



ALPHABET

Returning a leased car

Guidelines

Please use these guidelines on returning a leased car as a checklist when you are to return your car.



Content

Damage assessment **Page 3**

Definition of terms **Page 4**

Old damage
Previous damage
Damage covered by warranty
Repair methods
Calculation basis

Basic division of the assessment **Page 8**

Body
Body finish
Bumpers and side panels
Windows, headlights and rear lights
Tyres, rims and hub caps
Interior
Damage caused by retrofitted equipment
Mechanical and electronic components
Scope of delivery

Damage assessment

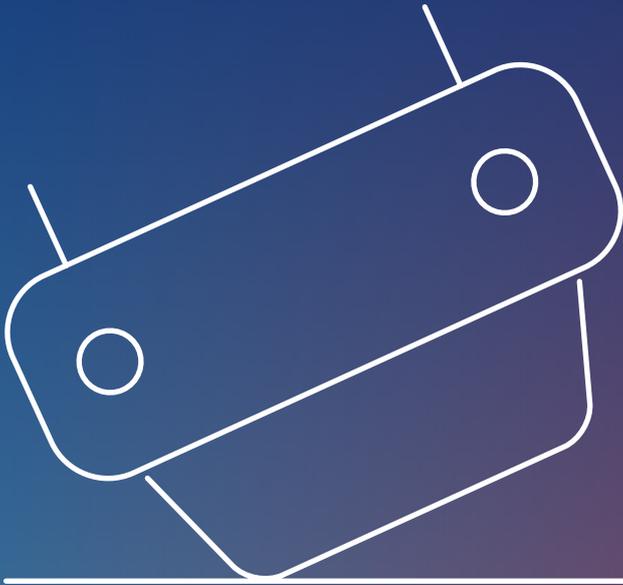
Immediately after returning the car, a report on its condition must be prepared and signed.

This detailed assessment of the car is carried out by a neutral and independent instance. In this connection, emphasis is placed on ensuring the greatest possible transparency for all parties by determining quality standards and following a clearly defined course of events. These guidelines provide the basis for doing so. The damage catalogue enumerates typical forms of damage and provides a detailed description of how acceptable and unacceptable forms of wear and tear are differentiated. Costs in connection to the required repairs are determined and documented in the report on the car's condition.

Conditions for ensuring an objective assessment

The exterior of the car must be cleaned and dried, and the passenger compartment must have been basically cleaned and vacuumed.

It must also be freely accessible and be able to be assessed regardless of the weather, either in normal daylight or in a sufficiently illuminated hall.



Definition of terms

When the car is used in daily traffic, there is natural wear and tear and there will be signs of this accordingly. Wear and tear that exceeds this normal level will, upon expiry of the leasing contract, be registered, assessed and invoiced.

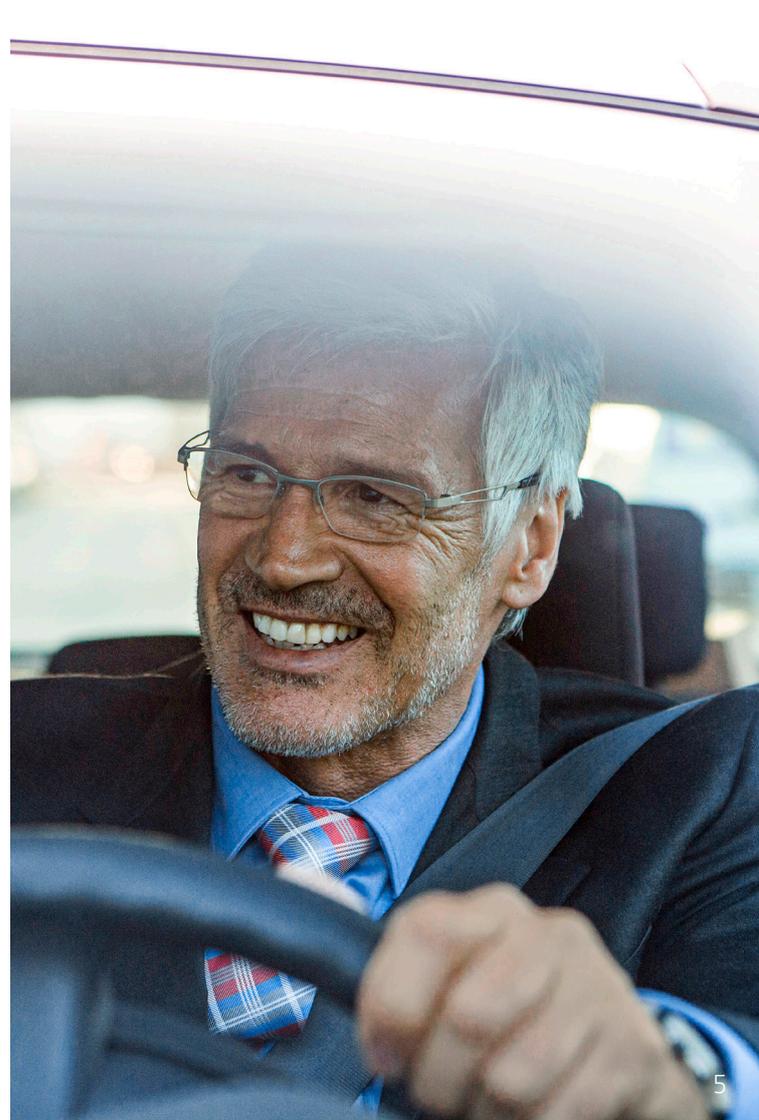
1. Acceptable wear and tear

This is understood as being signs of ordinary use, which does not affect the total optical impression of the car negatively.

2. Unacceptable wear and tear

This is depreciation of the condition of the car, which may have occurred due to damage, accidents or incorrect treatment of the car and which, for example, affects the total optical impression of the car negatively and/or has technical significance.

This may include damage that has occurred due to sudden and immediate exterior impact, for example, permanent deformations of the body and body equipment, broken bumpers, damage to front or back axles etc.



Old damage



This unrepaired or only partially repaired damage due to accidents. The extent of the damage still exists to a full or partial extent. This also includes emergency repairs and incorrect or unprofessionally completed repairs, which have left clear signs of reparation.

Previous damage



This has to do with correctly and professionally repaired damage due to accidents, which are often only visible to experts or after dismantling panels.

Damage covered by warranty



This is about defects that have neither occurred due to incorrect use or operation, respectively, or that were caused by overloading or external impacts. It is the car manufacturer in question that is responsible for the acknowledgement of any damage covered by warranty on the basis of the applicable product warranty.



Repair methods

The assessment and repair of unacceptable signs of wear and tear take place based on a professional and financial estimate. When a decision is made on how damage is to be repaired, correct and expert completion is in the foreground.

1. All required repairs must, as far as possible, be done using what is called the „smart repair“ method, which is a cost-efficient alternative to ordinary repairs.
2. Repairs and/or body finish work is carried out in the traditional way if „smart repair“:
 - is not financially cost-effective
 - is not technically possible or the durability of the repair is not ensured in the long term.
3. Replacement of parts will only be considered if the possibilities mentioned above are neither:
 - possible nor
 - financially cost-effective

Calculation basis

1. The forms of repair mentioned above provide the basis for the calculation; when replacing parts or carrying out body finishing, the car manufacturer in question follows guidelines.
2. If no calculation rates have been agreed, the rates of the national authorised repair workshops' average rates apply.

This damage catalogue provides guidance help for an expert assessment of returned cars. But in the end, it is the expert's competent and neutral assessment that is to lead to a result that is both understandable and in compliance with applicable practice. The report on the car's condition has thus achieved status as a certified product and is therefore subject to quality control on an ongoing basis.

Basic division of the assessment in the categories „acceptable“ and „unacceptable“

In all of the following cases, in principle, it is the total impression of the car that is decisive. The decisive criterion in borderline cases and individual cases where agreement cannot be reached is, in other words, a question of whether or not such irregularities affect the total optical impression of the car negatively.

This assessment is made at a distance of approx. 0.8 to 1 m from the car.

Body



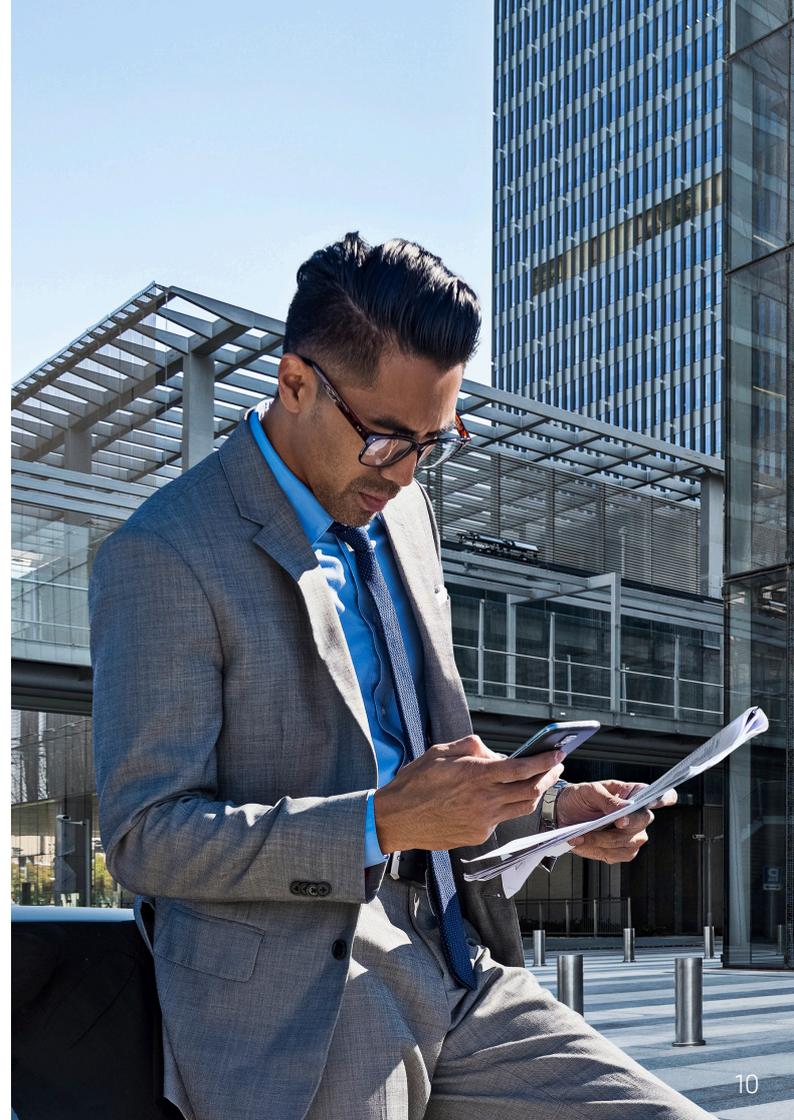
Acceptable

- "Soft" dents that do not require refinishing in the upper part of the body up to \varnothing 10 mm, in the lower part up to \varnothing 30 mm (max. two dents per part)
- Repairs that have been made, which are not visible from the assessment distance stated



Unacceptable

- "Soft" dents larger than \varnothing 10 mm (in the lower part of the body larger than \varnothing 30 mm), sharp dents or dents that require refinishing
- Unprofessionally carried out repairs
- Filling with a thickness of more than 1 mm
- Old damage of every kind



Body finish



Acceptable

- Small finishing damages that do not require refinishing, for example, scratches on the finish surface that can be polished away.
- Finish repairs that comply with the car manufacturer in question's production standard and thus are not visible from the assessment distance stated.
- Slightly disintegrated finish due to environmental impacts.
- Typical tracks in the finish which occur, for example, in car washes.



Unacceptable

- Scratches that go through the protective coating (the clear lacquer).
- Refinishing or finishing repairs that do not comply with the standard of the car manufacturer in question and/or colour deviations from or that clearly are not in line with the original finish.
- Decomposition of the finish (for example corrosion etc.), which is immediately noticeable from the assessment distance stated.
- Small stone chips in close proximity (more than five per 100 cm² [10 cm x 10 cm]). Large stone chips and/or stone chips with rust formation under the finish.
- Finish damage and colour deviations caused by foil signs or labels.

Bumpers and side panels



Acceptable

- Small scratches or small scrapes in the finish (normally in the corner area) that do not go through to the primary material and if the length is less than 100 mm
- Small scratches or small scrapes in the finish (normally in the corner area) that go through to the primary material and which are less than 20 mm in length
- Small scrapes or indentations in rubber strips, which neither affect the solidity nor the optical appearance negatively.
- A small dent (less than \varnothing 30 mm without finish damage) per component.



Unacceptable

- Breakage or cracks
- Deformations that can be seen from the assessment distance stated or that result in a given part not being properly in place.
- Deformations of bumper cores or fittings.
- Scrapes or indentations in rubber strips, which affect the solidity and/or the optical appearance negatively.

Windows and lights



Acceptable

- Isolated stone chips (no larger than 5 mm) and/or spalling outside of the driver's field of vision
- Very small stone chips or spalling up to 10 per 100 cm² (10 cm x 10 cm), which can neither be seen from the assessment distance stated nor impact vision negatively
- Scratches that are not visible from the assessment distance stated



Unacceptable

- Breakage or cracks
- Very small stone chips or spalling that exceed 10 per 100 cm² (10 cm x 10 cm)
- Clearly visible stone chips or spalling in the driver's field of vision
- Stone chips or spalling larger than 5 mm
- Leaky headlights or rear lights
- Damaged headlights, rear lights or lamp housing

Dæk, fælge og hjulkapsler



Acceptable

- The remaining pattern depth is more than: 3 mm for summer tyres; 4 mm for winter and all-year-round tyres
- Small wear traces on the side of the tyre
- Small scratches and scrapes on the edge of the rim up to a length of 50 mm
- Beginning rust formation (for example, due to road salt)
- Scrapes on hub caps with a length of less than 100 mm
- The car has summer tyres mounted
- The car has winter tyres mounted; summer tyres are included



Unacceptable

- The remaining pattern depth is less than: 3 mm for summer tyres; 4 mm for winter and all-year-round tyres
- Uneven wear of the tyre pattern (requires tracing)
- Flat points, serration etc., cracks or cuts in the tyres
- Clearly visible material wear and tear on tyre sides or rims
- Cracks, deformations etc. on rims
- Breakage or cracks on hub caps
- Lack of or unoriginal hub caps
- The car has winter tyres mounted without accompanying summer tyres

Interior



Acceptable

- Small scratches or scrapes as a result of normal prescribed use
- Normal wear and tear of mats and upholstery
- Burn marks that cannot be seen from the assessment distance stated and therefore do not require repair or replacement
reparation eller udskiftning



Unacceptable

- Scratches, cuts, holes, breakage etc., or deformation of moulding
- Damaged seatbelts or safety locks
- Dirt and discolouration that requires professional cleaning
- Mould or abnormal smell
- Missing parts, such as headrests, coverings, seat rows etc. (also see scope of delivery/ lease contract)
- Cracked or loose rubber strips, for example, in doors and hatchback



Damage caused by retrofitted equipment



Acceptable

- Small drilling holes that are not in the driver's or the passengers' field of view, for example, on the underside of the instrument board



Unacceptable

- Changes to the car that do not make it possible to recreate the original condition, for example, unclosed drilled holes in body parts.
- Drilled holes in the driver's or passengers' field of view, respectively, for example, in the instrument board, centre console, door covering etc.
- Large holes, which, for example, occur when mounting loudspeakers in the door covering or the „hat shelf“
- Damage caused by sticky labels or by removing them

Mechanical and electronic components



Acceptable

- Normal wear and tear that corresponds to the car's age and number of miles driven and which guarantee traffic and operational safety



Unacceptable

- Service checks that were not carried out and repairs that are required due to such neglect
- All defects or unacceptable wear and tear of the car's mechanical parts (motor and transmission parts, steering gear, brakes etc.)
- All damage or unnecessary wear and tear of electronic components (air conditioning, radio etc.)
- Mould or abnormal smell

Scope of delivery



Acceptable

- All components that are mounted according to the scope of delivery/ the lease contract.



Unacceptable

- Missing or defective parts with regard to the scope of delivery/the lease contract:
- Key code card
- Car key or keys
- Radio code card
- Accompanying tools
- Remote controls
- Luggage boot upholstery
- Navigation CD/DVD
- Winter tyres
- Service folder/instruction book
- The car's documents
- Original aluminium rims



Damage and service needs

If case you need assistance

It is your responsibility to check your car for service needs and damage. Should your car report for service needs, or have you been unfortunate to have had damage to the car during the lease period, then you must ensure that service is rectified before you return the car. Any damage claims have to be reported and charged by your insurance before returning the car.



Contact

If you have questions about the process of returning a car, you are always welcome to contact Alphabet.

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