

# COMMERCIAL VEHICLE RETURN STANDARDS

The following is intended to be a guide in respect of the return condition standard expected for commercial vehicles. Certain manufacturers may impose their own standard. Should specific guidance be required, contact should be made with the Delta office on 0333 6000 810 or email to [sales@deltalease.co.uk](mailto:sales@deltalease.co.uk).

## OVER-RIDING CRITERIA

The following standards assume that the vehicles are complete, structurally sound, in a safe and roadworthy condition with all mechanical and electrical components in working order and that the vehicle complies with all current construction and use legislation.

There should be no components excessively worn or damaged as a result of poor maintenance and no service warning indicators illuminated (e.g. oil change, brake linings, air filter etc.)

Vehicles must not have been subject to or require body repairs in excess of £3,000 (exc. VAT), or have had previous repairs that involved a structural panel and were not to standard.

## BODY AND PAINT

### ACCEPTABLE

Minor body dents typically caused by door to door contact provided that are:

- Less than 25mm in diameter – maximum 2 dents per panel
- Not caused paint to crack, chip or flake.
- Light surface scratches which have not penetrated the top coat
- Minor stone chips to forward facing panels if not rusted
- Previous repairs to an acceptable standard

### NOT ACCEPTABLE

- Dents or bodywork damage that is caused by collision or impact
- Dents on swage lines or folded edges such as wheel arches
- Previous repairs showing evidence of poor colour match, ripples, preparation marks, overspray, masking or blend lines, excessive dirt ingress
- Excessive paint chipping showing rust or detracting from the overall appearance of the panel
- Industrial/chemical fall out, birdlime or other forms of contamination
- Scratches that penetrate the top coat and will not polish out
- Body panel mis-alignment
- Under body damage affecting the structural integrity of the vehicle or warranty
- The addition of non standard equipment such as towbars, roof racks, decals, badges, signwriting and stripes

## BUMPERS AND BODY MOULDINGS

### ACCEPTABLE

- Light scratches which can be removed by polishing at loading areas that do not detract from the overall appearance of the vehicle

### NOT ACCEPTABLE

- Discoloured, loose, cracked, distorted, heavily gouged or split bumpers and mouldings that require replacement, welding or painting
- Dented bumpers penetrating to the base coat where painted
- Repairs not conforming to the original finish and specification

## TYRES AND WHEELS

### ACCEPTABLE

- All tyres should have a minimum tread depth of 3mm and be free of damage. The tread should show no uneven wear. The spare tyre should be in place and meet the above standard. Any replacement tyres fitted must be of an equivalent age, make, specification, speed rating, and quality to the original equipment.
- Wherever possible tyres of the equivalent make and tread as the original equipment should be utilised, particularly on the drive axle.
- All wheels must be matching original equipment and free from major curb damage.
- Light scuffs to alloy wheels or wheel trims where no plastic/metal is missing, scratches confined to the rim up to 25mm

### NOT ACCEPTABLE

- Damage to sidewalls, tyres showing uneven tread wear or below 3mm tread depth
- Non-branded tyres, re-moulds and other non-recognised, sub-standard tyres
- Mismatching or tyres of the incorrect speed rating

## WINDSCREENS

### ACCEPTABLE

- Chips on screens which are less than 5mm and repairable providing they do not obscure the driver's line of vision
- Minor surface scratches on side and rear windows which have not penetrated the laminate

### NOT ACCEPTABLE

- Scratches and cracks in glass or stone chips with signs of cracking
- Chips greater than 5mm
- Replacement screens that are not equivalent to the specification of the original equipment

## LAMPS AND LENSES

### ACCEPTABLE

- Lenses with minor chips which do not affect the efficiency of the lamp

#### NOT ACCEPTABLE

- Cracks in headlamp glass or plastic lenses or stone chips with signs of cracking, broken headlamp mounts, scratching to glass or plastic lenses which cannot be polished away

### THE INTERIOR

#### ACCEPTABLE

- All seats and head restraints supplied with the vehicle should be installed at the time of defleet
- All seat belts should function and be free from damage or deterioration
- Normal wear and tear to carpets, trim, upholstery etc.

#### NOT ACCEPTABLE

- Missing seats or seat belts, damage to mechanisms
- Burns, tears, cuts, rips or holes to trim, seat covers, headlining and carpets
- Stains, contamination and discolorations requiring specialist treatment to effect removal
- Broken or damaged interior mouldings, door trim pads, instrument panel, sun visors or headlining etc.
- Holes resulting from removal of telephone/accessory equipment

### LOAD AREA

#### ACCEPTABLE

- Discoloration, minor dents, chips, scratches and scuffs due to normal wear and tear to interior load area panels including bulkhead and inner doors
- Small holes, cracks and splits in ply lining up to 50mm providing the lining is complete, intact and serviceable

#### NOT ACCEPTABLE

- Contamination of load area due to major spillage of oils, paints, cement, plaster or other chemicals
- Impact damage to the bulkhead, inner load area panels and inner doors that has been caused insecure or careless loading