

Preparing to return your vehicle

A guide to damage
and fair wear and tear

LEX AUTOLEASE



Helping you understand damage charges at the end of your lease

When your lease ends and you hand your vehicle back to us, you won't be charged for fair wear and tear – but we may charge you for any damage.

To help, we've put together some useful information that'll let you identify the difference between the two. This will help you prepare your vehicle for its return and avoid any unwanted surprises. Read through to see that you and your vehicle are ready.

Contents

What is fair wear and tear?	04
How we assess fair wear and tear	05
What is damage?	06
Example charges – cars	07
Example charges – light commercial vehicles	08
Getting ready to return your vehicle	09
What happens next?	10
Dehire damage charges for cars	11
Dehire damage charges for light commercial vehicles	14
Damage charges for missing remote keys	17
If you have any questions, get in touch	18

What is fair wear and tear?

Normal day-to-day use of your vehicle can cause deterioration, which we call fair wear and tear. No matter how careful you are, some wear and tear is normal – so we won't charge you for it.



Why is it important?

Knowing what counts as fair wear and tear can help you avoid any unexpected charges when you hand your vehicle back.



An industry-wide standard

For your peace of mind, we always use the British Vehicle Rental and Leasing Association's (BVRLA) fair wear and tear industry standards.

The BVRLA Fair Wear and Tear Guide

If you'd like more detail on what counts as fair wear and tear, please see the comprehensive guide [here](#).

How we assess fair wear and tear

We look at fair wear and tear across a number of different areas, including:

General road safety of the vehicle

For example, making sure it is mechanically sound to drive with no warning lights illuminated.

Servicing

The vehicle has been serviced in line with the manufacturer's specifications.

Appearance and condition of paintwork

The vehicle should be rust-free with no discolouration or corrosion to the bodywork.

Chips, scratches and dents

Making sure they aren't of an unacceptable size and number* or they have been repaired to a professional standard.

Tyres and any spares

All tyres, including spares, meet the minimum UK legal requirements of 1.6mm tread depth across the central three-quarters and circumference.

Original equipment, accessories and controls

Must all be present and work correctly.

Vehicle interior

Must be clean and odourless with no burns, scratches, tears or staining.

MOT standards

The vehicle should be returned in a safe, legal and reliable mechanical condition that would pass an MOT. Vehicles over 3 years old must be returned with a valid MOT.

*Further details can be found in the BVRLA guide [here](#).

What is **damage**?

Damage is different from wear and tear. The most common types of damage found on returned vehicles include scratches on doors, wheels, bumpers and body panels.



Why is damage important?

If your vehicle is damaged when you return it, you may be charged for how much it would cost to repair. Damage examples include numerous scratches, scratches over 25mm, or those that cannot be polished out.



The most common types of damage

We see a lot of scratches on doors, wheels, bumpers and body panels – so keep an eye out for those when checking your vehicle. Also, don't forget to check unseen areas, like door sills.



Cars: How much could you be charged?

Here's an idea of how much different repairs cost for cars. Actual costs will depend on the vehicle you lease and the nature of the damage.



Doors

Repaint only¹

£26 - £175

Repair and repaint²

£145 - £259



Bumpers

Repaint only¹

£26 - £150

Repair and repaint²

£128 - £234



Rear panel

Repaint only¹

£26 - £165

Repair and repaint²

£138 - £249



Bonnet panel

Repaint only¹

£26 - £201

Repair and repaint²

£162 - £286



Roof panel

Repaint only¹

£26 - £273

Repair and repaint²

£210 - £358



Bonnet scratch/chip

Repaint only¹

£26 - £201

Repair and repaint²

£162 - £286



Wing

Repaint only¹

£26 - £165

Repair and repaint²

£138 - £249



Alloy wheel refurbishment³

£56



Windscreen chip³

Under 10mm*

£41



Missing keys⁴

Varies by vehicle manufacturer

£155



Missing service history³

£256

For more significant damage repairs, we calculate the charge by pricing labour at £27 per hour.

¹ Range shown is based on a Touch in and polish to repaint only on a large vehicle. ² Range shown is based on a Level 1 repair and repaint on a small vehicle to a Level 2 repair and paint on a large vehicle. ³ Fixed cost across all vehicle manufacturers and age of vehicle on non-maintained contracts. *Windscreen chips: The charge of £41.00 is for chips under 10mm in the A zone, or 40mm elsewhere on the screen, otherwise a full replacement cost is applicable. This applies to both maintained and non-maintained contracts. ⁴ Cost varies by vehicle manufacturer, figure based on an average across all manufacturers.

Smart Repairs are defined as: Damage <75mm where there is no paint damage cost £43; Damage >75mm where there is no paint damage cost £86; Smart Paint Repair may be applied for minor paint damage where there is not a requirement to replace or respray multiple panels cost £77. In the event that the damage is deemed unreparable a replacement part may be charged for. Costs will be calculated using a Thatcham-based estimating system. Costs will be greater than those quoted above. As a rule, this is where >30% of the panel is damaged. A full and detailed menu of costs for small, medium and large cars can be found on pages 11 to 13 and 17 of this document. Level 1 repair and paint is defined as: Panel damage with paint damage between 15mm and 75mm in size/diameter. Level 2 repair and paint is defined as: Panel damage with paint damage greater than 75mm in size/diameter. The Thatcham-based estimating system provides advice for insurance engineers and damage assessors and gives vehicle repairers access to the latest methods and technical information around vehicle repairing to ensure fair parts pricing.

Light commercial vehicles: How much could you be charged?

Here's an idea of how much different repairs cost for light commercial vehicles (LCVs). Actual costs will depend on the vehicle you lease and the nature of the damage.



Doors

Repaint only¹

£26 - £175

Repair and repaint²

£195 - £291



Bumpers

Repaint only¹

£77 - £172

Repair and repaint²

£165 - £253



Rear panel

Repaint only¹

£26 - £147

Repair and repaint²

£174 - £229



Bonnet panel

Repaint only¹

£26 - £168

Repair and repaint²

£195 - £229



Roof panel

Repaint only¹

£26 - £503

Repair and repaint²

£321 - £584



Bonnet scratch/chip

Repaint only¹

£26 - £168

Repair and repaint²

£26 - £168



Wing

Repaint only¹

£26 - £147

Repair and repaint²

£174 - £229



Alloy wheel refurbishment³

£56



Windscreen chip³

Under 10mm*

£41



Missing keys⁴

Varies by vehicle manufacturer

£155



Missing service history³

£256

For more significant damage repairs, we calculate the charge by pricing labour at £27 per hour.

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Getting ready to return your vehicle

When handing back your vehicle, please have the items listed below ready. If they're not returned with the vehicle, they can carry a charge.

Your end of lease checklist



Evidence of a full-service history – a printed or electronic version must be provided for non-maintained vehicles



Any retro fit accessories added to the vehicle can either be kept on, or if removed, the vehicle must be returned to its original state and any damage repaired



Charging cable for electric vehicles



Vehicle handbook (if applicable)



Full set of keys, including a spare, and the locking wheel nut (if supplied)



Valid MOT certificate (if vehicle over 3 years old)



Arrange for the transfer of a personal number plate if required



Vehicles should be returned with a quarter of a tank of fuel and electric vehicles fully charged

Inspecting your vehicle for its return

- **Make sure the vehicle has been washed and cleaned inside and out.** Choose a time and place with good lighting to **check for faults or damage** – be objective, ask someone to help you.
- Make sure you've a **record of any professional repairs** carried out to your vehicle.
- If you have a **personal number plate on the vehicle** you'll need to contact the Lex Autolease Cherished Plates Team, on 0800 389 3690*, 10-12 weeks before the end of the lease to make sure the transfer goes as smoothly as possible.
- **Take all personal belongings** out of the vehicle – we can't return anything once we've collected it.



Be sure to delete any personal data saved in your vehicle's systems such as the Sat Nav and phone book. This can easily be done by completing a factory reset.

You are responsible for the return of your vehicle. Please don't return your vehicle to a dealer.

*Lines are open Monday to Friday, 9am to 5pm.

What happens **next?**

When our agent collects your vehicle, they'll fill in a report detailing any obvious damage. Once the vehicle is returned to us, we'll carry out a full assessment using the British Vehicle Rental and Leasing Association (BVRLA) fair wear and tear guidelines. Within two days, you'll receive a link to our report, which may include any repair charges.

Fairness of charges

No one likes being charged, but to ensure the costs are fair, we review them every 12 months. Also, we always make sure charges are:

- Applied using a consistent pricing matrix
- Updated through industry insight
- Informed by our own in-life accident repair costs
- Aligned with the Consumer Price Index (CPI) if increases are proposed.

If any damage charges are due, we'll be in touch

An invoice will be generated from the inspection report – usually within 72 hours. Charges will then be taken on your usual direct debit day, so it's worth checking the day in the month your direct debit goes out.

If you don't pay by direct debit, payment is due by the date shown on your invoice. This is 10 working days from the date of the invoice.

If you are experiencing financial difficulty and need support, you can call us on 0344 241 5335* and we will direct you through to a person that can help you.

You can find further advice on money, leasing and more at lexautolease.co.uk/money-worries or lexautolease.co.uk/business/moneyworries.

If you don't hear from us, there are no damage charges to pay.

*Lines are open Monday to Friday, 9am to 5pm.

Dehire damage charges for cars

Small cars

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£134	£162	£218
A, B, C, D Posts*, Door Apertures	£86	£114	£170
Front Wing LH/RH, Front Panel, Rear Panel	£110	£138	£195
Front Door LH/RH, Rear Door LH/RH	£117	£145	£201
Sill Panel LH/RH	£69	£97	£154
Rear Quarter LH, Rear Quarter RH, Tailgate	£158	£187	£243
Roof Panel	£182	£210	£267
Front Bumper, Rear Bumper	£99	£128	£185

Medium cars

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£167	£196	£252
A, B, C, D Posts*, Door Apertures	£108	£135	£213
Front Wing LH/RH, Front Panel, Rear Panel	£137	£166	£222
Front Door LH/RH, Rear Door LH/RH	£146	£174	£231
Sill Panel LH/RH	£86	£114	£170
Rear Quarter LH, Rear Quarter RH, Tailgate	£198	£226	£282
Roof Panel	£228	£256	£313
Front Bumper, Rear Bumper	£125	£153	£209

*A, B, C and D posts are defined as the vertical side pillars that connect the roof to the main chassis. Level 1 repair and paint is defined as: Panel damage with paint damage between 15mm and 75mm in size/diameter. Level 2 repair and paint is defined as: Panel damage with paint damage greater than 75mm in size/diameter. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. The Thatcham-based estimating system provides advice for insurance engineers and damage assessors and gives vehicle repairers access to the latest methods and technical information around vehicle repairing to ensure fair parts pricing. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your customer service team directly. Prices correct as of March 2023 and subject to review on a twelve-monthly basis.

Dehire damage charges for cars

Large cars

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£201	£230	£286
A, B, C, D Posts*, Door Apertures	£129	£157	£213
Front Wing LH/RH, Front Panel, Rear Panel	£165	£193	£249
Front Door LH/RH, Rear Door LH/RH	£175	£203	£259
Sill Panel LH/RH	£104	£131	£188
Rear Quarter LH, Rear Quarter RH, Tailgate	£237	£265	£322
Roof Panel	£273	£301	£358
Front Bumper, Rear Bumper	£150	£177	£234

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Dehire damage charges for cars

Generic costs

Item	Cost
Cold/paintless dent repair <75mm	£43
Cold/paintless dent repair >75mm	£86
Metal touch up & polish	£26
SMART* paint repair	£77
Alloy wheel refurbishment	£56
Soft trim repair	£31
Interior plastic trim repair	£46
Carpet repair	£31

Item	Cost
Windscreen chip	£41
Valet (normal)	£51
Retexture (unpainted bumper or trim part)	£36
Wheel trim replace	£17
Misc repair labour (per hour)	£27
Small part repaint	£36
Wheel nut key	£103
Missing service book to be charged for non-maintenance contracts	£256

*SMART – Small to Medium Area Repair Technique. A method of repair to minor damage without replacing or respraying multiple panels. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your customer service team directly. Prices correct as of March 2023 and subject to review on a twelve-monthly basis.

Dehire damage charges for light commercial vehicles

Small LCVs

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£168	£195	£229
A, B, C, D Posts*, Door Apertures	£105	£132	£187
Front Wing LH/RH, Front Panel, Rear Panel	£147	£174	£229
Front Door LH/RH, Rear Door LH/RH	£168	£195	£249
Sill Panel LH/RH	£151	£178	£233
Rear Quarter LH, Rear Quarter RH, Tailgate	£210	£237	£291
Centre Rear Panel	£126	£153	£207
Rear Panel	£231	£257	£312
Roof Panel	£293	£321	£375
Front Bumper, Rear Bumper	£137	£165	£219
Door Mirrors, Small Trim/ Moulding, Fuel Filler Flap	£36		

Medium LCVs

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£168	£195	£229
A, B, C, D Posts*, Door Apertures	£126	£153	£207
Front Wing LH/RH, Front Panel, Rear Panel	£147	£174	£229
Front Door LH/RH, Rear Door LH/RH	£210	£237	£291
Sill Panel LH/RH	£189	£216	£271
Rear Quarter LH, Rear Quarter RH, Tailgate	£210	£237	£291
Centre Rear Panel	£168	£195	£249
Rear Panel	£281	£309	£363
Roof Panel	£419	£447	£501
Front Bumper, Rear Bumper	£172	£199	£253
Door Mirrors, Small Trim/ Moulding, Fuel Filler Flap	£36		

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Dehire damage charges for light commercial vehicles

Large LCVs

Panel Description	Repaint only	Level 1 Repair & Paint	Level 2 Repair & Paint
Bonnet	£168	£195	£229
A, B, C, D Posts*, Door Apertures	£147	£174	£229
Front Wing LH/RH, Front Panel, Rear Panel	£147	£174	£229
Front Door LH/RH, Rear Door LH/RH	£210	£237	£291
Sill Panel LH/RH	£235	£262	£317
Rear Quarter LH, Rear Quarter RH, Tailgate	£210	£237	£291
Centre Rear Panel	£168	£195	£249
Rear Panel	£289	£317	£371
Roof Panel	£503	£530	£584
Front Bumper, Rear Bumper	£172	£199	£253
Door Mirrors, Small Trim/ Moulding, Fuel Filler Flap	£36		



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Alloy wheel refurbishment	£56
Soft trim repair	£31
Interior plastic trim repair	£46
Carpet repair	£31

Item	Cost
Windscreen chip	£41
Valet (normal)	£51
Retexture (unpainted bumper or trim part)	£36
Wheel trim replace	£17
Misc repair labour (per hour)	£27
Small part repaint	£36
Wheel nut key	£103
Missing service book to be charged for non-maintenance contracts	£256

*SMART – Small to Medium Area Repair Technique. A method of repair to minor damage without replacing or respraying multiple panels. On the rare occasion a vehicle is returned with accident damage that requires panel replacement, costs will be calculated by our Accident Services department using a Thatcham-based estimating system. For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your customer service team directly. Prices correct as of March 2023 and subject to review on a twelve-monthly basis.

Damage charges for missing remote keys

Manufacturer	Cost	Manufacturer	Cost	Manufacturer	Cost
Alfa Romeo	£205	Land Rover	£144	Saab	£82
Audi	£185	LDV Convoy	£123	Seat	£103
BMW	£154	Lexus	£144	Skoda	£123
Chevrolet	£123	Mazda	£174	Suzuki	£123
Chrysler	£123	Mercedes	£220	Toyota	£144
Citroen	£108	Mercedes Van	£135	Vauxhall	£154
Fiat	£92	Mitsubishi	£123	Volvo	£226
Ford	£144	Nissan	£123	VW	£179
Honda	£139	Peugeot	£159	Others	£123
Iveco	£123	Porsche	£283		
Jaguar	£207	Renault	£205		

For more information on any aspect of the end of contract process, including definitions of small, medium and large vehicles, and Level 1 and Level 2 repairs, please contact your customer service team directly. Prices correct as of March 2023 and subject to review on a twelve-monthly basis.

Please get in touch if you have any questions

Whether you'd like to know more about damage and fair wear and tear, or you have any other questions about returning your vehicle, we're here to help.



Give us a call on

0800 389 3690

If you'd like this in Braille, large print or audio please ask us by calling 0800 068 4025.

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