

FAIR WEAR AND TEAR *Guide*



| GENERAL | FAIR? |
|--|-------|
| Missing vehicle manuals, equipment manuals, or service records | ✗ |
| Missing or damaged keys, key tags, or vehicle fobs | ✗ |
| CLEANLINESS | |
| General soiling to interior, exterior, or load carrying areas from normal usage | ✓ |
| The interior, storage, or load carrying areas containing refuse, debris, or waste. | ✗ |
| The exterior having accumulated mud or dirt, heavy soiling, or staining. | ✗ |
| The undercarriage having accumulated mud or dirt, heavy soiling, or staining. | ✗ |
| SUPPLIED EQUIPMENT | |
| Missing or damaged Tru Fleet supplied equipment or accessories | ✗ |
| Missing or damaged manufacturer supplied tools or accessories | ✗ |
| GLASS | |
| Chips, cracks, bulls-eyes, or stars | ✗ |
| Cracked or broken head light, tail light, or auxiliary light lenses | ✗ |
| TYRES AND WHEELS | |
| Minor rim or trim scuffing and general tyre wear | ✓ |
| Premature wear, significant damage, missing or damaged tyres | ✗ |
| Missing, damaged, disfigured, or heavily-scuffed rims or trim | ✗ |
| INTERIOR | |
| General soiling to seats, covers, mats, or carpets from normal usage | ✓ |
| Soiling to seats, covers, mats, or carpets from neglect or misuse | ✗ |
| Soiling, stains, or damage to roof lining or other upholstery | ✗ |
| Stains or permanent soiling to seats, covers, mats, or carpets | ✗ |
| Burns, cuts, holes, rips, or evidence of poor repairs to seats, covers, mats, or carpets | ✗ |
| Burns, cuts, holes, or evidence of poor repairs to trim or controls | ✗ |
| Tobacco, alcohol, or other smells from organic material | ✗ |

| MECHANICAL CONDITION | FAIR? |
|---|-------|
| Premature failure of any component or assembly due to neglect, misuse, or failure to maintain or service the vehicle in line with recommendations | ✗ |
| PAINT AND BODYWORK | |
| Minor scratches, dents or abrasions- shallow, not penetrating paint layer, shorter than 20mm in length, or fewer than two on any panel | ✓ |
| Minor stone damage to bonnet, lower doors, or wheel guards, minor paint touch-ups or evidence of minor paint cracking and flaking | ✓ |
| Significant scratches, dents or abrasions - greater than 25mm in diameter, paint layer penetration, or more than two on any panel | ✗ |
| Damage from animal droppings, tree sap, leaves, seeds, or fruit | ✗ |
| Prominent touch-up work, significant paint flaking, or evidence of poor repairs including colour mismatch or misaligned panels | ✗ |
| Significant stone chipping, gravel damage, panel buckling, or panel distortion (including hail or storm damage) | ✗ |
| Damage from fitment or use of stickers, magnets, mounts, suction cups, cargo carrying accessories, or other similar equipment | ✗ |
| Any corrosion, regardless of cause | ✗ |
| EXTERNAL MOULDINGS, GRILLS, BUMPERS, AND SIMILAR | |
| Minor scratches, dents or abrasions- shallow, shorter than 20mm in length or fewer than two on any panel or piece | ✓ |
| Missing pieces of trim, moulds, mud flaps, badging, number plates, decals, high-visibility striping, stickers, caps, or covers | ✗ |
| Cracks or significant scratches, dents or abrasions - greater than 25mm in diameter or more than two on any panel or piece | ✗ |
| UNDER-BODY AND TRAY | |
| Minor scratches, dents or abrasions- shallow, shorter than 20mm in length or fewer than two on any panel or piece | ✓ |
| Significant scratches, dents or abrasions - greater than 25mm in diameter, paint layer penetration, or more than two on any panel | ✗ |
| Any corrosion, regardless of cause | ✗ |
| Damage, exhaust leaks, or fluid leaks resulting from misuse, neglect, or visible damage | ✗ |

This document is a guide - refer to the Tru Fleet Vehicle Use Terms and Conditions for details