

ALPHABET



# Guidelines

Light commercial vehicle returns and assessment



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## 1. Conditions

### Vehicle condition on return

The interior and exterior of the vehicle must be cleaned and all personal items removed. A vehicle inspection should be carried out during daylight hours in good weather conditions or under sufficient indoor lighting while the vehicle is dry. The vehicle should be freely accessible on all sides and it must be possible to open all doors and flaps.

### Acceptable wear and tear

This refers to normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage and that has no adverse effect on the overall appearance of the vehicle. No charges will be incurred for damage that can be rectified through the use of car polish or by simply cleaning the vehicle.

### Unacceptable wear and tear

This refers to damage that adversely affects the overall appearance of the vehicle and/or has technical implications. Charges will be incurred for damage requiring repair or for missing parts.

## 2. Vehicle return/exchange

In the interests of maximum transparency and fairness in assessing any damage detected, we abide by the guidelines of leading associations. The return process is simple, comprehensible and impartial. Based on an objective inspection, the process is transparent for everyone involved. The basis for this is provided by these guidelines on vehicle returns.

### Please note

- A vehicle record of return should be compiled together with the garage owner. A template is available at [www.alphabet.ch/downloads](http://www.alphabet.ch/downloads).
- Upon return, an independent assessment of the vehicle's condition will also be carried out by an impartial expert. Details on the vehicle assessment are provided from page 8 onwards.
- All damage should be reported to your insurance company or Alphabet in good time so that any repairs can be carried out prior to returning the vehicle. Once the vehicle has been deregistered, no more claims can be submitted to the insurer.

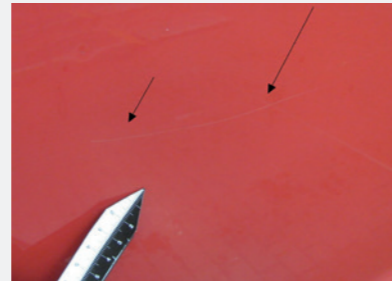


# 3. Assessment criteria

## Exterior paintwork

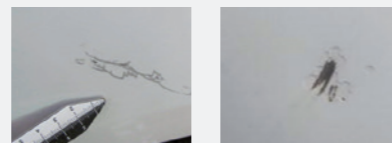
### Acceptable

- Minor paint damage that does not require repainting, e.g. surface scratches that can be removed by polishing
- Slightly weathered paint due to environmental factors
- Typical marks that occur, for example, in a car wash
- A small number of minor stone chips that have no adverse affect on the overall appearance of the vehicle (maximum three chips per square decimetre [10 x 10 cm]) and do not penetrate the primer
- Age-related change in colour



### Not acceptable

- Scratches that penetrate the topcoat (clear coat)
- Repainting or touch-ups that do not meet the manufacturer's requirements and show significant differences in colour or an increased coating thickness due to improper repairs
- Paint contamination (e.g. etching)
- Chipped paint, large stone chips and/or stone chips with rust formation
- Labelling foils or stickers
- Paint damage or significant differences in colour due to labelling foil or stickers
- Major stone chips (through to the primer)
- Surface rust



## Grille, bumpers, sills

### Acceptable

- Scratches, scuff marks and abrasions up to a maximum of 5 cm in length that can be removed by machine polishing
- Dents with a maximum of 2 cm diameter, maximum two dents per bumper or grille
- Discolouration due to external influences, e.g. weather conditions
- Minor scratches around the sills
- Abrasions, scratches and scuff marks up to 10 cm in length are acceptable on unpainted bumpers



### Not acceptable

- Broken, cracked or deformed radiator grille/bumper
- Damaged paintwork, scratches, scuff marks and abrasions more than 10 cm in length
- For painted bumpers: all dents, scratches, scuff marks and abrasions that cannot be removed by machine polishing
- Dents with a maximum of 2 cm diameter
- More than two dents per grille or bumper
- Damage caused by the improper use of chemicals



## Body, wing mirrors and trim

### Acceptable

- "Soft" dents in the bodywork up to a diameter of 2 cm that require no repainting and have no significant adverse effect on the overall appearance of the vehicle
- Minor scratches or slight abrasions on the paintwork (often around curved sections) that do not go down to the base material and are less than 5 cm in length
- Minor abrasions or dents in rubber parts which adversely affect neither the tightness nor the appearance of the vehicle
- Minor scratches on the mirror covers and sills



### Not acceptable

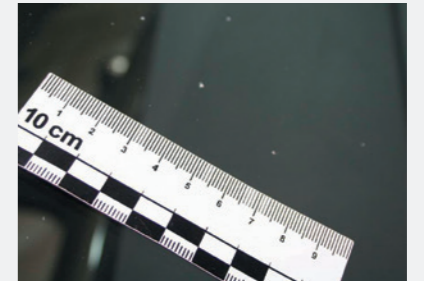
- Scratches or abrasions on the paintwork that go down to the base material and/or are more than 5 cm in length
- Abrasions or dents in rubber parts which adversely affect the tightness and/or the appearance of the vehicle
- Fractures, cracks
- Deformations causing the component to no longer fit
- Deformation of bumper cores or brackets
- "Soft" dents in the bodywork up to a diameter of more than 2 cm and/or a depth of more than 1 mm
- More than two dents per component
- Angular dents that require repainting
- Improperly executed repairs
- Unrepaired vehicle/accident damage
- Damage caused by hail/chestnuts



## Glass and lights

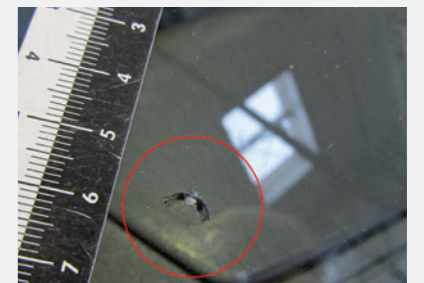
### Acceptable

- A small number of minute surface stone chips or scratches that do not adversely affect road safety
- Damage to the windscreen caused by stone chips, provided these are less than 5 mm and not in the driver's field of vision, or scratches up to 1 cm in diameter
- Stone chips to the surface of headlights, fog lamps or indicators which neither cause the glass to break nor lead to impaired functionality
- Smaller stickers on the glass which are required by law



### Not acceptable

- Stone chips or scratches that break the glass
- Damage that adversely affects road safety
- Formation of fractures or cracks
- Stone chips or splintering in the driver's field of vision
- Broken or unsealed headlights, rear lights, side indicator or marker lights and their casing
- Improper repairs



## Rims and tyres

### Acceptable

- Tread depth (at the thinnest point) above the legal minimum tread depth
- Minor abrasions on the tyre sidewalls
- Minor scratches and abrasions on the rim flange up to 5 cm long
- Abrasions on hubcaps up to 10 cm long
- Vehicle fitted with winter tyres, summer tyres present



### Not acceptable

- Tread depth (at the thinnest point) under the legal minimum tread depth
- Uneven tread wear (measurement necessary)
- Flat spots, saw teeth, cracks, cuts
- Significant material abrasion on tyre sidewalls or rims
- Cracks, deformation of rims
- Fractures, cracks, missing hubcaps
- Prohibited or unregistered tyres/rims (size, manufacturer, index, etc.)
- Tyres in porous condition
- Broken or deformed wheel covers, hubcaps or rims



## Interior

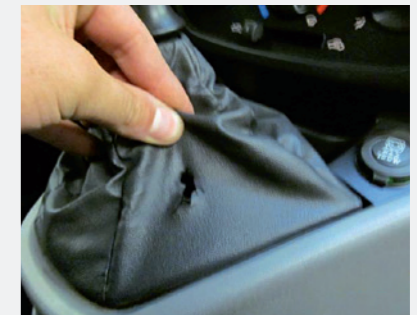
### Acceptable

- Minor signs of wear due to intended use, normal wear to floor mats, floor covering, upholstery or trim parts such as door handles, steering column levers, controls
- Minor soiling that can be removed with standard interior cleaning
- Slight change in colour due to sun exposure
- Small drill holes outside the field of vision



### Not acceptable

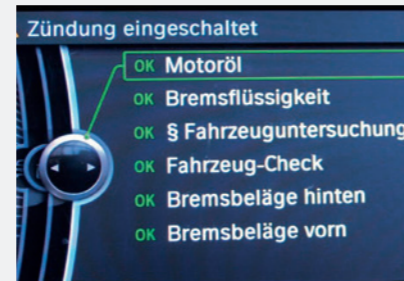
- Burn holes
- Cracks, cuts, holes, fractures or deformation of moulded parts
- Damage to seat belts or safety locks
- Soiling, changes in colour
- Mould
- Missing parts such as headrests, covers, seats, in-vehicle installations
- Cracks in or detachment of door and flap seals
- Scratches on displays, e.g. radio and navigation devices
- Non-functional or damaged controls, e.g. steering column levers, push buttons, control knobs
- Strong smell in interior (animals, cigarettes)
- Holes in the console as a result of removing devices



# Maintenance, mechanics, electrics and power units

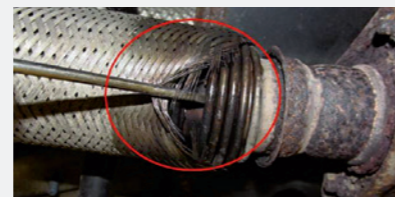
## Acceptable

- Normal wear and tear that naturally and inevitably occurs as a result of ageing and mileage while ensuring road and operating safety
- Minor oil dampness, providing oil drips are not present



## Not acceptable

- Unverifiable (e.g. service booklet missing) or overdue maintenance work and the repairs resulting from such failure
- Any damage including rust penetration, defects or excessive wear to the vehicle mechanics (drivetrain, steering, bumpers, bearings, brakes, exhaust, catalytic converter, etc.)
- Any damage or defects that adversely affect the roadworthiness of the vehicle, or excessive wear to the vehicle electrics (air conditioning, radio, navigation, etc.)
- Impact damage to axle, suspension and chassis parts
- Trickling or dripping leakages
- Noticeable (abnormal) noises from power units (e.g. engine, transmission, generator, etc.)
- Any error message from the on-board electronics



# Cargo area

## Acceptable

- Scratches, scuff marks or deformations in the cargo area if these do not impair the functionality of the doors and are not visible from outside
- Wear and tear, dents and irregularities on the sills or the walls of the cargo area, as long as these do not impair the functionality of the area and are not visible from outside
- Additional vehicle installations, provided that these have been correctly installed and meet vehicle regulations



## Not acceptable

- Deformation of the wheel arches and signs of improper loading or that loaded goods have not been properly secured
- Dents, scuffs and scratches with signs of rust development
- Holes/serious deformations in the floor of the cargo bed
- Damaged, dented or broken interior trim leading to impaired use of the doors, windows and installations
- Deformation of parts of the chassis, partitions, doors or windows that impair the functionality of the cargo area
- Interior damage to the inside of the cargo area which is visible from outside
- Missing interior trim/partitions
- Cracks, holes or missing parts in the floor/trim of the cargo area



# Tarpaulin

## Acceptable

- Minor surface scratches
- Slight environmental damage
- Minor scratches around the sills, e.g. usually caused by loading and unloading
- Age-related change in colour



## Not acceptable

- Major scratches through to the fabric of the tarpaulin
- Labelling foils or stickers
- Damage or significant differences in colour due to labelling foil or stickers
- Major environmental damage
- Torn pieces of tarpaulin
- Damaged/missing eyelets or hooks
- Improper repairs



# Scope of delivery and accessories

## Acceptable

- All elements installed and supplied as per proof/scope of delivery must be present
- A vehicle return checklist can be found at [www.alphabet.ch/downloads](http://www.alphabet.ch/downloads)



## Not acceptable

Missing or defective parts from the scope of delivery, e.g.:

- Key code card
- Vehicle key
- Tool kit, jack, tyre repair kit
- Remote controls
- Navigation system (screen, CD/DVD)
- CD changer magazine
- Spare wheel
- Service booklet, user manual
- First-aid kit
- Hazard warning triangle
- Floor mats
- Tow bar (removable) with key
- Cigarette lighter
- Original tyre/rim combination ex works
- Winter tyres (if included in the contract)
- In-vehicle installations and/or special installations and tarpaulin; special installations must be functional

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