

Ling's TEAR and WEAR guide! I am Chinese, not Catholic ...this is a guide, not a bible ☺

RETURNING THE CAR AT THE END OF YOUR CONTRACT!!!

Your car belongs to the finance company on whose documents you agreed to the contract. Many different tear and wear agreements are issued, but they are broadly similar in principal.

My free generic information is not the industry standard BVRLA (British Vehicle Rental and Leasing Association) guide. There is copyright and is sold, not given away free like mine (*I am not allowed to copy their valuable advice*). I have condensed as much as I can find from many other sources except BVRLA. Hope it helps my customers gain Qi! - Ling

Stickers

You should remove any stickers and signs you have applied to your car or van so that it comes back to original condition. You need to polish out any difference in colour due to UV. You can use kettle of hot water to help remove these (gay people can use hairdryer), or do it when the car is warm in the sunshine, it's easier.

Keys

All the original keys should come back with the car. You will be charged for keys you have lost. All the central locking should work fine. Any alarms should be in working order, including any key-fob blippers.

Documents

Everything should be there including the service book. Any other bits, including code cards for the radio, should be present in the wallet.

Cleanliness

You should make sure the car is nice and clean so that it is easy to inspect. The car should be quite clean and tidy inside, too.



Car keys should all be returned, none lost!



Wheel trims should look like this beautiful example...



Return all books!



...not like this! Duh!

Cosmetic surgery and boob jobs...

You should fix damage quickly. The finance company will expect work to be done to good standards with any anti-corrosion warranty adhered to. Please keep receipts and information if there is a future problem. Consult, if you are unsure.

All paintwork including body-coloured bumpers and mirrors are part of the paintwork assessment. You cannot repair stuff badly. *Try to avoid crashing car, eh?* All info below is subject to the age and miles on the car, and chips cannot go through the paint to bare metal or past the base-coat of paint. There should be no corrosion at all on a car of this age.

Small chips in the paint are OK, as you would expect. *Would you be happy to buy THIS car?*

Dents are OK up to about 1cm. If there is more than 1 dent in a body panel, you may be charged.

Small scratches are OK, Big scratches are not. It's all common sense really. Plastic mouldings can be slightly scuffed, but should not be cracked.

Windows can be lightly scratched, but not in MOT area and heated rear window must work. Mirrors and door mirrors must work if electric or heated, must not be broken or cracked.

Tow bar if fitted should be fine, electrics working and the ball cover should be there. Wheels and wheel trims should not be dented. All the tools should be there. Small scuffs are OK, big dents and scoring is bad. This stuff is not rocket science ☺ ...continued



As seen on...



... I eat Dragons for breakfast!

...are you bored yet?

Tyres

They must meet legal requirements with no damage to the sidewalls. If you drive like Jeremy Clarkson or the Stig, beware! No slicks!

Mechanics and oily bits

The car or van must be in normal mechanical order for the age and mileage. You need to get things fixed under the manufacturer warranty.

Check oil and water

The following examples will not be classed as fair wear and tear, so pay attention please:

Brakes - Worn discs/drums caused by worn out pads. **Engine** - Broken stuff, seized or damaged or caused by lack of coolant or oil. Smoky or rough running. **Gearbox** - Manual gearbox problems. Clutch. Auto gearbox problems. Loose linkages.

Convertible cars

Roofs must be working normally, there can be no tears/rips or creased windows.

Inside

Must be reasonably clean, no scratches or rips or burns. MPVs must have all seats. Normal wear is acceptable. If repairs have been made, they must not be noticeable. No dog vomit or bite marks.

Doors and boot

Normal use which means light wear is fine. I suggest you secure loads which may slide and damage car.

Radios and entertainment

Original ICE must be there. It should all work OK. If you have put another unit in, then removed it for return, no holes or damage can be visible. Any additional aerials must be left in place or you must repair the holes – you cannot just use rubber bungs.

Underneath the car

Impact damage is not OK. Exhaust problems caused by wrong fuel or damage will be charged for.

This is not everything, of course, but you get the idea, I hope.



This is unacceptable condition. Did you realise that?
All this stuff boils down to common sense. No need to spend money on the BVRLA guide, IMHO. Full details on finance doc.

Disputes

In 5 years, I have never had a customer who has told me they have had a dispute. However...

... the AA or RAC are always available to inspect the car and usually this will resolve any dispute if it was to occur.

The finance company want a reasonable car to sell at auction, not a shagged-out banger.

The BVRLA offer a formal reconciliation service, but only for finance companies who are members – see www.BVRLA.co.uk. I am **NOT** a member.

Servicing and maintenance

Get your service book stamped. It is sensible to keep receipts. You must use manufacturer quality of parts, no cheap dodgy parts or £2.99 20/50 oils. Read the agreement and check if you need to have it serviced by a brand dealer. VW group often stipulate this.

Final list of tips

- Give yourself time to repair damage
- Look for cracks in lamps and glass
- Check whole width of tyres and spare
- Clean the car, it gives good impression
- Look at where the kids have been sitting
- Make sure the aerial is there
- Be honest and look carefully
- Check the car in good light
- Look at everything, don't forget the roof
- If you look from different angles, it helps
- Crouch (tiger) or kneel (dragon)

If you need to fix stuff, try Dent Devils, mobile glass repair first, they are quite cheap. Easy. If you leave damage for finance company, you will be charged full retail prices. Get things done, yourself.

The rule of thumb is... would you want to buy this car yourself for cash at 2 or 3 years old, with no complaints? If "yes", then it's probably fine.

Enjoy your car or van, don't crash, take care and be sensible... easy! - Ling