



VEHICLE RETURN GUIDE



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VEHICLE RETURN



WHAT IS FAIR WEAR AND TEAR?

Based on the mileage your vehicle has covered during period of leasing and under ordinary conditions of operation, acceptable degree of wear and tear from vehicle body to mechanical parts and electronic installation to interior cleaning is defined as "fair wear & tear".

Bad/careless driving, collisions and negligence of maintenance may cause excessive wear and tear on the vehicle. In the event that excessive wear and tear was found during inspections performed in the course of returning the vehicle, costs arising due to such circumstances are reflected to our customers.



PURPOSE OF THE VEHICLE RETURN GUIDE

When the contractual duration for your vehicle expires, wear and tear that occurred due to reasons other than regular operation of the returned vehicle, with impact on the vehicle's appearance and technical operation that require repairing are determined.

This guide was prepared;

- For explaining the fair wear & tear policy of DRD in detail,
- For providing advice about how expenditures that may incur outside the contractual content could be deducted after completion of damage assessment,
- For providing you with guidelines about the returning stage when contractual duration of your vehicle expires.



OUR RECOMMENDATIONS

- Please have oil, water levels and tire pressures checked weekly. These checks ensure not only preventing damage or failures from occurring later, but also provide opportunity for more reliable and economic driving,
- Always have periodic maintenance of your vehicle performed with no delay in mileage ranges and durations that were recommended by the manufacturer. Failure to have periodic maintenances performed in due time causes your vehicle warranty to become invalid,
- Please have periodic maintenance and service works of your vehicle done performed at the authorized services approved by DRD Fleet Leasing in compliance with the guidelines of the manufacturer and have these operations entered into the service booklet,
- Please have vehicle checks, interior and exterior cleaning performed regularly,
- Notify the DRD Customer Services Unit regarding damages on your vehicle, mechanical problems or gradually worsening wear and tear. Remember that small problems not intervened by you in due course of time might cause to higher costs,
- Do not drive your vehicle under improper road conditions and above its load capacity.



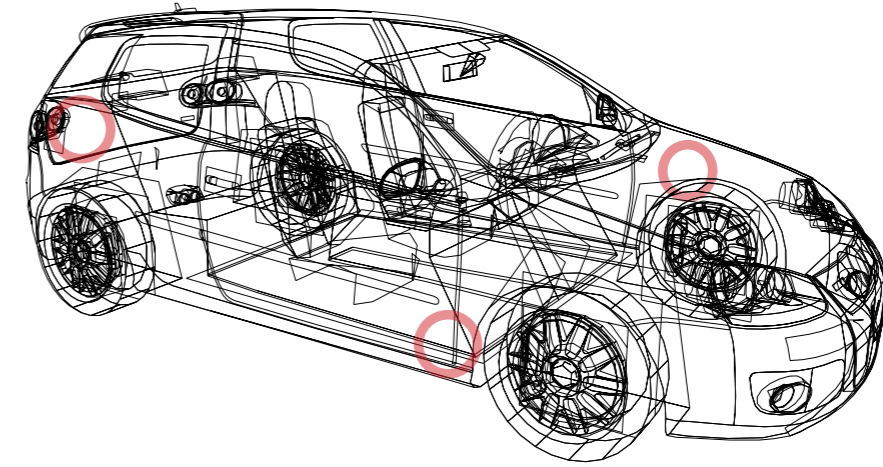
CHECKED LIST PRIOR TO VEHICLE RETURN

We recommend you to make an assessment by making reference to “acceptable and unacceptable damages” outlined in the guide at least 6 weeks prior to returning your vehicle. This will ensure that you will have more time for circumstances requiring repair and help you avoid unforeseen costs.

In the course of making this assessment, pay attention that your vehicle;

- Stands in the daylight or in a well-illuminated environment,
- The vehicle’s interior and exterior cleaning were performed and it is dry (because of that it is difficult to determine relevant damages on dirty or wet vehicles),
- Examine the vehicle body from roof to bumper by walking around it,
- Check whether there is any scratch, fracture, crack or missing part on windows, mirrors, headlights, stop lights and turn indicators,
- Check the vehicle’s rims and tires,
- Check whether there is any cigarette burns, holes or torn areas on interior parts,
- Remember to carefully dismantle any logo, label or advertisement applications on the vehicle body prior to returning process,
- Please check that documents requested from you for returning the vehicle and equipment delivered in the course of vehicle delivery are complete.

ACCEPTABLE AND UNACCEPTABLE DAMAGES



Important Reminder

Multiple damages that are impossible to occur solely because of a single incident and involving more than one part, even it was an acceptable damage when assessed by oneself, are assessed under title of "accumulated damage" and repair cost of these damages, if damage documents were not completed, will be reflected you our esteemed customers.

VEHICLE BODY DAMAGES



Acceptable Damages

"Damages smaller than 25 mm in diameter and dents, chippings and cavities smaller than 20 mm" that will not cause corrosion or will not penetrate the prime paint and damages on vehicle body because of door crash, touching or scuffing another vehicle or a fixed object are designated as acceptable damages.



Unacceptable Damages

Damages on the vehicle must be repaired in due course of time in compliance with the manufacturer's standards. Paint difference after completion of repair is not accepted as fair wear and tear.

PAINT DAMAGES



Acceptable Damages

- Marks of stone impact that can be removed by a small operation contingent upon mileage of the vehicle,
- "Scratch and scuffing marks not deeper than 1 mm and shorter than 10 cm" that can be removed by using wax polish in a small operation and not penetrated the prime paint are deemed as acceptable damages.



Unacceptable Damages

- "Scratches longer than 10 cm and dents larger than 20 mm" are assessed as unacceptable damages.
- Significant stains arising from birds and tree abstracts are not accepted as fair wear and tear.

WINDOW DAMAGES



Acceptable Damages

"Stone marks smaller than 10 mm in diameter" provided that they do not hinder the driver's sight, the driving position under rainy or poor light are assessed as acceptable damages.



Unacceptable Damages

Fractures and holes on windows and window films installed without written approval of the DRD Fleet Leasing are not assessed as fair wear and tear.

MIRROR DAMAGES



Acceptable Damages

"Scratches shorter than 1 cm in deep, 5 cm in length" on the internal and external mirrors of the vehicle are assessed as acceptable damages.



Unacceptable Damages

All cracks and fractures on internal and external mirrors of the vehicle are not accepted as fair wear and tear.

ILLUMINATION AND WARNING COMPONENT DAMAGES



Acceptable Damages

Small-scale scratches not deforming originality and not having impact on the operation of headlights and fog lights are assessed as acceptable damages.



Unacceptable Damages

Pierced, broken, evaporated headlights and missing equipment, regardless of size are not accepted as fair wear and tear.

LUGGAGE COMPARTMENT, DOOR INSIDES, SEATS AND INTERIOR PANEL DAMAGES



Acceptable Damages

- Dirt in luggage compartment, on upholstery of door insides, coatings, baffle boards, seats, roof panels, mats and carpets that can be cleaned by usual application of cleaning.
- Dents and scratches which do not cause corrosion and have not penetrated into prime paint on the painted sections of luggage compartment and door insides are assessed as acceptable damages.



Unacceptable Damages

Excessive dirt impossible to remove by usual application of cleaning, burn marks, incisions and rips are assessed as unacceptable damages.

GLOVEBOX AND FRONT PANEL DAMAGES



Acceptable Damages

Stains that can be removed by cleaning on the glovebox and front panel are assessed as fair wear and tear.



Unacceptable Damages

- Holes and rips on glovebox and front panel deforming originality,
- Rips, fractures, malfunction on safety belts and their locks or buckles are not assessed as fair wear and tear.

RIM AND TIRE DAMAGES



Acceptable Damages

Small scratches and scuffings due to daily operation on rim and rim covers are assessed as fair wear and tear.



Unacceptable Damages

- Damages such as fractures, cracks on rim and rim covers are not assessed as fair wear and tear.
- Vehicle tires should comply with standards; tires with excessive damage such as tears, holes and similar features are assessed as unacceptable damages.



MECHANICAL DAMAGES

Acceptable Damages

Normal wear on the mechanical system of the vehicle will be observed contingent upon the mileage of the vehicle. Materials worn due to normal operation and designated as consumable material such as clutch sets that wear after 100.000 km are assessed as acceptable damages.

Unacceptable Damages

Parts exposed to damage due to lack of attention to warnings outlined in the user handbook and warranty certificate of the vehicle are assessed as unacceptable damages (for instance, fuel system and engine damages caused by use of fuel not in compliance with norms etc.) Circumstances arising due to lack of attention to warnings generated by the vehicle and negligence by driver to take the vehicle to service are assessed as unacceptable damages that are summarized as follows;

- Wear of brake discs due to contact by metallic surfaces,
- Engine damages due to vehicle operation with insufficient coolant, oil or faulty internal components,
- Clutch failure, noisy operation and similar failures related with clutch and transmission that occurred due to reckless driving.



EXHAUST AND OIL LEAKS

Exhaust system should have smooth and trouble-free operation. If oil is dripping, it is assessed as unacceptable damage.

UNDERBODY DAMAGES

Small stone marks so long as they did not cause corrosion are assessed as acceptable damages, however all damages on the vehicle chassis are not assessed as such.

VEHICLE RETURN

Equipment and documents to be returned with the vehicle;



Original and, if previously delivered, spare keys,



All original documentation such as vehicle registration, traffic insurance, warranty booklet, instruction manual etc.,



In services approved by DRD Fleet Leasing, signed/stamped service history documents proving performance of regular maintenances required on the vehicle,



Motor vehicle inspection certificate,



Radio code cards,



Original CDs for satellite navigation, if delivered with the vehicle,



All emergency equipment such as lifting jack, lug wrench, warning sign, first aid kit, towing rope, spare tire set.

To be checked when vehicle returned;



Your personal keys,



Road maps,



Your eye-glasses,



Fuel cards,



Your music CDs,



And other personal belongings.



Important Reminders

- Check all storage places such as luggage compartment, seat bottoms, door pockets, seat rear pockets, glove box, and armrest.
- If there are any applications such as corporate identification, logo etc. on your vehicle, they should be dismantled from vehicle and cleaned in the course of return.
- If there is a fuel recognition system on your vehicle, it should be dismantled from vehicle prior to its return.



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