

go rentals



go FAIR WEAR & TEAR GUIDE

GUIDELINES FOR CARS AND
LIGHT COMMERCIAL
VEHICLES

Introduction

At Go Rentals, we offer a fair and reasonable view to our end-of-rental vehicle condition policy. We have devised some transparent standards of which we deem to be fair and impartial, and we envisage that through these guidelines, this substantial report will eliminate any potential ambiguity with the intention of both Go Rentals and our valued customer finalising the contract with content and gratification.

Following its return to Go Rentals each vehicle will undergo a detailed inspection in relation to its interior and exterior condition. For every vehicle a condition and appraisal report are produced.

We have presented some photos along with some measurable limitations in relation to what we deem to be **Satisfactory or Unsatisfactory** throughout this guide, and we encourage all customers and drivers of our vehicles to familiarise themselves with these company policies.

("Damage" refers to a: scratch, dent, abrasion, scuff, stone-chip, crack, tear, kink, break)

It must be noted that the assessment of what is deemed fair wear and tear is generally dependent upon the age and mileage of the vehicle under inspection, however certain damage will simply not be deemed Satisfactory, regardless of age and mileage.

With every vehicle we will assess each recharge fairly, and will offer a clear and concise report along with an itemised estimate of cost for repairs, and photographs as required.

Returning the vehicle

All items which were included with the vehicle when it was originally delivered must be returned along with the vehicle, and in working order. This includes, but is not limited to:

- All keys.
- All original documents e.g. owner's manual, signed/stamped service history booklet, radio code.
- Motor certification discs incl. DOE, NCT, Motor Tax (as applicable).
- All audio equipment e.g. stereo/CD player, bluetooth phone kit etc.
- All accessories fitted to the vehicle including permanent fixture e.g. tow bars, roof bars/racks, shelving etc.
- All emergency equipment supplied with the vehicle e.g. jack, wheel brace, warning triangle, first aid kit etc.
- The spare wheel.
- If your vehicle has a 'tyre mobility set', it must be in a working condition (sealing compound along with the 12v compressor that plugs into the cigarette lighter).
- The original wheel caps.

Pre-return tips

We do have a few suggestions which will assist you in avoiding any unexpected damage charges, such as:

- Study our Go-Fair Wear & Tear guide in full.
- Use this guide to inspect the vehicle and make notes of any damages that you may discover. Your very own pre-off-rental inspection will help you to understand specifically what damage is on the vehicle, which in turn will help to avoid any surprises in terms of unexpected costs.
- Ensure the vehicle is cleaned fully, both inside and out.
- Be vigilant in your inspection, and appraise the vehicle as objectively as possible, with that, here's how best to spot dents.
- If your vehicle is deemed dirty on the day it is being off-hired, the return process could be delayed as the vehicle needs to be cleaned so an adequate inspection can be carried out.

It is much easier to recognise dents if you view the vehicle at an angle to catch the right light for example if you are to stand at the drivers front door hinge area and looked along the side of the car towards the rear of the vehicle, rather than looking head on, as this will offer a better view of any kinks in the body work. Also, view the vehicle from different angles.

- Inspect the entire vehicle including, but not limited to, doors, bumpers, wings, roof area, mirror covers, lamps, windscreen, interior boot/loading area and the area below bumper height.

Interiors

Unpleasant smells and/or stains in the vehicles' interior will not be acceptable, therefore we recommend that you have our vehicle completely cleaned, if necessary, using a professional cleaning company before it is returned.

Satisfactory

- Soiling/stains on interior lining, seats, carpets and floor mats, which can be removed via general cleaning.
- Seats showing wear and indentation through general usage.
- Panel discoloration through day to day usage and wear.
- Phone/bluetooth fittings/housing units, may be left in the vehicle.



UnSatisfactory

- Soiling/stains on interior lining, seats, carpets and floor mats, which **can not** be removed via general cleaning, but require specialist cleaning.
- Cuts, abrasions, tears and deformation of the material of the interior lining, seats, carpets and floor mats.
- Holes left in the console as a result of equipment removal.
- Cuts, gouges or loose threads on the steering wheel.
- Unpleasant odours which require specialist cleaning to get removed.
- Returning the vehicle with seats missing.



Vehicle body & paint, branding

Advertising stickers, sign writing, decals (including glue residue) must be completely and cleanly removed prior to vehicle being off-hired.

Any costs incurred by Go Rentals for the removal of the above will be recharged.

Satisfactory

- Any chips, scratches, scuffs and abrasions up to 2 cm (CARS) and (VANS), which may be removed by mechanical polishing.
- Dents up to 2 cm, given that there are no more than two dents per panel.
- Small areas of stone chipping, given that less than 25% of the panel is affected and they are corrosion free.
- Chips that have been properly touched-up prior to corrosion development.



Unsatisfactory

- Scratches, scuffs and abrasions that will polish out, but are longer than 2 cm (CARS) and (VANS).
- Any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing.
- Dents larger than 2 cm, more than two dents per panel.
- (Stone) chipping, covering more than 25% of the panel.
- Incorrect repair or repaint work, showing a colour difference, and/or damage corrosion development.
- Paint discoloration through external impacts, such as wrong chemical usage.



Grille and Bumper

Satisfactory

- Any scratches, scuffs and abrasions up to 2cm, which may be removed by mechanical polishing.
- For textured or non-painted bumpers, scuffing, scratches and scores up to 2 cm are Satisfactory.
- Dents up to 2 cm, with a maximum of two dents per bumper or grille.
- Discolouration through external impacts, e.g. weather condition.



UnSatisfactory

- Broken, cracked or deformed grilles and bumpers.
- Any chips, scratches, scuffs and abrasions, which will NOT polish out, and are longer than 2 cm.
- For painted bumpers: any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing.
- Dents larger than 2 cm.
- More than two dents per grille or bumper.
- Damage due to wrong usage of chemicals.



Sills & door seals

Satisfactory

- Scuffing, scratches or abrasions on sills of the door and boot area (CARS) or loading compartment (VANS), providing that this has not affected the function of the bumpers, lights etc.
- Abrasions on the sills of rear doors (CARS) or of the side or rear loading compartments (VANS) providing that this has not affected the function of the doors.



UnSatisfactory

- Damage which has deformed the sill.
- Scuffing, scratches or abrasions on sills of the loading compartment, affecting the function of the bumpers, lights etc.
- Abrasions on the sills of back or side doors of the loading compartments, affecting the function of the doors.
- Damaged door seals / rubbers.



Loading Area

Satisfactory

- Any scratches, scuffs and/or deformation of the loading area, providing that this does not interfere with the function of the doors, or can be seen from the outside.
- Abrasion, dents and bumps on the sills or in the walls of the loading area, providing that this does not interfere with the function of the compartment, or can be seen from the outside.
- Additional fittings left in the vehicle, provided they are correctly installed and comply with the regulations of the vehicle.



UnSatisfactory

- Holes in the loading floor or severe deformation.
- Damaged, dented or broken interior lining limiting the use of doors, windows or fittings.
- Deformation of body parts, partition walls, doors or windows, interfering with the compartments function.
- Damage on the inside of the loading area, which can be viewed from the outside.
- Missing interior lining or partition walls.
- Rips, tears or missing parts on the loading floor or lining in the area of the loading compartment.



Tyres and wheel rims

Our Go-Fair Wear & Tear appraisal also includes the inspection of wheels and tyres. We require that the complete set of wheel rims as was fitted on the vehicle when it was first hired out be returned, and in cases whereby the vehicle was supplied with a spare wheel, it is mandatory that the spare wheel be on-board when the vehicle is off-hired. Depending on the make of the vehicle in question, some manufacturers no longer include a spare wheel and instead equip their vehicles with road side consisting of a sealing compound and an air compressor (12Volt). If your vehicle is equipped with a Tyre Mobility Kit, the complete set must be on-board and in a working condition, when the vehicle is returned.

Satisfactory

- On the face of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 2 cm.
- On the border of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 2 cm.



UnSatisfactory

- Scratches, scuffs or abrasions larger than 2 cm.
- Deformed tyres, e.g. caused by kerbing.
- Bulges, cracks or cuts to the tyres.
- Damage to the sidewalls or tread.
- Tyres penetrated with a foreign object.
- Broken or deformed wheel trim, wheel cap, rim or alloy.
- Corrosion development on the wheel trim, rim or alloy.
- Returns without the tyre mobility kit and/or spare wheel.



Glazing and Lights

Satisfactory

- Stone chipping, provided that the chipping is outer surface only and no larger than 1 cm wide.
- Stone chipping on the surface of head-lights, fog lights or indicators not breaking the glass and not harming its function.
- Small stickers on the glass required by local legislation.



UnSatisfactory

- Broken glass or lights.
- Cracks or chips in the lights, which restrict the function of the light. All bulbs should be operational.
- Chips or cracks larger than 1 cm.



Mirrors and external fittings

Satisfactory

- Scuffing and scratches up to 2 cm.
- Returning a vehicle with intact tow bars and pins.
- Fitted beacons or lights that are properly fitted and in full working condition, without any damage.
- In case of removal of external fittings, the affected area's need to be properly repaired.
- Painted mirror cases: scuffing and scratches up to 2 cm, provided that they may be removed by mechanical polishing.
- For texture or non-painted mirror cases: scuffing, scratches and scores up to 2 cm.



UnSatisfactory

- Scuffing, scratches and scores larger than 2 cm.
- Deformation of the mirror and/or mirror case.
- Beacons that have damaged the structure of the vehicle through their fitment or removal.
- Damaged, broken or rusted roof racks and/or tow bars.
- Painted mirror cases: scuffing and scratches larger than 2 cm, or any scuffing and scratches not possible to be removed via mechanical polishing.
- For texture or non-painted mirror cases: scuffing, scratches and scores larger than 2 cm.



If polishing, repairs or valeting is required, and the time to do so is deemed excessive due to neglect of the vehicle or extreme circumstances such as multi panel damage or otherwise, then the relevant fee will be charged, each of which will be valued by the amount of time spent to return the vehicle back to a satisfactory condition.

We require all customers to notify a Go Rentals agent as soon as any incident occurs which may deem a section of the vehicles condition unsatisfactory.

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Thank you for taking the time to read our Go-Fair Wear & Tear Guide.

Drive Safe!