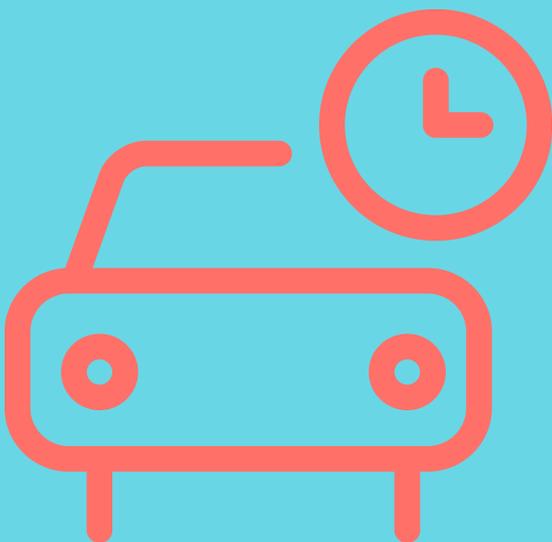


Alphabet Rent Own-Fleet

Guide to damage charges



Loss of value vs. chargeable damage bodywork for cars

For Alphabet Rent Own-Fleet vehicles, we grade based upon the BVRLA Fair Wear and Tear standards. Please click [here](#) to access the full guidelines.

Prices are flat and therefore do not attract VAT, unless otherwise stated. All prices are reviewed periodically. All incidents of damage are subject to the standard damage admin fee as per your Alphabet Rent Tariff.

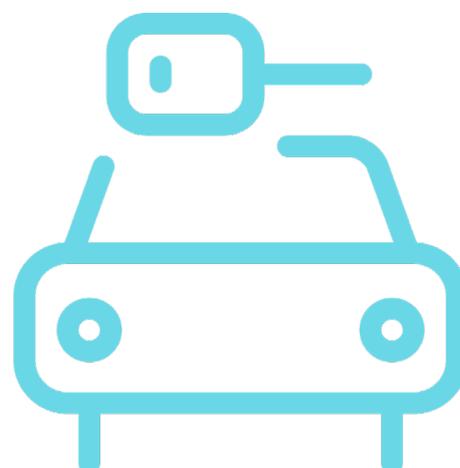
The below are examples only and is not an exhaustive list.

Bodywork - Charge example	Specialist touch ups per item	Local paint / SMART repair
Loss of Value <ul style="list-style-type: none"> - Larger dents or creases in the body panels over 15mm and under 30mm - Scratches over 25mm and under 40mm, or where the primer is showing but <u>not</u> bare metal - Chips over 3mm and under 6mm where the primer is showing but <u>not</u> bare metal 	£25.00	£35.00
Chargeable damage <ul style="list-style-type: none"> - Larger dents or creases over 30mm, or on a swage line - Scratches or scuffs over 40mm, or where bare metal <u>is</u> showing - Chips over 6mm - Damage that requires repair or replacement of parts - Damage that affects the structural integrity or safety of the vehicle 	Repair or replacement will be completed and charged in full	Repair or replacement will be completed and charged in full

Wheels and tyres - Charge example	Local paint / SMART repair
Loss of Value <ul style="list-style-type: none"> - Minor wheel rim scuffs or scratches totaling over 50mm on wheel circumference 	£30.00
Chargeable Damage <ul style="list-style-type: none"> - Dents on wheels - Damage to tyres including sidewall damage - Wheel misalignment or buckled due to impact - Uneven tyre wear due to incorrect inflation - Damage that affects the structural integrity or safety of the vehicle - Damage to spokes or wheel face 	Repair or replacement will be completed and charged in full

Glass, mirrors and lights - Charge example	Minor windscreen chip repair
<p>Loss of Value</p> <ul style="list-style-type: none"> - Repairable windscreen chips 	<p>£56.25 plus VAT</p>
<p>Chargeable damage</p> <ul style="list-style-type: none"> - Windscreen damage within the drivers line of sight, or damage in excess of 40mm elsewhere - Missing, cracked or damaged mirror glass or mirror housings - Chips, holes or cracks on lamp glass or plastic lamp covers, or where there is water ingress - Any glass requiring replacement 	<p>Repair or replacement glass will be charged in full</p>

Interior - Charge example	Repair or replacement
<p>Acceptable BVRLA standards</p> <ul style="list-style-type: none"> - Interior upholstery and trims should be clean and odourless with no burns, tears, scratches, dents or staining. Carpets should not have holes and all interior fittings must be intact 	<p>Full breakdown of charges will be provided in your vehicle damage pack</p>
<p>Chargeable damage</p> <ul style="list-style-type: none"> - Torn, stained or damaged upholstery, carpets or roof linings - Pet or animal mess, including pet hair - Damaged facias, dash, instrument panel, touchscreens, buttons etc. - Any missing items, e.g Floor Mats, parcel shelves or boot covers, locking wheel nut keys, tyre inflation kits, etc. - Strong odours (e.g. smoking or vaping, pet smells) 	<p>All Increased valet, repair or replacement costs will be charged in full</p>



Loss of value vs. chargeable damage bodywork for LCV's

For Alphabet Rent Own-Fleet vehicles, we grade based upon the BVRLA Fair Wear and Tear standards. Please click [here](#) to access the full guidelines.

Prices are flat and therefore do not attract VAT, unless otherwise stated. All prices are reviewed periodically. All incidents of damage to subject to the standard damage admin fee as per your Alphabet Rent Tariff.

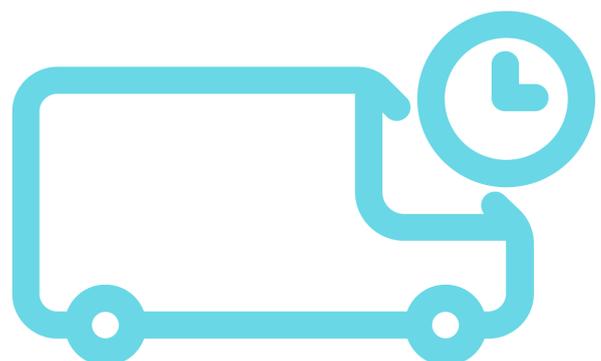
The below are examples only and is not an exhaustive list.

Bodywork - Charge example	Specialist touch ups per item	Local paint / SMART repair
Loss of Value <ul style="list-style-type: none"> - Dents or creases over 15mm and under 30mm - Scratches or scuffs over 50mm and under 75mm, or where the primer but <u>not</u> bare metal is showing - Chips over 8mm and under 10mm where the primer is showing but <u>not</u> bare metal 	£25.00	£35.00
Chargeable damage <ul style="list-style-type: none"> - Larger dents over 30mm or creases in the body panels - Scratches or scuffs over 75mm, or where the primer or bare metal <u>is</u> showing - Chips over 10mm - Cracked or broken body mouldings (including bumpers) - Damage that requires repair or replacement of parts - Damage that affects the structural integrity or safety of the vehicle 	Repair or replacement will be completed and charged in full	Repair or replacement will be completed and charged in full

Wheels and tyres - Charge example	Alloy wheel refurbishment, cosmetic only
Loss of Value <ul style="list-style-type: none"> - Where alloy wheels are fitted, minor wheel rim scuffs or scratches totaling over 50mm on wheel circumference 	£30.00
Chargeable damage <ul style="list-style-type: none"> - Alloy wheel scuffs or scratches over 100mm on total wheel circumference - Dents or cracks on wheels - Damage to tyres including sidewall damage - Wheel misalignment due to impact - Uneven tyre wear due to incorrect inflation - Any damage to or missing Hub Caps 	Repair or replacement will be completed and charged in full

Glass, mirrors and lights - Charge example	Minor windscreen chip repair
<p>Loss of Value</p> <ul style="list-style-type: none"> - Repairable windscreen chips 	<p>£56.25 plus VAT</p>
<p>Damage</p> <ul style="list-style-type: none"> - Windscreen damage within the driver's line of sight, or damage in excess of 40mm elsewhere - Missing, cracked or damaged mirror glass or mirror housings - Chips, holes or cracks on lamp glass or plastic lamp covers, or where there is water ingress - Any glass requiring replacement 	<p>Repair or replacement glass will be charged in full</p>

Interior - Charge example	Loss of value charge
<p>Loss of Value</p> <p>Interior upholstery and trims should be clean and odourless with no burns, tears, scratches, dents or staining and all interior fittings must be intact.</p> <ul style="list-style-type: none"> - Carpets should not have holes - Damage to ply lining over 50mm 	<p>Full breakdown of charges will be provided in your vehicle damage pack</p>
<p>Chargeable damage</p> <ul style="list-style-type: none"> - Torn, stained or damaged upholstery, carpets or roof linings - Damaged facias, dash, instrument panel, touchscreens, buttons etc. - Any missing items, e.g Floor Mats, parcel shelves or boot covers, locking wheel nut keys, tyre inflation kits, etc. - Damaged Cargo ply lining - Strong odours (e.g. smoking or vaping, pet smells) - Missing ply lining panels - Damage to multiple ply lining panels or where the interior integrity is compromised - Staining to ply lining via flammable or harmful substance (e.g. petrol, mould etc.) 	<p>Repair or replacement will be charged in full.</p> <p>Enhanced valet and cleaning costs for heavy soiling or staining, including odour bomb will be charged in full.</p>



Call us on **0370 5050 101**
Or visit **www.alphabet.co.uk**

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