure the service agent/repairer has re-set the service interval display in the vehicles on board service history unit.

Maintenance, Servicing and Repairs (continued)

Any repairs made to the vehicle must be to a professional standard by repairers who can provide full transferrable warranty to their work.

Paintwork, Body, Bumpers and Trim

Chips

Small areas of chipping, including door edge chipping are acceptable. If the areas of chipping require the entire panel, bumper or trim to be repaired or repainted, the damage is not acceptable.

Dents

Dents (up to 10mm) are acceptable provided there are no more than two per panel and the paint surface is not broken. Dents on the roof or swage line on any panels are not acceptable.

Scratches

Scratches and abrasions up to 25mm are acceptable, relative to the vehicle's age and mileage, and provided the primer or bare material is not showing.

Moulding, Wheel Arch Trims

Scuffs and scratches up to 25mm are acceptable provided the moulding or trim is not broken, cracked or deformed.

Paintwork, Body, Bumpers and Trim (continued)

Tow Bars

Tow bars must only be fitted with approval from AMI. If fitted, a tow bar must be in good, rust-free condition, with electrical connections that work properly. A ball cover must be in place.

Windows, Glass, Door Mirrors and Lamps

Windows/Windcreens

Light scratching is acceptable provided it does not interfere with the driver's line of sight and any heating elements still work properly. Chips cracks or holes are not acceptable. Repaired chips within the driver's line of sight are not acceptable. Repaired chips outside the driver's line of sight are acceptable provided they are repaired to a professional standard and the work is warranted.

Door Mirrors

Missing, cracked or damaged door mirrors are not acceptable. If adjustable and/or heated door mirrors, they must work correctly.

Lamps and Lenses

All lamps must work. Minor scuff marks or scratches up to 25mm are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tyres and Wheels

Tyre Wear and Damage

All tyres, including any spare, must meet minimum UK legal requirements. There must be no damage to sidewalls or tread.

Wheels and Wheel Trims

Dents and holes on wheel rims and wheel trims are not acceptable.

Scuffs totalling up to 50mm on the total circumference of the wheel trim and on alloy wheels are acceptable. Any damage to the wheel spokes and the hub of the alloy wheel is not acceptable.

The emergency tyre inflation canister, if supplied when new, should be in full working order, serviceable and ready for use. A canister that has been partially or fully discharged should be replaced.

Vehicle Interior

The interior upholstery and trim must be clean and odourless with no burns, scratches, tears or staining.

Carpets should not have holes. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins, must be present, intact and free of damage.

Return Checklist

Fill in the checklist below before your vehicle returns to AMI to avoid any unexpected charges:

- | | | | |
|--------------------------|--------------------------------|--------------------------|-----------------------|
| <input type="checkbox"/> | All Keys | <input type="checkbox"/> | Nav Disc/SD card |
| <input type="checkbox"/> | Locking Wheel Nut | <input type="checkbox"/> | Parcel Shelf |
| <input type="checkbox"/> | Alloys Acceptable | <input type="checkbox"/> | AMI Pack |
| <input type="checkbox"/> | Tyres Above 1.6mm | <input type="checkbox"/> | AA Card |
| <input type="checkbox"/> | Spare Tyre/Puncture Repair Kit | <input type="checkbox"/> | Tools |
| <input type="checkbox"/> | Service Book | <input type="checkbox"/> | Windscreen Acceptable |
| <input type="checkbox"/> | Owners Manual | <input type="checkbox"/> | Exterior Clean |
| <input type="checkbox"/> | Audiobook | <input type="checkbox"/> | Interior Clean |

If you have any questions regarding the return of your vehicle, please call 01992 554 184 for assistance. Office opening hours 9am-5:30pm Monday-Friday