

# Fair Wear And Tear Guidelines

Holden Guaranteed Value



**Holden**  
Financial Services

# What is Fair Wear and Tear?

To ensure you have an excellent motoring experience we have prepared these Fair Wear and Tear Guidelines. If you decide to return your vehicle at the end of your loan term, failure to meet these guidelines could result in an adjustment to your Holden Guaranteed Value<sup>1</sup> (HGV) as set out in your loan offer and loan terms and conditions document.

The information in this guide will assist you in caring for your vehicle during your loan term and understanding your responsibilities relating to the acceptable condition of your vehicle. It also acts as a handy checklist if you choose to return your vehicle to Holden Financial Services (HFS) at the end of your loan term.

Generally, your obligation is to return the vehicle to us in the same condition as at the start of your loan term, subject to fair wear and tear. This guide defines what is considered acceptable and unacceptable wear and tear over the term of your loan. HFS understand that some reasonable wear and tear can be expected during your loan term. Included is a Fair Wear and Tear Checklist highlighting some examples of acceptable and unacceptable wear and tear (see page 7).

## End of Term and Vehicle Inspection

Prior to the expiry of your loan, HFS will get in touch to determine your intentions.

If you are returning your vehicle, HFS will schedule a vehicle inspection. Your vehicle condition, service history and kilometre (km) reading will be recorded and you will be notified of the inspection result.

If your vehicle does not meet the Fair Wear and Tear Guidelines and/or you have travelled above the nominated kilometre allowance, your loan terms and conditions document will explain what are your and our rights. Please check your loan documents to confirm excess km charge details.

### **Here are a few helpful tips to make sure your vehicle meets the Fair Wear and Tear Guidelines:**

- Ensure your vehicle is regularly serviced in accordance with its vehicle service schedule.
- Consider periodical wheel alignment to ensure tyre safety and even tread wear.
- General day to day maintenance such as regularly checking fluid levels, monitor tyre pressure and tread depth.
- Any irregular noises or change in performance must be investigated immediately – refer to your dealer for assistance.
- Regularly clean your vehicle including the interior upholstery and trim.
- Remove promptly any tree/bird droppings to prevent permanent damage to exterior paintwork.
- Do not exceed your vehicle's towing capacity.
- Regularly check your vehicle to identify any damage.

# Your Responsibilities

## Servicing and documentation:

- Regular maintenance and servicing must be carried out in accordance with the vehicle's service schedule using manufacturer approved service parts and lubricants only.
- Any defects or damages that occur during normal vehicle use should be rectified as soon as possible.
- The vehicle's Service and Warranty Booklets (including the full service record) and any other documents relating to vehicle equipment must be retained and made available if the vehicle is to be returned to HFS at loan term expiry.
- All documents must be in the vehicle upon return.

## Appearance:

- When your vehicle inspection is to be carried out, the vehicle must be made available in a suitably clean condition to allow for proper inspection of the paint, body and interior.

# Additional Equipment and Accessories

- Equipment and accessories (such as GPS devices and mobile phone holders) that have been installed after the start of your loan are to be removed, and any holes or damage must be repaired to a professional standard.
- All standard equipment and accessories, together with any fittings (including non-standard or aftermarket) originally supplied with the vehicle at the start of your loan, must be returned at loan term expiry.

## Badges and Labels:

- Non-standard badges, labels or advertising fitted to the body work or glass of the vehicle must be removed, with any damage caused (including colour fading) by their attachment or removal repaired.
- Advertising must never be painted directly onto the vehicle.

## Keys and Security:

- A full set of genuine keys and remotes must be available and functioning.
- If the vehicle was originally supplied with a security system, this must be intact and fully operational, including any key or key fob necessary for operation.

## Mechanical Condition:

Regular servicing must be carried out in accordance with your vehicle's Service Schedule and your vehicle kept in sound mechanical condition.

The following examples are conditions usually caused by vehicle neglect or misuse and therefore are not regarded as Fair Wear and Tear:

**Brakes** – Grooved brake discs caused by severely worn brake components.

**Engine** – Mechanical Failure due to running the vehicle with insufficient coolant or lubricant and or with broken internal components.

**Transmission** – Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

# A Guide to Acceptable and Unacceptable Fair Wear and Tear

## Vehicle Exterior

### Body Work:

Any damage must be repaired as and when it occurs. All work must be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration.

#### Acceptable

**Dents** - 20 mm diameter or less, no paint surface penetration.

**Minor stone chips** - Stone-chips as long as base metal not exposed.

**Scratches** - Light scratches that have not penetrated paint to metal up to 25mm in length, no more than two per panel.

**Minor paint** - Touch ups or flaking.



#### Unacceptable

**Dents** - Greater than 20mm in diameter. 3 or more dents per panel.

**Scratches** - Over 25mm in length and have penetrated the paint to a level that requires professional repair. 3 or more scratches per panel.

**Major abrasions** - More than 25mm in length and signs of constant use of automatic car wash.



## Glass, Lights and Mirrors:

### Acceptable

- One or two minor chips, repaired bulls eyes accepted provided it meets roadworthy condition and is outside the driver's line of sight.

### Unacceptable

- Cracks or damage within the driver's sight line.
- Non operational or cracked/broken headlights or lenses.

## Wheels, Wheel Trims and Tyres Including Spare:

### Acceptable

- All four alloy wheels/wheel trims must be intact, with no more than minor scuffing due to everyday use. The spare wheel, jack and appropriate wheel tools must be stowed properly and be in good working order.
- Minor scuffing.

### Unacceptable

- Dents or damage to the rim or main body of the wheels.

## Underside Vehicle

### Acceptable

- Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion.

### Unacceptable

- Major impact damage.

# Vehicle Interior

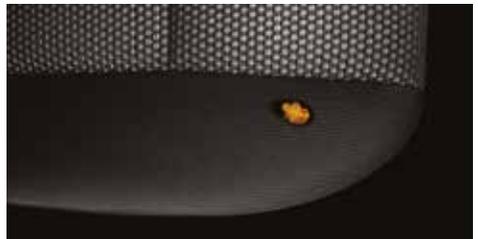
## Interior Carpet, Upholstery, Controls and Luggage Area

### Acceptable

- The interior must be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable.
- A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable. Providing the paintwork has not been damaged down to bare metal and aperture seals are not torn.
- Surface scoring and light blemishes in the luggage area that reflect normal use are acceptable, but floor coverings and surrounding trim panels must not be torn or split. For light commercial vehicles it is recommended that a lining be fitted in the load area to prevent serious damage to the vehicle's interior, as excessive damage to this area is unacceptable.

### Unacceptable

- Burns, tears or permanent staining to seats, trim, carpet or headlining upholstery. Holes and any missing equipment.



# Fair Wear and Tear Guide Checklist<sup>2</sup>

These descriptions relate to your vehicle.

General	Fair Wear & Tear
Missing Service Manual, Owner's Manual	No
Missing keys or security system remote (if applicable)	No
<b>Equipment</b>	
E.g. Missing/damaged cigarette lighter, knobs, trims, aerials	No
E.g. Missing/damaged tools, jack	No
Information stored in GPS/Satellite Navigation systems	No
<b>Glass</b>	
One or two minor chips, bullseyes repaired and stars (not in field of vision)	Yes
Major chips, bullseyes and stars (and minor chips in field of vision)	No
Non-operational or cracked/broken headlights or lenses	No
<b>Tyres</b>	
Unroadworthy	No
Missing spare tyre	No
<b>Wheel Trims (including hubcaps)</b>	
Missing, split, badly disfigured, heavy scuffing	No
Minor scuffing	Yes
<b>Interior – trim/upholstery/carpets/controls</b>	
Screw holes from car phone removal	No
Seats/trim – burnt, cut, holed, ripped, visible repairs	No
Soiling to seats and carpets – caused by normal use	Yes
Permanent soiling to seats and carpets – caused by abuse, spills, grease, etc.	No
Rips, cuts, marks, splits to trim and controls	No
Normal odours	Yes
Missing or inferior quality replacement controls	No
Torn or split luggage area trim panels and floor coverings	No
<b>Paint/Body</b>	
Minor scratching – less than 25mm in length and shallow, two per panel	Yes
Major scratching – more than 25mm in length and deep, more than two per panel	No
Minor touch ups or minor flaking	Yes
Prominent touch ups, spoils from bird/tree droppings, major flaking	No
Evidence of poor repairs, colour mismatch, misalignment between panels	No
Major abrasions – more than 25mm, signs of constant use of automatic car wash	No
Dents – greater than 20mm diameter or paint surface penetration	No
Dents – less than 20mm diameter, no paint surface penetration and no more than two per panel	Yes
Hail damage, buckling, distortion, missing badges	No
Minor stone chipping on bonnet, lower doors, wheel guards	Yes
Prominent areas of major stone chipping	No
Unrepaired or poorly repaired aerial holes (or aerial must be left in place)	No
Damage caused to the vehicle due to the attachment or removal of decals/stickers	No
Damage to paintwork from bird and bat droppings	No
<b>Mouldings/Grille/Bumpers/Mudflaps</b>	
Minor parking damage – scuffing, light scratches	Yes
Medium damage – divots, gouging, minor dents, cracks	No
Major damage – rips, major dents, distortions, holes	No
Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicle	No
<b>Underbody</b>	
Minor dents and deformations	Yes
Major impact damage	No
Exhaust leaks which are the result of visible damage to the exhaust system	No
<b>Mechanical Condition</b>	
Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g.) engine seizure, metal to metal brakes, transmission failure)	No

# End of Loan Term

At the end of your loan term, we will contact you to arrange a vehicle inspection. If your vehicle does not meet the Fair Wear and Tear Guidelines and/or you have travelled above the nominated kilometre allowance this may impact your Holden Guaranteed Value.

Please check your loan documents to confirm excess km charge details.

## Got Questions? We're Here to Help

Visit your dealer or speak to a Customer Service Representative on 1300 288 333.

[contactus@holdenfinancialservices.com.au](mailto:contactus@holdenfinancialservices.com.au)  
[holdenfinancialservices.com.au](http://holdenfinancialservices.com.au)

### Disclaimers:

1. The Holden Guaranteed Value product (HGV) consists of a loan with a final balloon payment, with an option to return your vehicle to Holden Financial Services (HFS) at the end of the loan term, requiring HFS to purchase the vehicle for an agreed amount as determined by HFS (the guaranteed value amount) equivalent to the final balloon payment. This amount will be applied towards your final balloon payment. At the end of your loan term you can decide to: (A) Return the vehicle to HFS who will purchase your vehicle for the guaranteed value amount (which may be reduced, and you will be liable for any loan contract deficit, if you exceed the nominated kilometre allowance (max 40,000km per annum for a 48 month term or max 50,000km per annum for up to a 36 month term) and/or the vehicle is not in an acceptable condition in accordance with the Fair Wear and Tear Guidelines; (B) trade in the vehicle; or (C) keep the vehicle by paying the guaranteed value amount. The guaranteed value amount is not a representation by HFS as to the likely market value of the vehicle as at the end of your loan contract. The option is available on new and approved demonstrator vehicles.

2. These Guidelines are current as at 19 June 2019 and have been prepared using the statement of the interpretation of "Fair Wear & Tear" contained in the Fair Wear & Tear Guide published by the Australia Finance Industry Association (AFIA) Fleet Leasing & Rental Division (formerly Australian Fleet Lessors Association AFLA).

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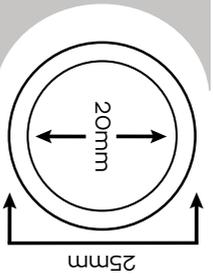


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## Wear and Tear Card

Examples of acceptable wear and tear conditions

- 2 dents per panel less than 20mm in diameter, no paint surface penetration
- Minor scratches less than 25mm in length and shallow, two per panel
- Less than 2 minor chips and repaired bullseyes on glass, lights & mirrors
- Soiling to seats and carpets caused by normal use
- Minor scuffing on wheel trims (including hubcaps)





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