

End of contract information

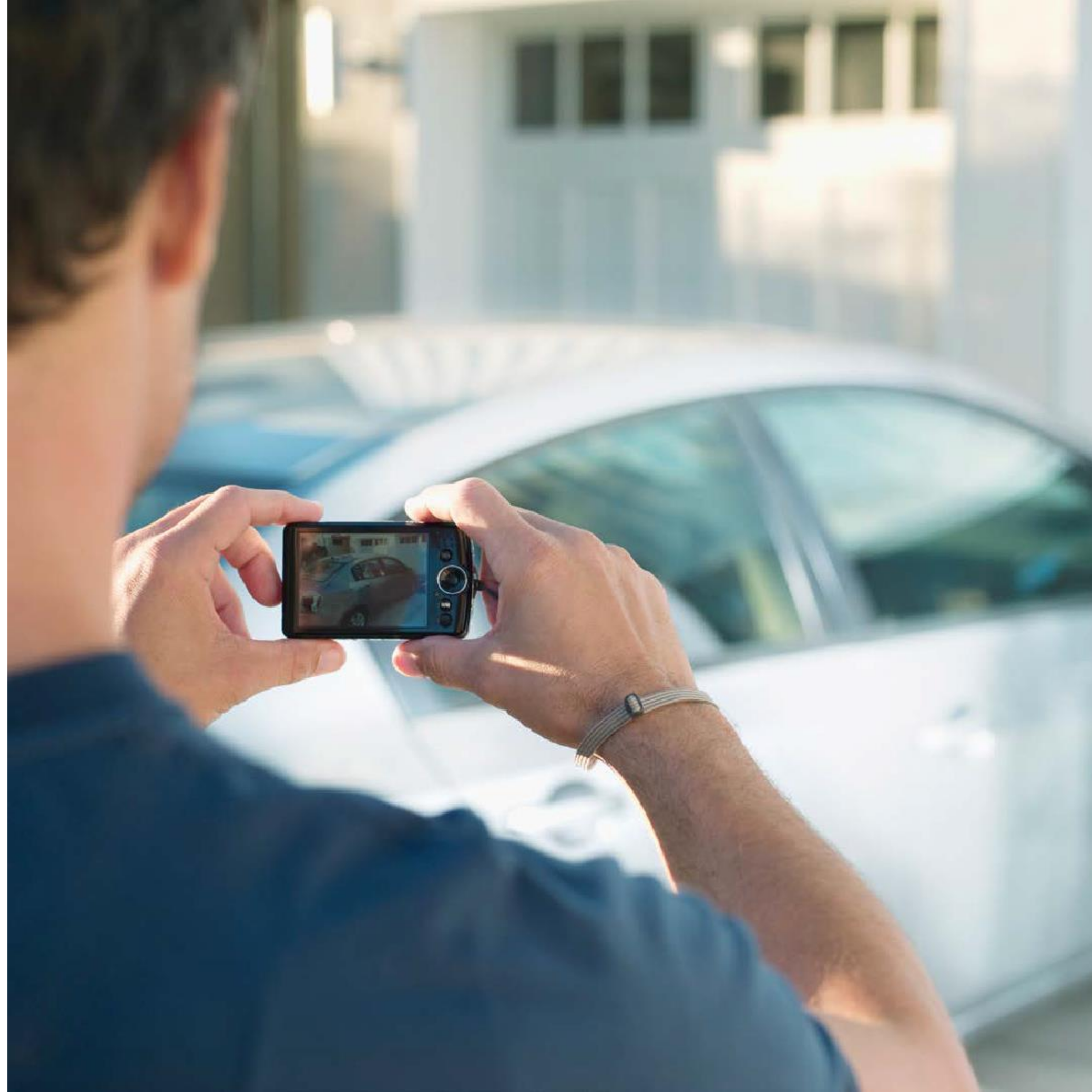
Tomorrow. Together

Checking your vehicle for damage

We believe in complete transparency, especially when it comes to any charges that you may incur, throughout your lease, or at the end of your vehicle leasing agreement with us.

One key area to be aware of are any charges that may be incurred in relation to wear and tear on the vehicle beyond what is considered normal at the end of the agreement.

With this in mind, please find below some of the key factors to consider prior to returning your car to us.



Checking for common types of damage

From experience, the most common damage areas we see are:

- ✓ Wheel scratches or scuffs
- ✓ Scuffs or scratches to bumpers
- ✓ Dents in the bodywork
- ✓ Chips and scratches to paint
- ✓ Interior damage

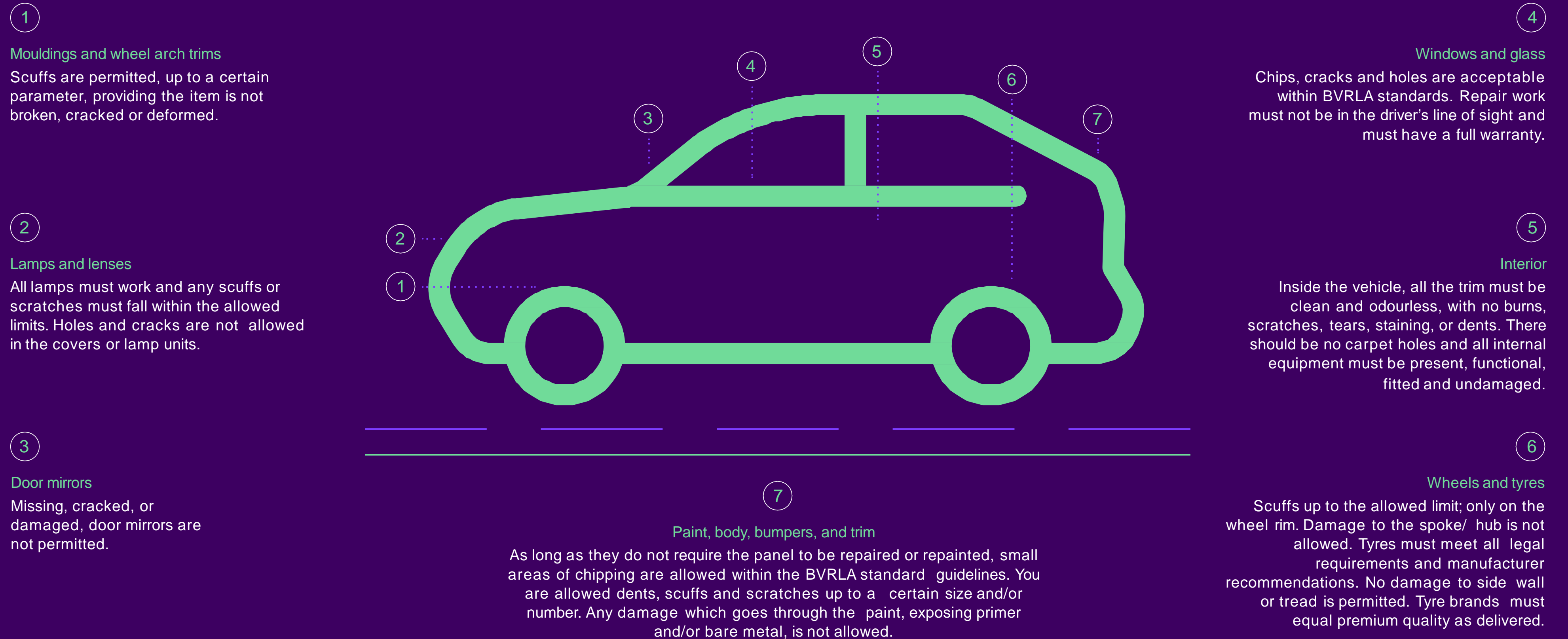
The BVRLA is an independent body that has produced a recognised industry standard guide for leasing companies to use. The guide details what is deemed acceptable and unacceptable wear and tear on a vehicle, depending on its age and mileage.

As a member of the BVRLA, we always adhere to their Fair Wear and Tear Guidelines. You will find a copy of these on our website containing further guidance on the size of dents, scratches, scuffs, and additional damage.



Always measure your vehicle damage

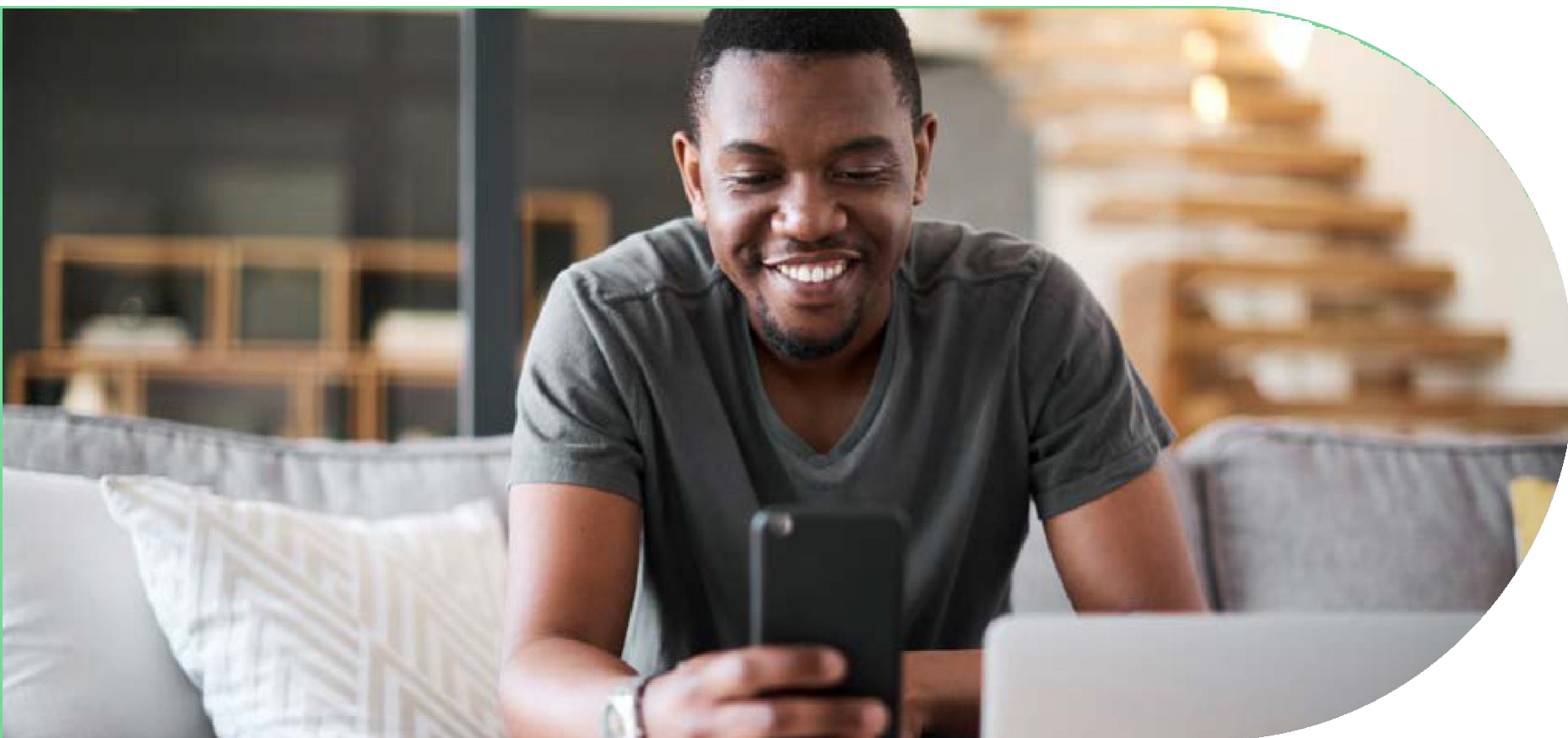
With regular checks and fully guaranteed repair work, you can reduce the likelihood and amount of any end of contract charges for vehicle damage.



Making sure you are ready for collection

Please remember that it is your responsibility to arrange the collection of the vehicle with us. To do so, please call our dedicated customer line directly on **0344 463 2900**.

Once you have arranged for your vehicle to be collected, we will confirm the collection date with you.



To avoid an aborted collection, you must check that the vehicle:

- ✓ Is parked so as to allow all-round access for inspection.
- ✓ Cleaned inside and out.
- ✓ Is roadworthy, with a valid MOT (if applicable).
- ✓ Tyres meet legal requirements.
- ✓ Has no warning, alert lights, or messages on the dashboard/display.
- ✓ All literature and books are included (if applicable).
- ✓ Satellite Navigation card is returned (if applicable).
- ✓ All keys issued are returned.
- ✓ Parcel shelf included, plus any other accessories originally provided
- ✓ Locking wheel nut key (if applicable).
- ✓ Remove ALL personal items/equipment. We recommend you erase any personal data that may have been stored in the vehicle's systems, such as satellite navigation or media interfaces.

What will happen on the day of collection?

The collection will take place at the requested collection address. A qualified inspector will complete a full visual inspection inside and out of the vehicle and will assess its condition against the BVRLA Fair Wear and Tear Guidelines. This process may take up to an hour to complete.

Before the vehicle is driven away, the inspector will highlight and show to you each area of damage on the vehicle that would be deemed unfair wear and tear, along with the cost of repairing the damage or replacing any missing items.

As a gesture of good will, and to ensure that you are offered a fair outcome, we will waive the damage charge for anything up to and including £150.00. However, should the damage estimate exceed this amount, then the full value will be charged back to you.

If you do not agree with the inspector's report, you will need to note the detail of your disagreement on the document provided. This will not remove or reduce the cost at this time, however it will prompt a review

process by our damage team. Please note that the assessor's role is simply to note down all the damage outside the BVRLA Fair Wear & Tear Guidelines and highlight this to you. As a result, they will not be in a position to comment or advise on the damage itself.

We will only terminate your vehicle on the system once your vehicle has been collected and we have received your final monthly rental payment.

We will waive the damage charge for anything up to £150.00



Any questions?

We hope you have found this information useful in preparing for your vehicle's return. If you have any further questions, please visit NovunaVehicleSolutions.co.uk/existing-customers

Novuna is a trading style of **Mitsubishi HC Capital UK PLC** Authorised and regulated by the Financial Conduct Authority. Financial Services Register no. 704348.

Registered Office: Novuna House, Thorpe Road, Staines-upon-Thames, Surrey, TW18 3HP.
Registered in Cardiff under company no. 1630491.

Tomorrow. Together