

Vehicle Fair Wear And Tear Guide

At Maven Business Group Pty Ltd, we make a continuing effort to offer the best possible vehicles. It is crucial that you take care of your vehicle so that we can assist you. Except for normal wear and tear, Maven Business Group's team members inspect the vehicles before renting them and note any existing damage. Additionally, we urge you to do your own inspection and take time-stamped pictures. Before leaving the Maven Business Group rental facility, if you see any damage to the car that has not been noted on the rental agreement, please let the Maven Business Group's personnel know so that your rental agreement can be printed again and signed. If you don't, you can lose the chance to dispute whether the damage to the car happened while you were renting it.

Please make sure you have read and fully understand the fair wear and tear guidelines below before you drive away. The distinction between reasonable fair wear and tear and unacceptable damage is clearly outlined below. Damage caused intentionally or by negligence is never fair wear and tear and is excluded from the damage cover Maven Business Group offers. You should always refer to the full terms and conditions of rental for a full understanding of the exclusions that apply to your rental.

The below Fair Wear and Tear guide will be used to determine reasonable fair wear and tear.

If you have any questions, please feel free to ask a member of the Maven Business Group team.

Dents:

1. Fair Wear and Tear excludes:
 - a. Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges or anywhere on the vehicle;
 - b. Multiple dents within a specific local area regardless of size; or
 - c. Any damage affecting or penetrating the paintwork.

Stone chips:

1. Fair Wear and Tear includes:
 - a. Isolated stone chips to any panel up to 1 mm in diameter.
2. Fair Wear and Tear excludes:
 - a. More than 5 stone chips to an isolated area.

Scratches:

1. Fair Wear and Tear includes:

Light scratches:

 - a. not more than 20 mm in length and not more than 1 mm wide;
 - b. no paint surface penetration; and
 - c. can be polished out.
2. Fair Wear and Tear excludes:
 - a. Any scratch where the metal, plastic or undercoat is exposed.

Bumpers:

1. Fair Wear and Tear includes:
 - (a) light scuffing or scratches:
 - (i) where there is no paint penetration;
 - (ii) which are no more than 20 mm in diameter ; and
 - (iii) which can be polished out;
 - (b) isolated 2 stone chips up to 2 mm in diameter.
2. Fair Wear and Tear excludes:
 - (a) any broken paint;
 - (b) multiple scratches of any size;
 - (c) dents;
 - (d) any damage to a textured bumper; and
 - (e) more than 5 stone chips to an isolated area.

Wheels, wheel trims, tyres:

1. Fair Wear and Tear includes:
 - (a) Light scratches and scuffing up to 20 mm in length.
2. Fair Wear and Tear excludes:
 - (a) wheel trims or hubcaps that are cracked, broken, buckled, gouged, missing, mismatched or not the original wheel trim or hubcap;
 - (b) alloy rims for 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;
 - (c) 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;
 - (d) replacement tyres that differ from those originally supplied.

Windscreen, windows, lamps and external mirrors:

1. 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:

1. 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.

2. 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:

1. Fair Wear and Tear includes:

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

2. Fair Wear and Tear excludes:

- (a) loss or damage to keys or remotes; damage to aerials;
- (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 and so on).