

FAIR WEAR & TEAR GUIDELINES

Roadrentals holds a current copy of any damages on the vehicle you are hiring, these are marked on your rental agreement on collection. Through the cleaning process of each vehicle we complete a comprehensive health check.

We encourage you to perform your own inspection and you are also invited to take a time stamped photograph of any pre-existing damage before leaving the rental location.

Please make sure you have read and fully understand this Fair Wear and Tear Guide before you drive away. The distinction between reasonable fair wear and tear and unacceptable damage is clearly outlined in this guide. Damage caused intentionally or by gross negligence is never fair wear and tear and is excluded from your damage cover. You should always refer to the full [Terms and Conditions of Rental](#) for a full understanding of the exclusions that apply.

DENTS

Fair Wear and Tear includes	Fair Wear and Tear excludes
Dents of no more than 25 mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking.	<ul style="list-style-type: none"> a. dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges; b. multiple dents within a specific local area regardless of size; or c. any damage affecting or penetrating the paintwork.

STONE CHIPS

Fair Wear and Tear includes	Fair Wear and Tear excludes
Isolated stone chips to any panel up to 2 mm in diameter.	More than 5 stone chips to an isolated area.

SCRATCHES

Fair Wear and Tear includes	Fair Wear and Tear excludes
Light scratches: <ul style="list-style-type: none"> a. not more than 25 mm in length and not more than 1 mm wide; b. no paint surface penetration; and c. can be polished out. 	Any scratch where the metal, plastic or undercoat is exposed.

BUMPERS

Fair Wear and Tear includes	Fair Wear and Tear excludes
<ul style="list-style-type: none"> a. Scratches/Scrapes under the front bumper that are not visible when standing 2 metres back from the vehicle; or b. light scuffing or scratches: <ul style="list-style-type: none"> i. where there is no paint penetration; ii. which are no more than 25 mm in diameter; and iii. which can be polished out; isolated stone chips up to 2 mm in diameter. 	<ul style="list-style-type: none"> a. any broken paint; b. multiple scratches of any size; c. dents of 25 mm in length or more in diameter; d. any damage to a textured bumper; and multiple stone chips of more than 5 to an isolated area.

WHEELS, WHEEL TRIMS, TYRES

Fair Wear and Tear includes	Fair Wear and Tear excludes
Light scratches and scuffing up to 20 mm in length.	<ul style="list-style-type: none"> a. wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim or hubcap; b. alloy rims that are cracked, buckled, gouged or mismatched or not the original rim; c. tyre tread and sidewall damage so that the tyre is unroadworthy e.g. cuts, bulges, gouges and abrasions, tyre misuse e.g. flat spots and burnouts; d. replacement tyres that differ from those originally supplied.

WINDSCREEN, WINDOWS, LAMPS AND EXTERNAL MIRRORS

Fair Wear and Tear includes	Fair Wear and Tear excludes
Glass is not included. (the exception is accidental stone chips to the windscreen)	Scratches, chipping, cracks, holes or damage to: <ul style="list-style-type: none"> a. the windscreen; b. windows; c. lamps; and d. external mirror lens, as all such damage may affect the roadworthy status of the vehicle and may subsequently worsen over time from the vehicle continuing to be driven.

UPHOLSTERY, FLOORS, CARPETS, DASHBOARD, FASCIA, TRIM INTERIOR AND VEHICLE CLEANLINESS

Fair Wear and Tear includes	Fair Wear and Tear excludes
<ul style="list-style-type: none"> a. light marks that can be removed by vacuum or general cleaning; b. light scuffing or smears or regular day to day debris that is removable by general cleaning 	<ul style="list-style-type: none"> a. any permanent damage caused by harsh or corrosive materials; b. tears, cuts, scratches, holes or burns; c. any damage to the structure, shape or positioning of a seat; d. hair from pets; e. excessive soil, mud or sand (other than from regular day to day use); f. evidence of smoking in the vehicle; g. odours or foreign matter; stains or marks that cannot be removed by general cleaning or require steam cleaning.

KEYS, ACCESSORIES AND EQUIPMENT

Fair Wear and Tear includes	Fair Wear and Tear excludes
Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories or equipment	<ul style="list-style-type: none"> a. loss or damage to keys or remotes; b. damage caused by incorrect fitting of accessories (snow chains, roof racks); c. damage to aerials; d. removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyres, wheel trims, hazard triangles, first aid kits)