

Fair Wear & Tear Guide

2024



Australian
Finance
Industry
Association



1. INTRODUCTION

All AFIA Members who provide vehicle rental and leasing services strive to provide vehicles of the highest quality. To help them do so it is important that you take reasonable care of your vehicle.

Before a vehicle is rented or leased to a customer, any existing damage, with the exception of fair wear and tear, is identified and recorded. AFIA Members encourage you to perform your own inspection and you are also invited to take time stamped photographs of any pre-existing damage before leaving the vehicle collection location. If you find any damage to the vehicle and it has not been recorded on the rental or lease agreement, you should notify a member of staff before you leave the vehicle collection location so that this additional damage can be recorded and your agreement can be updated. Failure to do so may mean that you lose the right to dispute that damage to the vehicle occurred during your rental or lease.

Please make sure you have read and fully understand this AFIA 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 the damage and loss waiver products that AFIA Members may offer to their customers.

You should always refer to the full Terms and Conditions of your rental or lease for each AFIA Member for a full understanding of the exclusions that apply to your rental or lease.

If you have any questions, please contact the AFIA Member directly.

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2. WHAT IS FAIR WEAR AND TEAR?

Dents

Fair Wear and Tear includes:

Dents of no more than 20mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking.

Fair Wear and Tear excludes:

- 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:

Isolated stone chips to any panel up to 2mm in diameter.

Fair Wear and Tear excludes:

More than 5 stone chips to an isolated area.

Scratches

Fair Wear and Tear includes:

Light scratches:

- a. not more than 20 mm in length and not more than 1mm wide;
- b. no paint surface penetration; and
- c. can be polished out.

Fair Wear and Tear excludes:

Any scratch where the metal, plastic or undercoat is exposed.

Bumpers

Fair Wear and Tear includes:

- a. light scuffing or scratches:
 - ii. where there is no paint penetration;
 - iii. which are no more than 20mm in diameter ; and
 - iv. which can be polished out;

Fair Wear and Tear excludes:

- a. any broken paint;
- b. multiple scratches of any size;
- c. dents of 20mm in length or more in diameter;
- d. any damage to a textured bumper;



b. isolated stone chips up to 2mm in diameter.

e. multiple stone chips of more than 5mm to an isolated area.

Wheels, wheel trims, tyres

Fair Wear and Tear includes:

Light scratches and scuffing up to 20mm in length.

Fair Wear and Tear excludes:

- a. wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim or hubcap;
- b. alloy rims for standard vehicles that are cracked, buckled, gouged or mismatched or not the original rim;
- c. alloy rims for prestige and collection vehicles if:
 - i. a scuff mark is more than 20mm in length;
 - ii. the alloy rim is cracked, buckled or gouged; or
 - iii. the alloy rim is mismatched or not the rim as originally supplied;
- d. tyre tread and sidewall damage so that the tyre is unroadworthy eg. cuts, bulges, gouges and abrasions, tyre misuse (eg. flat spots and burnouts);
- e. replacement tyres that differ from those originally supplied.

Windscreen, windows, lamps, and external mirrors

Fair Wear and Tear excludes:

Scratches, chipping, cracks, holes or damage to:

- 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 :

- 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.

Fair Wear and Tear excludes:

- 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;
- h. stains or marks that cannot be removed by general cleaning or require steam cleaning.

Keys, accessories and equipment

Fair Wear and Tear includes:

Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories or equipment.

Fair Wear and Tear excludes:

- 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, GPS unit).



**Australian
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The Commons on George

Level 3, 388 George Street, Sydney NSW 2000

(02) 9231 5877 | info@afia.asn.au | www.afia.asn.au

ABN 13 000 493 907