

FAIR, WEAR AND TEAR GUIDE

Taking into account a vehicle's mileage and overall condition, ORIX's fair, wear and tear policy summarises the degree of deterioration judged to be reasonable when an ORIX vehicle is returned at the end of a contract period. Some amount of wear and tear will occur through normal, everyday business use, however ensuring that a vehicle is properly cared for during its lease term will help minimise or eliminate off-lease charges.

HOW TO ELIMINATE OR MINIMISE OFF-LEASE CHARGES

Off-lease charges can be reduced or eliminated by drivers of ORIX vehicles following these basic steps:

- Promptly attend to any accident damaged panel, paintwork, glass, upholstery or accessories.
- Uses only ORIX approved suppliers to ensure the quality of any repairs meet both the required standards of ORIX and those of the Land Transport Safety Authority.
- Ensure vehicles are presented for routine servicing at the manufacturers' recommended intervals.
- Always adhere to recommended maximum towing and loading capacities in conjunction with current law requirements.
- Carry out weekly checks of fluid levels, tyre pressure and condition.
- Clean both the interior and exterior of the vehicle regularly with approved car cleaning products and methods.

ORIX's vision is to be fair, ethical and consistent in the event of any end of contract charges.

EXAMPLES OF ACCEPTABLE FAIR WEAR AND TEAR

EXAMPLES OF MISUSE

Bodywork/Bumpers

- * Stone chips and abrasions considered normal for the vehicles age and mileage
- * Minor panel incursions
- * Scratches or scuffing that can be removed by polishing

- * Stone chipping resulting in dents or penetration of paintwork surface
- * Exterior panel damage caused by impact with objects resulting in visible dents or penetration of paintwork surface
- * Scratches, which have penetrated the paint surface and cannot be removed by polishing

Interior Upholstery / Carpet

- * Wear and tear consistent with age and mileage

- * Any soiling to the vehicle's interior surfaces that cannot be removed by steam cleaning
- * Cigarette burns
- * Torn or damaged seat belts
- * Damage to the interior caused by animals

Notes

- * Chipping, cracks or breakage to lamps, windscreen, side windows and mirrors are deemed unacceptable. In some instances repairs that meet New Zealand warrant of fitness standards may be undertaken. In many instances general motor vehicle insurance policies provide cover for these items.
- * Vehicles must be returned complete with all accessories supplied with the vehicle including wheel trims, handbooks, stereos, keys (including spares), remotes, spare tyres, parcel trays and tools
- * Signage must be removed and any resultant damage to paintwork must be rectified.

COMMON CAUSES OF UNACCEPTABLE FAIR WEAR AND TEAR

The most common causes of unacceptable wear and tear in a fleet vehicle are:

- Unreported and therefore non-repaired panel damage.
- Poor quality of body repairs due to the use of non ORIX approved panel repairers.
- Drivers not taking responsibility for the day to day care and maintenance of the vehicle.
- Not adhering to the specific service requirements of the vehicle.
- Not adhering to vehicles manufacturers' recommended towing capacities.

The Process at end of contract

1. Vehicle is to be returned to ORIX at the completion of the vehicle's contract.
2. ORIX will inspect the vehicle and complete a Vehicle Inspection Report.
3. Items damaged to a condition that is not considered fair wear and tear will be noted.
4. Where the repair is in excess of \$200 a copy of the Vehicle Inspection Report and any relevant repair quotes will be forwarded to the client.
5. The customer may inspect vehicle damage.