

DUTCHLEASE

SNEL · PERSOONLIJK · GEDREVEN



Vehicle Return Protocol

Version Januari 2021

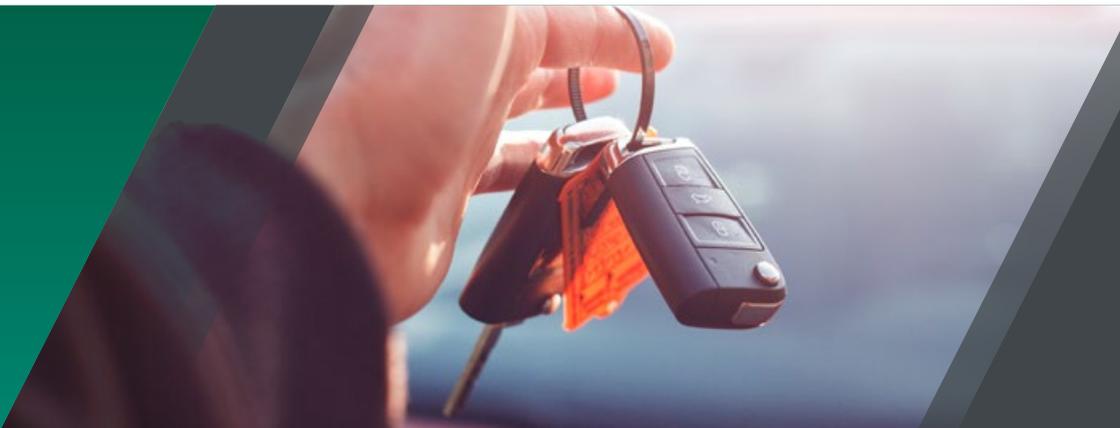
The Vehicle Return Protocol

Cars that are returned at the end of the lease agreement with DutchLease often show some degree of wear and tear. This is quite normal following the use of the car. The vehicle return protocol has been drawn up in order to prevent uncertainty about the return of your car. It contains the guidelines for accepted and unaccepted damage. In this way, DutchLease tries to make the return and inspection of the car as simple and transparent as possible.

At the end of the term of the lease agreement, you must hand in your car. In order to facilitate the inspection of your car as quickly and easily as possible, we ask that you provide your car intact and clean.

The car will be inspected by an independent party. They will document all damages in the inspection report. Based on the vehicle return protocol, all these damages will be assessed and categorised as accepted or unaccepted damages. The costs for unaccepted damage and items missing will be charged for.

We have described all damage types in this protocol and delineated them. This way you know exactly where you stand and what criteria are used with the return of your car.



Accepted and unaccepted damage

When inspecting your car, its condition is examined by our external returns partner. In doing so, a differentiation is made between the traces of use that arise through the use of the car and damage. With company cars we take into account that these may be damaged or may exhibit excessive wear and tear as a consequence of the normal use for which the company car is intended.

Accepted damage

Traces of use are accepted damage. This includes damage caused by normal use of the car. We look at the age and the mileage of your car and what the accepted traces of use are with this.

Unaccepted damage

Damage arising from an accident or above average wear and tear on the car for which repairs are necessary, fall under unaccepted damage.

Tyres

Accepted:

- Winter tyres on original rims in the period from October through March
- Minor damages with which canvas is not visible



Wheel rims

Accepted:

- Scratches / damage on rims and hubcaps, as long as the rims are not deformed or the hubcaps cracked or seriously damaged
- Originally supplied (aluminium) wheel rims



**Unaccepted damage:**

- Winter tyres in the period April up to and including September
- Damaged tyres, for example cracks where the canvas of the tyre is visible
- Bulges on the outside of the tyre

**Unaccepted damage:**

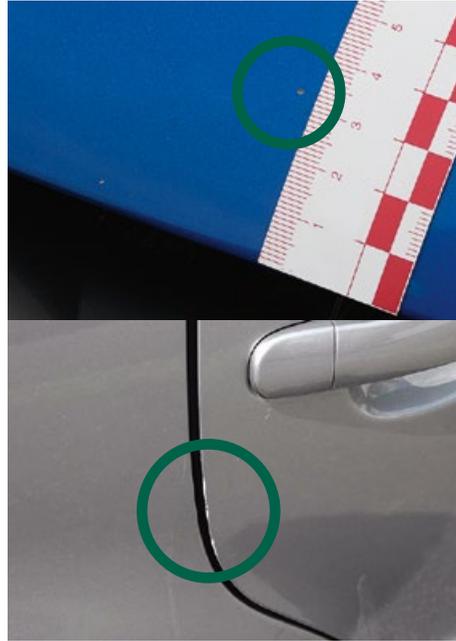
- Severe scratching /damage to the rims and hubcaps or distortion of the wheel rim
- Steel wheel rims with winter tyres if the car was delivered with aluminium wheel rims
- Unoriginal wheel rims



Paint coat

Accepted:

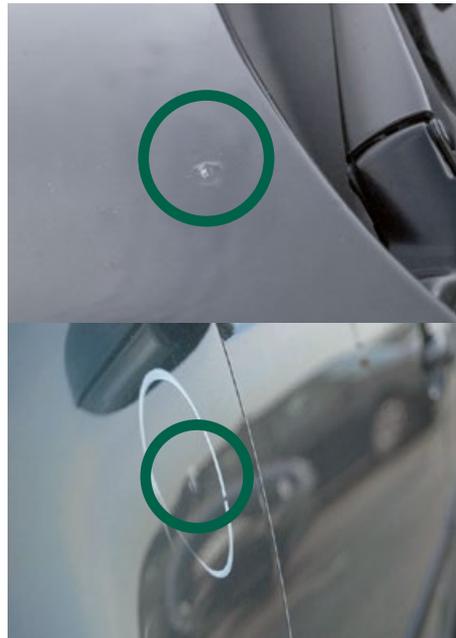
- Shallow scratches that disappear through polishing (tip: make the scratch wet, if it is no longer visible, then polishing is possible)
- Scratch with a maximum length of 10 cm, maximum of one per bodywork component
- Stone chip damage on bodywork through normal use with an maximum cross-section of 2 mm
- Minor scratches on roof rails resulting from roof carriers
- Minor paint damage on rear door edge
- Shallow scratches or abrasions not exceeding 5 cm that may be polished away on the wing mirrors

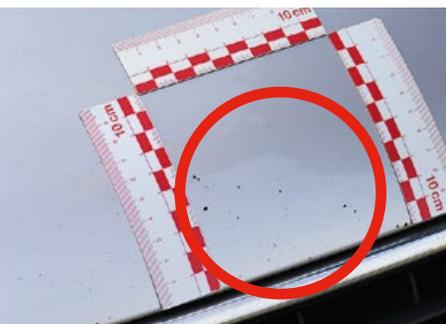


Bodywork

Accepted:

- Dents with a maximum diameter of 2.5 cm, maximum of two per bodywork component and without rust formation





Unaccepted damage:

- Deep scratches and abrasions that cannot be removed by polishing
- Scratches with a length of in excess of 10 cm
- More than one scratch per bodywork component
- Deterioration of the paintwork (including through bird droppings or stickers)
- More than 5 stone chips per 10 cm²
- Unprofessionally repaired components
- Deep scratches or abrasions longer than 5 cm that cannot be polished away on the wing mirrors



Unaccepted damage:

- Dents with a cross-section exceeding 2.5 cm
- Dents with rust formation
- More than two dents per bodywork component
- Dents that have occurred from within
- Hail damage
- Unprofessionally repaired components
- Cracked wing mirrors
- Missing components
- Advertising that has not been removed
- Holes or damages as a result of disassembly of accessories

Bumpers

Accepted:

- Abrasion on a bumper of maximum 2 by 5 cm
- Minor abrasions on unpainted impact and decorative mouldings



Windows and lighting

Accepted:

- Repairable pit or star in the windscreen
- Minor scratches



**Unaccepted damage:**

- Abrasion on a bumper exceeding 2 by 5 cm
- Abrasion that cannot be removed by polishing
- Cracks or deformation

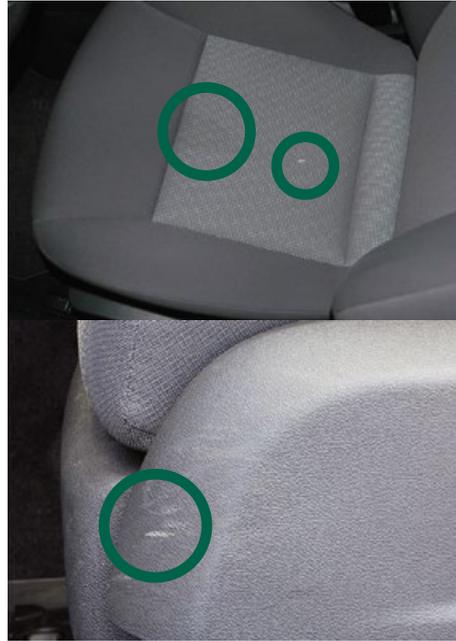
**Unaccepted damage:**

- Irreparable pit or star in the windscreen
- Fracture or cracks in the glass (also of the lighting) as a result of stone chips
- Deep scratches

Interior

Accepted:

- Traces of use resulting from entry and exit
- Distortion to the seating resulting from entry and exit
- Limited minor scratches and some roof lining discolouration
- Scuffing and discolouration of the floor covering
- Traces of use on the steering wheel, but not torn or worn through
- Holes in the dashboard resulting from mounting accessories that are not in sight
- Minor stains that can be removed by normal cleaning



Built-in accessories

Accepted:

- Holes in and minor damage to the dashboard that are not in sight





Unaccepted damage:

- Stains that cannot be removed by normal cleaning
- Tears, scorch marks or other holes in the seating upholstery
- Tears in the roofing liner
- Holes in the floor covering
- Torn and/or worn steering wheel
- Severely filthy interior
- Advertising that has not been removed
- Foul odour in the interior or mould
- Other wear to the interior caused by careless use



Unaccepted damage:

- Holes in and damage to the dashboard that are in sight

Checklist

What do you need to hand in with your car?

- Vehicle registration papers
- Service book
- Instruction booklet
- MOT inspection report
- All co-leased options and accessories
- All options and accessories included in the lease, such as ski-boxes and/or roof racks
- If applicable, the accompanying charging cable(s)
- Warning triangle, bulb set and any safety vests
- Parcel shelf or roller cover
- White registration plate in the case of towing hook
- Towing hook, if this is detachable
- Spare wheel or tyre repair kit
- Wheel lock bolts

What more do you need to take account of?

- Make sure that all your private belongings are removed from the car
- Accessories purchased by yourself may, at your own expense, only be removed if you do not damage the lease car in doing so
- Please cut the fuel pass in two
- From October up to and including March, you may return the car on winter tyres. From April up to and including September, the car must be returned on summer tyres
- The car may not be returned on steel wheel rims with winter tyres if the car was delivered with aluminium wheel rims. Costs may be charged if the vehicle is handed in with steel wheel rims with winter tyres.