

The industry fair wear and tear standard



for drivers of leased and financed cars



GE Capital

The BVRLA industry fair wear and tear standard

for drivers of leased and financed cars



This guide is important as it will help to reduce or eliminate de-hire charges at the end of a vehicle contract.

GE Capital

Don't miss out on your chance to buy your company car*

As the company car driver, you have the opportunity to purchase this vehicle when the lease contract terminates with your company to give you the benefit of:

- > Significant savings over retail and forecourt prices.
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- > Full knowledge of the vehicle's maintenance history and a guaranteed mileage.
- > Complete insight into the sales process and continuous update on all progress.
- > A great offer for family or friends.

Want to learn more about **Drive It, Buy It** or interested in receiving a quote?

Simply visit www.gefleetservices.co.uk or call **0870 444 8109** and select option "**buy your car**" to receive a quote or more information on how to purchase your car.

Please have your vehicle details and current mileage available.



GE imagination at work

* This offer is subject to your company's car policy.

Contents



The aim of this guide	4	>
End of contract charges	6	>
Fair wear and tear standard in images	7	>
Fair wear and tear standard in words	12	>
Vehicle return appraisal tips	15	>
Vehicle return collection tips	16	>
Advice to the driver	17	>
Dispute handling & BVRLA conciliation process	20	>
Glossary	21	>
Smart repairers	22	>

This Fair Wear and Tear Guide for the contract hire and leasing industry has been produced by the British Vehicle Rental and Leasing Association with the assistance of a specialist working group drawn from BVRLA Members and market experts.



Dings and dents. Scuffs and scratches. Scraped alloys. Returning a lease car with even minor damage can really cost you – on average £235*.

But for BVRLA members, RAC can come to the rescue. Our independent Fair Wear and Tear Inspection identifies areas of damage and provides an estimate using up-to-date repair methods, with a comprehensive report to help you to put things right before returning the vehicle.

Save yourself time, hassle and money. Before you give it back, get it checked.

We'll stop minor damage turning into a major bill.

Call **0800 085 2529**
or visit **racbusiness.co.uk**

Calls may be recorded and/or monitored.

*Source Fleet News FN50 Wear and Tear Survey November 2006
The independent Fair Wear and Tear Inspection is provided by HPI Limited Registered in England No.4068979 Registered Office: St Helen's, 1 Undershaft, London EC3P 3DQ. Terms and conditions apply.

RACFLEET006

RAC
vehicle checks

The aim of this guide



The aim of the BVRLA Fair Wear and Tear Guide is to provide an industry-wide, accepted standard that defines fair wear and tear on passenger cars when they are returned to a BVRLA Member at the end of a contract or finance agreement. This guide covers all passenger vehicles including multiple passenger vehicles (MPVs) with up to eight seats.

Fair wear and tear occurs when normal usage causes deterioration to a vehicle. It is not to be confused with damage which occurs as a result of a specific event or series of events such as impact, inappropriate stowing of items, harsh-treatment, negligent acts or omissions. This guide not only provides guidance on the industry standard for fair wear and tear but also promotes best practice in vehicle maintenance and upkeep that will prevent unacceptable wear and tear from occurring.

The fair wear and tear standard

This guide defines the industry standard at return for every aspect of the vehicle's condition. For ease of reference, the condition of the vehicle is considered under the following headings:

- General appearance, documentation, keys
- Paintwork, vehicle body, bumpers and trim
- Windows and glass
- Tyres and wheels
- Mechanical condition
- Vehicle interior
- Equipment and controls

Advice to the driver

This guide also contains advice to the driver with details of maintenance routines and preventative action necessary to keep the vehicle in acceptable condition and minimise de-hire charges at end of lease. Dependent on the circumstances of the driver, some duties and responsibilities covering risk assessment of the vehicle's use in the context of work-related driving may be set out by employers and these should be referred to also.

Taken together, each section provides a comprehensive view of the necessary vehicle upkeep and the resulting vehicle condition.

Drivers and fleet operators will benefit from a robust maintenance system and good practices in fleet management because they promote compliance and road safety, lower operating costs and reduce the likelihood of incurring de-hire charges on the vehicle's return.

Acceptable



Scratches up to 25mm are **acceptable**

Unacceptable



Scratches over 25mm are **unacceptable**

End of contract charges



All contract hire and leasing companies in Membership are obliged under the BVRLA Code of Conduct to trade fairly and responsibly in all dealings with their customers.

Why do we have end of contract charges?

End of contract charges reflect the loss of value in the vehicle to the leasing company when it is returned in a poorer condition than originally contracted. The leasing company will not necessarily carry out any damage repair or refurbishment prior to selling the vehicle. BVRLA Members must clearly explain the end of lease return procedure to their customers.

What a BVRLA member must do

The Members must also explain clearly to the customer their policy on the type of damage that will be chargeable, state the starting point in terms of restoration costs and provide a statement of what constitutes fair wear and tear. Additionally, the customer's right to inspect and/or obtain evidence of damage to the vehicle should be clearly specified.

Vehicle return procedure

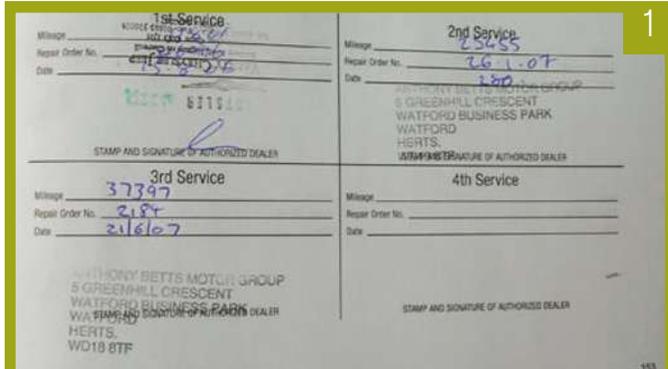
At the end of the lease when the vehicle is to be collected, representatives of the Member and the customer must check and agree on the vehicle condition. All readily apparent damage to the vehicle will be noted on the vehicle collection sheet. If, for whatever reason, the customer is not present, or the vehicle cannot be inspected due to poor weather or if the vehicle is too dirty, the customer should be advised of the reason for non-inspection in writing, together with a clear statement that the vehicle will undergo a full inspection at the Member's nominated site.

The BVRLA industry fair wear and tear standard in images

GENERAL APPEARANCE, DOCUMENTATION AND KEYS

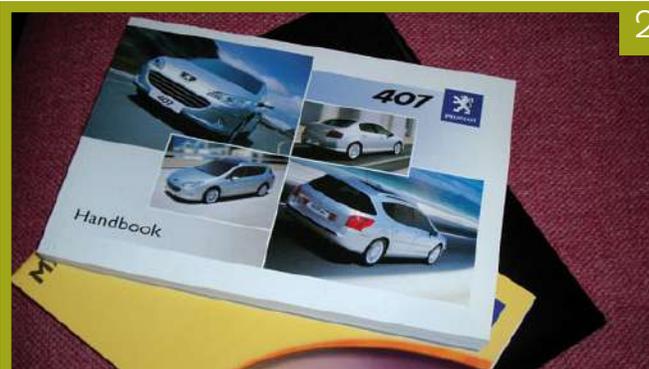


Acceptable



1

The service book must be date-stamped by the authorised repairer



2

All documentation must be in the vehicle on return



3

The interior of the vehicle must be valeted and cleared of rubbish

Unacceptable



4

A full set of keys, including master and spares, should be available at return



5

Un-repaired impact damage



6

Inspection is difficult if the exterior is not clean

The BVRLA industry fair wear and tear standard in images

PAINTWORK, BODY, BUMPERS AND TRIM



Acceptable



7

Small areas of chipping are acceptable if there is no corrosion present



8

Scratches up to 25mm are acceptable except where primer or bare metal is showing



9

Small areas of chipping on door edges are acceptable

Unacceptable



10

Adhesive residue following removal of company badges and logos



11

Dents and abrasions as a result of impact



12

Large area of chipping requiring boot lid to be re-painted

The BVRLA industry fair wear and tear standard in images

WINDOWS AND GLASS



Acceptable



Scratch does not interfere with driver line of sight



Light scratch on passenger window



Damage to lens has not broken glass – no water ingress

Unacceptable



Windscreen chip



Damaged door mirror



Lamps must work – holes in plastic covers not acceptable

The BVRLA industry fair wear and tear standard in images

TYRES AND WHEELS



Acceptable



19

Scuffs up to 25mm on alloy wheels are acceptable



20

Tyres must meet minimum UK legal requirements



21

Surface deterioration on alloy wheel

Unacceptable



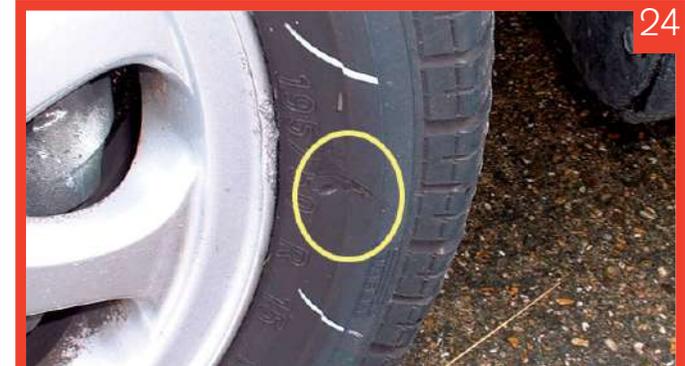
22

Wheel damage due to kerbing



23

Hole in wheel trim



24

There must be no damage to side wall of tyre

The BVRLA industry fair wear and tear standard in images

INTERIOR



Acceptable



Light staining to driver seat area



Controls and mechanisms for raising the hood must be intact and operational



Interior fittings e.g. rear view mirrors must be present and intact

Unacceptable



Unrepaired cigarette burn



All original equipment must be present and operate correctly



Torn covering and trim in boot area

The BVRLA industry fair wear and tear standard in words



The vehicle must be returned in a safe, legal and reliable mechanical condition, capable of passing an MOT test. All electronic safety features and devices to help the driver e.g. parking sensors, adaptive cruise controls, etc. must be in working order.

General

Maintenance and servicing

The vehicle must have been serviced according to the manufacturer's servicing schedule. The service book must be date-stamped by the authorised repairer so that it can be inspected. In addition, all necessary maintenance and repairs must be carried out by an authorised agent and where the leasing company is not responsible for such items, a proper record must be kept and be available for inspection on the vehicle's return.

Documentation

All vehicle documentation including the V5C (where appropriate), MOT, operation manual, service book and any other documents relating to vehicle equipment, must be intact and available. All documents must be in the vehicle on its return – including details of all audio equipment security codes.

Any odometer alterations must have been reported to the leasing company. Unauthorised odometer changes are not acceptable.

Appearance

The vehicle's exterior should be sufficiently clean to allow a detailed inspection. The inside should have been valeted, cleared of rubbish and the ashtrays emptied.

Vehicle keys

A full set of keys including the master key, spares and locking wheel-nut keys, should be returned if originally supplied. If a remote locking system is fitted, the appropriate remote controls should be available and functioning.

Paintwork, body, bumpers and trim

There should be no rust or corrosion on any painted area including painted bumpers, body moulding and mirrors. Obvious evidence of poor repair is not acceptable.

Chips

Small areas of chipping, including door edge chipping, are acceptable relative to the vehicle's age and mileage. If the areas of chipping require the entire panel to be re-painted, the damage is not acceptable.

Dents

Dents (up to 10mm) are acceptable provided there are no more than two (2) per panel and the paint surface is not broken. Dents on the roof are not acceptable.

Scratches

Scratches and abrasions (up to 25mm) are acceptable, relative to the vehicle's age and mileage, and provided the primer or bare metal is not showing.

The BVRLA industry fair wear and tear standard in words



Moulding, wheel arch trims

Scuffs and scratches are acceptable provided the moulding or trim is not broken, cracked or deformed.

Badges and labels

Badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed unless originally fitted with the agreement of the leasing company and any damage caused by their attachment or removal must be made good. Any difference in paintwork colour noted following the removal of advertising, labelling or logos is not acceptable.

Soft top convertibles

Convertible roofs must be fully operative and free from rips and tears. The rear window must not be cracked or creased. Accessories originally supplied, e.g. tonneau cover, must be present and in good condition.

Tow bars

A tow bar, if fitted, must be in good, rust-free condition with electrical connections working properly. A ball cover must be in place.

Windows, glass, door mirrors and lights

Windows/windcreens

Light scratching is acceptable provided it does not interfere with the driver's line of sight and any heating elements still work properly. Chips, cracks or holes are not acceptable

Door mirrors

Missing, cracked or damaged door mirrors are not acceptable. If adjustable and/or heated door mirrors, they must work correctly.

Lights and lenses

All lights must work. Minor scuff marks or scratches are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.

Tyres and wheels

Tyre wear and damage

All tyres, including the spare, must meet minimum UK legal requirements and comply with the vehicle manufacturer's recommendations of tyre type, size and speed rating for the vehicle. There must be no damage to sidewalls or tread.

Wheels and wheel trims

Dents and holes on steel rims and the main body of the wheel, are not acceptable. Scuffs up to 25mm on the outside edge of wheel trims and on alloy wheels are acceptable. The spare wheel, (including 'spacesaver') jack and other tools (including emergency tyre inflation canister) must be intact, stowed properly and in good working order.

Mechanical condition

The vehicle must meet current MOT standard. The following items are not acceptable fair wear and tear because the driver has neglected to service the vehicle and/or failed to action warnings from the vehicle management system;

- **brakes:** grooved brake discs or drums caused by excessive wear or metal to metal contact from worn out disc pads
- **engine:** seized or damaged due to running vehicle with insufficient coolant, oil or with broken internal components
- **manual transmission:** clutch slipping, noisy clutch or gearbox, excessively worn or ineffective synchromesh
- **automatic transmission:** noisy gearbox or torque converter, abrupt gear changes, loose gear linkage

Vehicle underside

Any significant impact damage to the vehicle's underside is not acceptable. Catalytic converters not working because of obvious abuse or damage are not acceptable.

The BVRLA industry fair wear and tear standard in words



Vehicle interior

Passenger area, seats and trim

The interior upholstery and trim must be clean and odourless with no visible burns, tears or staining. All seats originally supplied must be present. Wear and soiling through normal use is acceptable. Interior fittings such as seat belts, rear view mirrors, courtesy lights, sun visors, door bins etc. must be present and intact.

Door aperture, boot and luggage area

Scratches on treads, sills and seals that reflect normal use are acceptable. Torn or split floor coverings or surrounding trim panels are not acceptable.

Equipment and controls

In-car entertainment equipment, telephones and navigation systems

All original equipment, accessories and controls (including satellite navigation CDs) must be present and operate correctly. If accessories such as car telephones and other non-standard equipment have been wired-in or mounted on the dashboard, any holes or other damage must be neatly repaired when they are removed. Aerials must be left in place or the hole must be neatly repaired.

AA Car Data Check
Buying a used car? Car Data Check it before you buy
 Some of the information a Car Data Check could tell you:

- ✓ If the car has a finance agreement (hire purchase etc) recorded against it
- ✓ If the car has been written off as a total loss by an insurance company
- ✓ If the car is at high risk of fraud or theft and is being tracked by a third party
- ✓ If the car has had any number plate changes
- ✓ A full description of the car, which includes make, model, colour, engine size and number etc
- ✓ Any colour changes the car has recorded
- ✓ Free market valuation of your car*
- ✓ Free mileage information about your car*

*If available
Call 0800 056 8040 or visit www.aacheck.com

AA Vehicle Inspections
 Within major fleet and contract hire companies it is recognised that there are a number of key factors that will result in successful financial disposal/re-marketing of vehicles:

- ✓ Specification of vehicle (non-standard equipment, colour)
- ✓ Standard of vehicle condition
- ✓ Documented Service History

The AA's approved partner will carry out a comprehensive inspection, which can prove invaluable to managing your vehicles by:

- ✓ Reducing driver disputes
- ✓ Providing independent advice
- ✓ Improving vehicle expenditure

Find out how we can help you.
Call 0800 085 3007 or visit www.aacheck.com

You've got AA friend

Vehicle return appraisal tips



Please use this summary to appraise your vehicle against the BVRLA fair wear and tear standard prior to its return to the leasing company. For more information, you should consult the full detailed guidelines published in the BVRLA Fair Wear and Tear Guide. To avoid end of contract charges, you can arrange to correct unacceptable areas of damage before the vehicle is returned. Check the terms of your contract. Always point out any uncorrected wear or damage when the vehicle is collected to avoid problems later.

- Carry out an appraisal of the vehicle 10 – 12 weeks before the vehicle is due for return. This will allow you to arrange to have any unacceptable wear and tear rectified.
- It is important to appraise the vehicle as honestly as you can – be objective. Ask a friend or colleague to help you.
- Choose a time and place with good light. This is how the leasing company will examine your vehicle. Appraisals carried out in poor light invariably miss some faults.
- Before appraising the vehicle, make sure that it has been washed and is thoroughly clean but remember to allow time for it to dry. Water on the paintwork can mask faults.
- Walk all the way around the vehicle and examine closely each panel including the roof, bonnet, doors, and body for significant damage. Observe where the light is reflected differently from dents and scratches.
- Crouch or kneel down at the front and rear of the vehicle and look along each side. This will help you see scratches and dents that may otherwise be difficult to spot.
- Inspect lamps, lenses, windows and mirrors for chips, cracks and holes.
- Check the tyres (including spare) for damage. Check that the wear on the tread across each tyre is even. Inspect wheels and wheel trims (if fitted) for deterioration.
- Clean and valet the interior.
- Check upholstered areas for odours, tears, burns, stains and wear.
- Inspect all controls, including audio equipment and accessories – they should be present and fully functional.

Of course, you may decide you want to keep the vehicle because you know its history. Contact your leasing company – it may offer this vehicle, or others like it, at very attractive prices.

www.gefleetservices.co.uk

Vehicle return collection tips



- On collection, the vehicle must be in a safe and roadworthy condition with all appropriate keys, equipment, accessories and documentation available.
- Your leasing company will arrange collection of the vehicle at the end of your agreement. All readily apparent damage and wear, irrespective of liability, will be documented when the vehicle is collected. You will be given the opportunity to agree with the condition of the vehicle at the point of collection. Your leasing company will then be able to carry out a full assessment of your vehicle to calculate what end of hire charges, if any, are payable.
- If you cannot be present during the collection of the vehicle or if other conditions e.g. poor weather, prevent the vehicle from being inspected, your leasing company will issue you with a written condition report of the vehicle and advise you of any charges that may subsequently become due, together with summary details of how any charges are calculated.
- Ensure all your personal effects are removed from the vehicle e.g. sunglasses, music CDs from the player/multi-stacker.
- Remove your house-key from the vehicle key fob.
- CDs for satellite navigation should be left in the vehicle and, for security reasons, you should delete any personal information from the navigation database e.g. home address, post code etc.
- The vehicle's number plate should be intact and the characters making up the registration mark must be of the specified size and font set out in Road Vehicles (Display of Registration Marks) Regulations 2001.

Body

No rust or corrosion. Obvious evidence of poor repair is not acceptable.

Chips

Small areas of chipping are acceptable relative to the vehicle's age and mileage.



Dents

Dents up to 10mm are acceptable, provided there are no more than two per panel and the paint surface is not broken. Dents on roofs are not acceptable.

25mm

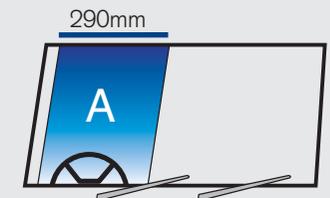
Scratches

Scratches and abrasions (up to 25mm) are acceptable, relative to the vehicle's age and mileage and provided the primer or bare metal is not showing.

Windscreen

No chips, cracks or holes.

Light scratching is acceptable provided it does not interfere with the driver's line of sight – see area A.



Advice to the driver



If yours is a company car, your company may outline the preventative vehicle maintenance and safety measures that you need to undertake on a daily or weekly basis. You should check your company driver policy, to ensure you comply. If you are personally leasing the vehicle, you should consult the vehicle supplier. Vehicle manufacturers invest a good deal of time and effort in the preparation of vehicle operation manuals, so we recommend you always have the manual to hand and consult it often.

General

Maintenance and servicing

Regular maintenance and servicing should be carried out by accredited servicing outlets which adhere to standards set by regulatory bodies and/or members of a recognised trade body. The vehicle service record must be stamped at each service. Any defects or damage that occur during normal vehicle usage should be rectified promptly. In certain circumstances, you will have to wait until authority for the repair has been given by the leasing company.

Documentation

Always keep the V5C registration document in a safe place (not in the car) if you are the registered keeper – the vehicle cannot be re-licensed without producing the V5C or the V11 renewal notice. Keep all other documentation relating to the car, including service history, MOT certificate (see www.motinfo.gov.uk), key codes, radio codes, etc. in a safe place, too. Store the vehicle's operation manual in the protective wallet provided and keep it in the glove-box.

When you are returning the vehicle, you should make sure that your service and maintenance record is as comprehensive and as up to date

as possible. If you don't provide the full information, you can expect to incur a de-hire charge at end of contract as trade buyers will mark down the price they are willing to pay or choose a car that has a full set of documents.

Appearance

Regular cleaning of both the interior and exterior ensures the vehicle looks good. Polishing the vehicle exterior around four times a year will help reduce the effects of any stone-chip damage, limit the effects of air-borne contamination (e.g. bird-droppings, etc), remove traffic grime and make routine washing easier.

Vehicle keys

Spare keys should be identified and tagged. You can expect to be charged for replacement keys if they are not returned with the vehicle at end of contract. Always make sure that vehicle keys are kept safely with the spare key stored in a different place. Car thieves often target the keys as the easiest means of stealing vehicles because manufacturers achieve very high levels of vehicle security. Never leave keys in a conspicuous place in the house and certainly never in the hallway in reach of the letter box.

Advice to the driver



Personal number plates

You should liaise with your leasing company 10 to 12 weeks in advance to ensure your personal number plate is transferred to your new vehicle.

Security system

All security systems fitted after manufacture should meet the appropriate Thatcham standard and be fitted according to a recognised standard, e.g. Vehicle Systems Installation Board (VSIB).

Paintwork, body, bumpers and trim

Chips, dents, scratches

It is recommended that any damage is repaired as soon as possible after it occurs. This is particularly important when the paintwork is damaged and likely to cause corrosion.

All work must be completed to a professional standard by repairers who provide full warranty on their work. Your leasing company will advise you and will authorise repairs if you have a full maintenance contract. For small areas of damage, a SMART (small and medium area repair technique) repair may be appropriate.

Badges and labels

Advertising should never be painted directly onto the vehicle without the leasing company's written permission. Any advertising, labelling or logos should be fitted so that they can be easily removed without damaging or deteriorating any part of the bodywork of the vehicle.

Soft top convertibles

Drivers should familiarise themselves with the operation of the hood, including any buttons and fasteners. Drivers should always wash convertible cars by hand – they must not be taken through an automatic car wash, and care must be exercised when raising or lowering the hood so as not to scratch or damage the rear window.

Tow bars

The leasing company's permission must be obtained before fitting a tow bar. All such equipment must be fitted in accordance with the manufacturer's fitting instructions and guidelines.

Windows and glass

Windscreen and windows

All vehicle glass should be kept clean not only for safety reasons, but also to enable any damage to be identified quickly and repairs put in hand. Any damage in the driver's direct line of sight, or

affecting any heating elements, should be repaired immediately. Cracks and bulls-eye damage can easily be smart-repaired to prevent further damage.

Door mirrors

Door mirrors should be kept clean and replaced if damaged – obtain approval from the leasing company if necessary.

Lights and lenses

Lamps and lenses should be kept clean and replaced if damaged – obtain approval from the leasing company if necessary.

Tyres and wheels

Tyre wear and damage

Tyre pressures should be kept at manufacturer's recommended pressures in order to avoid damage and undue wear. Under-inflation will cause excess wear on the edges of the tyre, while over inflation will cause excess wear in the centre of the tyre tread. As part of company risk management procedures, employers often advise drivers on the frequency with which tyre pressures should be checked. Employers may require documentary evidence that these checks are made.

Advice to the driver



Wheels and wheel trims

Care should be taken when parking and manoeuvring so as to avoid damage, especially to alloy wheels as these are easy to damage and expensive to replace. However, if damage does occur, it should be repaired, or the wheel/wheel trim replaced – subject to the appropriate approval if applicable.

Mechanical condition

Servicing and maintenance

The vehicle must be maintained and serviced according to the manufacturer's guidelines. It is important to keep the vehicle in good mechanical condition by keeping all fluids topped up and by immediately investigating any poor running symptoms or unusual mechanical noises. Drivers should follow the manufacturers' recommendations regarding fuel and fuel blends because using some fuel and fuel blends can invalidate the vehicle's warranty and cause long-term damage to its fuel system. Drivers should ensure that oil and coolant levels are checked regularly and are maintained at correct levels between services. In the context of road-related, driver risk management, employers may advise drivers on the frequency with which oil levels should be checked. Employers may require a written log to be completed.

Vehicle underside

Any suspected impact damage should be investigated and dealt with professionally, as soon as possible.

Catalytic converter and emissions

Catalytic converter failure is preventable through using the correct fuel, regular servicing and maintenance, immediately investigating any poor running symptoms and not towing or bump-starting the vehicle.

Vehicle interior

Passenger area, seats and trim

The interior of the vehicle should be kept clean. Any stains should be removed with a suitable, proprietary cleaner as soon as practicable to avoid long term damage. Regular smoking in the car leaves an unpleasant residual smell, causes staining and should be avoided.

Door aperture, boot and luggage area

It is recommended that heavy items are always firmly secured and positioned centrally within the load area in order to minimise the effect on the vehicle's handling and to avoid damage. Carpets and the load area should always be protected from excessive soiling. Heavy items or inappropriate loads should never be carried on the seats.

General equipment and controls

All general equipment, controls and accessories should be present and fully functional. If stolen or lost, they must be replaced with equipment of similar standard and specification.

In car entertainment equipment, telephones and navigation systems

The driver should always operate these systems with care, ensuring no damage occurs to the dash, control knobs, etc. If a replacement is required, due to theft, for example, it must be of similar standard and specification.

Dispute handling and BVRLA conciliation process



Dispute handling

In the event of a dispute on the condition or damage to the vehicle, the BVRLA Member will pay for an examination by an independent qualified engineer. The engineer's decision will be binding on both the customer and the BVRLA Member.

BVRLA conciliation process

On occasion, disagreements will arise between customers and BVRLA Members which cannot be settled directly. Unresolved disputes may be referred to the Association by the customer and/or the Member involved.

Details should be submitted in writing to:

The Chief Executive
British Vehicle Rental and Leasing Association
River Lodge
Badminton Court
Amersham HP7 0DD

Alternatively, a complaint form can be downloaded from the BVRLA's website www.bvrla.co.uk.

Glossary



Abrasion

Multiple scratches in the material surface.

Chip

Removal of the surface material (glass or paintwork) in a concise area.

Dent

Deformation of the surface structure usually caused by impact damage.

Light scratch

A scratch with no raised edges – can be polished out using smart repair techniques.

Scratch

A single line mark or score in the material surface.

Scuff

Light scraping of top surface not penetrating base material.

Smart Repair

Small and Medium Area Repair Technique – a cost effective way of repairing chips, dents and scratches.

VSIB

The Vehicle Systems Installation Board is the national regulatory and accreditation body for vehicle systems Installers and their installations.

If you have lost the MOT certificate and you want to check the vehicle's current MOT status, you can request this information by contacting the Vehicle Operator & Services Agency MOT Enquiry Service on **0870 33 00 444** or online at **www.motinfo.gov.uk**. You will need to quote the reference no. on the V5C log book or from the previous test certificate.

Smart repairers



Chips, dents and scratches can be successfully and cost-effectively repaired using smart repair methods provided your leasing company gives approval. Smart repair organisations that are members of the Vehicle Builders and Repairers Association (VBRA) are obliged to comply with an OFT-approved Code of Practice which sets high standards for repairs and customer service.

 **Dent Wizard**
paintless dent removal

part of **MANHEIM** 

Dent Wizard, part of the Manheim Group is the UK's leading smart repair operator. With the most flexible paintless dent removal services and a mobile team of specialists, any form of smart repair can be accommodated.

Last year almost 100,000 vehicles were reconditioned to the highest standard. As the most popular smart repair specialist, it is not surprising to learn that many of the UK's major fleets, manufacturers and leasing companies have sought the services of Dent Wizard and sister companies Wheel Wizard - alloy wheel reconditioning - and Flying Colours - cosmetic body repair.

Everything from dents, creases, paint scratches and bumper scuffs, through to interior damage such as cigarette burns and leather scratches can be repaired to as good as new to maximise the value of every vehicle.

For more information call 01675 471150 or visit www.dentwizard.co.uk



**FIND A VBRA
SMART REPAIRER**

at

WWW.VBRA.CO.UK

The only OFT approved
Code of Practice for
vehicle body repair



Tel: 0113 253 8333
www.vbra.co.uk

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Promoting responsible road transport

