

Splend Wear & Tear

Fair Wear & Tear

October 2017

Some amount of wear & tear damage may occur through normal, everyday business use especially when driving for Uber. Responsibility for the monitoring, maintenance and repair of Splend vehicles lies with the Driver (Splend Member) and the Member Success Representative (MSR). These checks should be carried out on a monthly basis.

Member Success Representative Responsibility

- Ensure that the Vehicles are serviced through our approved repairers.
- Monthly checks are carried out on the vehicle. You may need to check the car more regularly if the mileage is higher than usual.
- Ensure that the service records are maintained and up to date.

Driver Responsibilities

- Inform the MSR of any damage, mechanical problems or worsening wear & tear.
- Regularly check oil, water and tyre pressure
- Regularly clean the bodywork, upholstery and trim

The Main Causes of unreasonable Wear & Tear

- Lack of regular checks by the vehicle user and or the MSR leading to faults and damage going undetected and unrepaired
- Not adhering to the vehicle manufacturer's recommended maintenance and servicing schedule
- Drivers not taking responsibility for the day to day care and maintenance of the vehicle
- Poor quality of body repairs, leading to general neglect
- Drivers provided with insufficient information to enable them to responsibly fulfill their obligation to maintain the vehicle

General Fair Wear & Tear

Servicing and documentation Regular maintenance and servicing should be carried out by a franchised dealer or approved servicing agent according to the manufacturer's guidelines, using approved service parts and lubricants only. Any defects or damage that occur during normal vehicle use should be rectified as soon as authority for the repair has been granted.

The vehicle instruction book, including the full service record and any other documents relating to vehicle equipment are the responsibility of the vehicle user and must be intact and available. All documents must be in the vehicle on its return to the leasing company - including any details of radio codes.

Appearance Regular cleaning of both the interior and exterior of the vehicle is required. The vehicle should be returned at lease end in a suitably clean condition to allow proper inspection of the paint, body and interior.

Additional Equipment Accessories such as car telephones that have been installed are to be removed, and any holes or damage should be made good to a professional standard. All standard equipment, together with non-standard or 'customised' fittings originally supplied, must be returned at the end of the contract period.

Badges and Labels Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed, with any damage caused by their attachment or removal made good. Any paint work colour fade due to the attachment of advertising would be chargeable to the user. Advertising should never be painted directly onto the vehicle.

Keys and Security A full set of keys should be available along with a note of their numbers. If the locking system is remote, the appropriate key fobs should be available and functioning. Return of the master key which controls the vehicle's engine management system is mandatory.

If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognised standard.

Vehicle Exterior

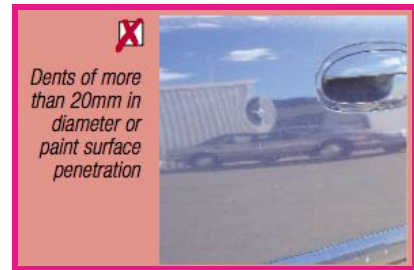
Body Damage Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or misalignment between panels is unacceptable.

Dents Minor dents (20mm in diameter) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. Multiple dents occurring on a single panel (no matter how small) is unacceptable, and the panel should be repaired or replaced.

Paintwork Small areas of stone chipping, door edge chipping and light scratches (up to 25mm in length) are acceptable, relative to the vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion. If stone chippings have penetrated through the metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Exterior paintwork should be free from major abrasions (more than 25mm in length) such as paint damage caused by continual use of automatic car-washing, and have good gloss and colour. Colour mismatch between panels, or poorly fitting panels, are unacceptable. All repairs to the bodywork must be suitably re-rust proofed up to the manufacturer's recommended standards. Bird excrement should be immediately removed.

Bumper Sections and Rubbing Strips Provided these are not broken, cracked or deformed a limited amount of scuffing and score marks is acceptable.

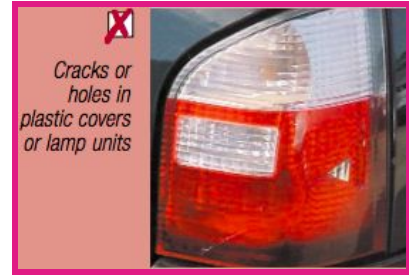
Window Glass Cracks or damage within the driver's sight line are not acceptable and would require windscreen replacement. If relatively minor, repair using resin impregnation to motor registry standards is



4

acceptable. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear. The windscreen must be able to pass a roadworthy inspection.

Lamp Glasses/Lens All lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers or lamp units are not.



Vehicle Interior

Interior Trim The interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is acceptable, as are any repairs that are not readily visible. Stitching that has come apart is unacceptable and needs to be repaired.



Luggage Area Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.

Door Opening Tread Area A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

Controls All original controls must be intact and operate correctly. If replacement has been necessary, e.g. due to theft, then equipment of a similar value and specification, preferably of the same manufacture as the original, should be fitted. All odometer alterations must be reported and unauthorised odometer changes are unacceptable. Information stored in GPS/Satellite Navigation Systems should be deleted. Missing parts and items will be recharged.



Rubber Seals Normal wear will cause a certain amount of damage and splits to rubber door and other seals, but any evidence of neglect or misuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

Vehicle Underside

Underside Minor dents and deformation, such as stone damage, is acceptable as long as it has not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally, as significant damage or distortion to chassis components is not acceptable.

Exhaust System The system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in undamaged condition.

The exhaust system should be in a condition to meet motor registry requirements in all aspects, particularly if fitted with a catalytic converter. CAT failure is unacceptable and preventable through:

- using the correct fuel;
- regular servicing and maintenance
- immediately investigating any poor running symptoms
- not tow or clutch starting (for manual transmission) of the vehicle.

Oil Leaks Any serious oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

Wheels and Wheel Trims Dents or damage to the rim or main body of the wheels are not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. If mudflaps are standard equipment they must be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and in good working order.

Tyre Wear and Damage All tyres, including the spare, must meet motor registry requirements and comply with the vehicle



manufacturer's recommendations of tyre type, size and speed rating. There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy misuse.

Mechanical Condition

Regular servicing and maintenance through a lessor approved repairer and in accordance with the vehicle manufacturer's servicing programmes should keep the vehicle in sound mechanical condition. The following examples are conditions usually caused by vehicle neglect or misuse and therefore are not regarded as fair wear and tear.

Brakes Grooved brake discs caused by metal to metal contact.

Engine Seized due to running vehicle with insufficient coolant, lubricating oil and with broken internal components.

Transmission Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

GENERAL	
<ul style="list-style-type: none"> • Missing Service Manual, Owner's Manual • Missing keys or security system remote (if applicable) 	NO NO
EQUIPMENT	
<ul style="list-style-type: none"> • e.g. Missing/damaged cigarette lighter, knobs, trims, aerials • e.g. Missing/damaged tools, jack • Information stored in GPS/Satellite Navigation systems should be deleted 	NO NO
GLASS	
<ul style="list-style-type: none"> • 1 or 2 minor chips, bullseyes and stars (not in field of vision) • Major chips, bullseyes and stars (and minor chips in field of vision) • Non-operational or cracked/broken headlights or lenses 	YES NO NO
TYRES	
<ul style="list-style-type: none"> • Unroadworthy 	NO

• Missing spare tyre	NO
WHEEL TRIMS (INCLUDING HUBCAPS)	
• Missing, split, badly disfigured, heavy scuffing • Minor scuffing	NO YES
INTERIOR - TRIM/UPHOLSTERY/CARPETS/CONTROLS	
• Screw holes from car phone removal • Seats/trim - burnt, cut, holed, ripped, visible repairs • Soiling to seats and carpets - caused by normal use • Permanent soiling to seats and carpets - caused by abuse, spills, grease, etc • Rips, cuts, marks, splits to trim and controls • Normal odours • Missing or inferior quality replacement controls • Torn or split luggage area trim panels and floor coverings	NO NO YES NO NO YES NO NO
PAINT/BODY	
• Minor scratching - less than 25mm in length and shallow, 2 per panel • Major scratching - more than 25mm in length and deep, more than 2 per panel • Minor touch ups or minor flaking • Prominent touchups, spoils from bird/tree droppings, major flaking • Evidence of poor repairs, colour mismatch, mis-alignment between panels • Major abrasions - more than 25mm, signs of constant use of automatic car wash • Dents - greater than 20mm diameter or paint surface penetration • Dents - less than 20mm diameter, no paint surface penetration and no more than 2 per panel • Hail damage, buckling, distortion, missing badges • Minor stone chipping on bonnet, lower doors, wheel guards • Prominent areas of major stone chipping • Un-repaired or poorly repaired aerial holes (or aerial must be left in place) • Damage caused to the vehicle due to the attachment or removal of decals/stickers • Damage to paintwork from bird and bat droppings	YES NO YES NO NO NO NO YES NO YES NO NO NO NO
MOULDINGS/GRILLS/BUMPERS/MUDFLAPS	
• Minor parking damage - scuffing, light scratches • Medium damage - divots, gouging, minor dents, cracks • Major damage - rips, major dents, distortions, holes • Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles	YES NO NO NO
UNDERBODY	

<ul style="list-style-type: none">• Minor dents and deformations• Major impact damage• Exhaust leaks which are the result of visible damage to the exhaust system	YES NO NO
MECHANICAL CONDITION	
<ul style="list-style-type: none">• Failure to service and maintain the vehicle as per the manufacturer's recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure)	NO