

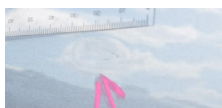
Fair Wear and Tear Guide

> What is Fair Wear and Tear?

Fair wear and tear is minor or superficial scuffs, scratches, dents and stone chips within the FWT guide, that can be repaired or removed by using polish where the metal is not exposed.

This includes:

- **Dents:** Minor dents no more than 20mm in diameter and where the paint has not been broken.



- **Stone Chips:** Stone chips where paint damage is no more than 4mm in diameter.



- **Scratches:** Light scratches where no metal/plastic/undercoat is exposed. No more than 20mm in diameter if exposed.



- **Bumpers:** Light scuffing/scratches where metal is not exposed and under 50mm in diameter where it is exposed.



- **Lower Front Bumper:** Scuffing or scrapes below the first 50mm of the lower bumper or below the lower front bumper crease line.



- **PVA Area:** Light scratches or minor chipping of windscreen. Minor/ isolated pitting in windscreen less than 2mm.



- **CVA Area:** Any damage caused to the windscreen/glass.
- **Wheels:** Scrapes and scratches covering not more than 20mm of the surface area. Minor scuffing to the hubcap.



- **Interior:** Light marks easily removed by vacuum or general cleaning. Excessive cleaning incurs a cleaning fee.



> How Does Ace Detect Damage on the Vehicle?

Before a vehicle goes out on hire, all vehicles will have photos taken by our WeCapture system which will record damage, vehicle kms, fuel levels and other regulatory documentation.

These photos are available to customers upon request.

All employees are encouraged to inspect vehicles regularly when in the process of their day-to-day tasks to ensure the vehicle is of the highest quality.