

# GUIDE

## GUIDELINES ON WEAR AND DAMAGE



**Hertz**<sup>®</sup>



## Introduction

Hertz is Sweden's leading company when it comes to the purchase and operation of vehicles for short-term rentals.

Our vehicles are mainly rented out to Swedish and foreign customers who are going on a business or holiday trip or waiting for their own vehicle to be repaired. The vehicles are rented out from our city offices and airport offices, as well as from dealers and workshops.

A safety and quality check is performed after each rental. The items on the checklist include oil, coolant and windscreen washer fluid, as well as functional testing of seatbelts, lights, brakes and tyres, plus a visual inspection of bodywork and glass parts.

A vehicle used in daily traffic is subject to normal wear and tear and will exhibit signs of this. This guide has been produced to serve as an aid for our customers and partners in an effort to visualise what is considered both normal and abnormal wear and tear for Hertz rental vehicles and is intended for use in an assessment by an experienced observer.

Normal wear and tear is noted on the return of the vehicle when it would not be reasonable to apply an extra charge. However, a charge will be applied for wear and tear that is considered abnormal and affects the car's value. Charges are applied according to the Hertz approved price list.

When we refer to normal wear and tear of vehicles, we mean wear and tear that we would expect to find on the vehicle that is consistent with the vehicle's age and mileage.

When they are returned, the vehicles must also contain the same or equivalent equipment (if no note was made previously) as when they were new.

In addition to what is set out below, extreme dirt, tobacco and animal odours or other severely abnormal odours are classed as abnormal wear and tear and costs, meaning that the cost of deep cleaning may be added.

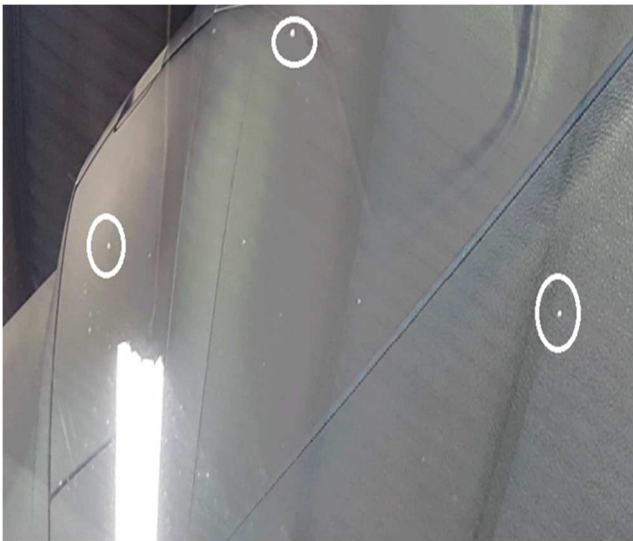
Any ongoing repair and servicing must be carried out by a manufacturer-authorized workshop according to the manufacturer's recommendations and be approved by Hertz in advance.

*The following pages provide examples of what is considered normal and abnormal wear and tear..*

## Glass parts

### Normal wear and tear

Abrasions/chips smaller than 2 mm that have not turned into a crack and do not significantly affect visibility.



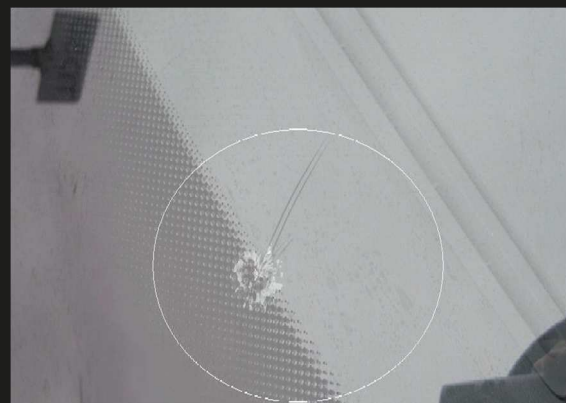
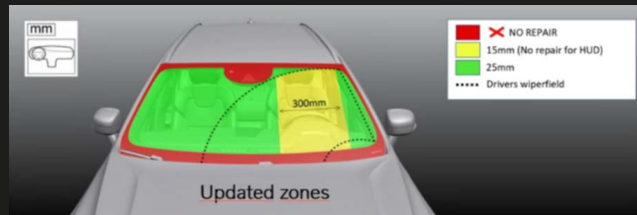
### Abnormal wear and tear

Green area: Stone chips up to 2.5 centimeters are repaired.

Yellow area: Stone chips up to 1.5 centimeters are repaired.

Red area: Stone chips are not repaired. The entire windshield must be changed.

Replacement of the windshield is also required in case of cracks, stone chips above the specified maximum limit and heavy scratches from, for example, ice scrapers or other objects that noticeably affect visibility and appearance.



## Bodywork

### Normal wear and tear

Scratches smaller than 2 cm that have gone through the clear coat but not into the metal. Scratches that have not gone through the vehicle's clear coat and can be removed by polishing. Minor door scuffs and dents smaller than 3 cm where the paint is not cracked, max. 2 per part.\* Deposits (e.g. bird droppings) that can be removed by polishing.

\* One part = a hood, a door, a roof, etc.



### Abnormal wear and tear

Scratches larger than 2 cm that have gone through the vehicle's clear coat. Dents larger than 3 cm. Dents where the paintwork has cracked and needs to be fixed. Deposits (e.g. bird droppings) that have burnt/eaten into the paint. Chips or scratches where rust has come through. Abnormal amount of abrasions/chips per part.



## Bumpers and plastic parts

### Normal wear and tear

**Painted surface:** Single scratches up to 5 cm plus scratches that can be polished off.

**Unpainted surface:** Single scratches up to 10 cm.

Scratches in the loading zone (so-called loading scratches) are considered normal if the paintwork is not scraped off in several places. Minor indentations in the plastic up to 2 cm in diameter are also considered to be normal.



### Abnormal wear and tear

**Painted surface:** Scratches larger than 5 cm that go down through paintwork to the underlying material.

**Unpainted surface:** Scratches larger than 10 cm.

Scraped surfaces, larger nicks and cracks in the plastic. Indentations in the plastic more than 2 cm in diameter. Scratches in the loading zone where the paint is scraped off in an abnormal number of places.



## Tyres and wheel rims

### Normal wear and tear

Scratches up to 5 cm on wheel rims without any material missing. Tyres meeting applicable legal requirements for dimension, load rating, speed code and tread depth.



### Abnormal wear and tear

Wheel rims with scratches, deep nicks, material missing or scrapes larger than 5 cm. Unevenly worn tyre or illegal tread depth. Bulge or scratch in the sidewall. Damage that caused a puncture.



## Interior

### Normal wear and tear

Smaller scratches and nicks in panels, max 1 cm with material still in place. Faint scratches in seats whose appearance can be significantly improved by cleaning and polishing.



### Abnormal wear and tear

Holes, cracks or scratches larger than 1 cm in panels and dashboard or where material is missing. Scratches on the steering wheel. Holes and burn holes in seats, ceiling and other interior surfaces.



## Our procedures

### Damage and safety

Our vehicles undergo damage and safety checks on average 6 times per month; these are carried out when the vehicles are washed and prepared for a new rental. Both new and old employees alike receive ongoing training to ensure that our rental vehicles are prepared for rental conditions in accordance with international procedures and our own procedures based on, among other things, our ISO 9001 and ISO 14001 certification. Repairs are always carried out at quality approved workshops authorised by the manufacturer.



## 5 pieces of advice to bear in mind

### 1: Take a look at the rental car.

Walk around the vehicle, check its condition and look for any existing damage. Please let us know if you find any discrepancies. Remember that you are responsible for the vehicle for the whole rental period.

### 2: Get to know your vehicle.

Acquaint yourself with the vehicle and its functions to increase your safety and improve your driving experience on the road.

### 3: Not everyone is as good a driver as you are.

Even if you drive well, accidents can still happen. Unfortunately, they can also happen even if you are not in the rental car. So try to have a good overview of the traffic and make sure you park as sensibly and considerately as possible. Contact us if there is an accident and fill in a damage report.

### 4: Remember that we do not pay any fines you may incur.

Drive carefully, keep to the speed limit and follow parking instructions.

### 5: Do a final check.

If possible, fill up with fuel and take a final walk around the car before you return it. It's a good idea to take some pictures of the rental car to document its condition when it was returned.