

FAIR WEAR & TEAR GUIDELINES

FAIR WEAR AND TEAR GUIDELINES: SUMMARY

- Isolated stone chips to any panel up to 2 mm in diameter without denting (excluding windscreens)
- Scratches less than 25mm in length and not more than 1mm wide that have not penetrated the paint and can be polished out.
- Dents less than 25 mm in diameter where the paint surface has not been broken and there is no paint removal, paint cracking or flaking (excluding dents to the bonnet or roof, or those caused by hail damage).
- Light Wheel scratches or scuffs up to 20 mm in length without cracking, buckling, or gouging.
- Scuffs/scrape marks under lower front bumper (not visible when standing 2m back from vehicle)

FAIR WEAR AND TEAR GUIDELINES: DETAILED

DENTS	
Fair Wear and Tear includes : 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.	Fair Wear and Tear excludes : a) Hail damage. b) dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges. c) multiple dents within a specific local area regardless of size; or d) any damage affecting or penetrating the paintwork.
STONE CHIPS	
Fair Wear and Tear includes : Isolated stone chips to any panel up to 2 mm 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 25 mm in length and not more than 1 mm wide. b) no paint surface penetration; and can be polished out.	Fair Wear and Tear excludes : Any scratch where the metal, plastic or undercoat is exposed.

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BUMPERS	
Fair Wear and Tear includes: 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: (i) where there is no paint penetration. (ii) which are no more than 25 mm in diameter; and which can be polished out. (iii) isolated stone chips up to 2 mm in diameter.	Fair Wear and Tear excludes: 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: Light scratches and scuffing up to 20 mm 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 20 mm 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 e.g. cuts, bulges, gouges and abrasions, tyre misuse e.g. 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.

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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; stains or marks that cannot h) 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)

The Fair Wear and Tear Guidelines are available on our websites. Please refer to the applicable links below.

Australia

Avis <https://www.avis.com.au/en/fair-wear-and-tear-guide>

Budget <https://www.budget.com.au/en/fair-wear-and-tear-guide>

Apex <https://www.apexrentals.com.au/rental-info/fair-wear-and-tear-guidelines>

New Zealand

Avis <https://www.avis.co.nz/en/fair-wear-and-tear-guide>

Budget <https://www.budget.co.nz/en/fair-wear-and-tear-guide>

Apex <https://www.apexrentals.co.nz/rental-info/fair-wear-and-tear-guidelines>