

Fair Wear & Tear Guide Summary

These descriptions relate to passenger vehicles having travelled less than 100,000 kilometres. Wear and tear commensurate with higher kilometres, commercial and heavy duty usage will generally apply.	Fair Wear & Tear
General	
<ul style="list-style-type: none"> Missing Service Manual, Owner's Manual Missing keys or security system remote (if applicable) 	No No
Equipment	
<ul style="list-style-type: none"> e.g. Missing/damaged cigarette lighter, knobs, trims, aerials e.g. Missing/damaged tools, jack Information stored in GPS/Satellite Navigation systems should be deleted 	No No
Glass	
<ul style="list-style-type: none"> 1 or 2 minor chips, bullseyes and stars (not in field of vision) Major chips, bullseyes and stars (and minor chips in field of vision) Non-operational or cracked/broken headlights or lenses 	Yes No No
Tyres	
<ul style="list-style-type: none"> Unroadworthy Missing spare tyre 	No No
Wheel Trims (including hubcaps)	
<ul style="list-style-type: none"> Missing, split, badly disfigured, heavy scuffing Minor scuffing 	No Yes
Interior - trim/upholstery/carpets/controls	
<ul style="list-style-type: none"> Screw holes from car phone removal Seats/trim - burnt, cut, holed, ripped, visible repairs Soiling to seats and carpets - caused by normal use Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc Rips, cuts, marks, splits to trim and controls Normal odours, tobacco smells Missing or inferior quality replacement controls Torn or split luggage area trim panels and floor coverings 	No No Yes No No Yes No No
Paint/Body	
<ul style="list-style-type: none"> Minor scratching - less than 25mm in length and shallow, 2 per panel Major scratching - more than 25mm in length and deep, more than 2 per panel Minor touch ups or minor flaking Prominent touch ups, spoils from bird/tree droppings, major flaking Evidence of poor repairs, colour mismatch, mis-alignment between panels Major abrasions - more than 25mm, signs of constant use of automatic car wash Dents - greater than 20mm diameter or paint surface penetration Dents - less than 20mm diameter, no paint surface penetration and no more than 2 per panel Hail damage, buckling, distortion, missing badges Minor stone chipping on bonnet, lower doors, wheel guards Prominent areas of major stone chipping Un-repaired or poorly repaired aerial holes (or aerial must be left in place) Damage caused to the vehicle due to the attachment or removal of decals/stickers Damage to paintwork from bird and bat droppings 	Yes No Yes No No No No Yes No Yes No No No No
Mouldings/Grille/Bumpers/Mudflaps	
<ul style="list-style-type: none"> Minor parking damage - scuffing, light scratches Medium damage - divots, gouging, minor dents, cracks Major damage - rips, major dents, distortions, holes Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles 	Yes No No No
Underbody	
<ul style="list-style-type: none"> Minor dents and deformations Major impact damage Exhaust leaks which are the result of visible damage to the exhaust system 	Yes No No
Mechanical Condition	
<ul style="list-style-type: none"> 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