

# AVIS SINGAPORE FAIR WEAR AND TEAR POLICY

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## CONTACT DETAILS

### Reservations

Reservations.SG@abg.com  
1800 737 1668

### Roadside Assistance

Fleet.SG@abg.com  
+65 9487 1051

### Customer Service

Customerservice.SG@abg.com

### Claims

Fleet.SG@abg.com

## 1. AVIS FAIR WEAR AND TEAR POLICY

At Avis, we take pride in ensuring that our vehicles in the best condition we can, but we do expect a reasonable amount of fair wear and tear to occur on our vehicles. This policy serves to distinguish between what is, and is not, fair wear and tear.

Considering a vehicle's age, mileage, and overall condition, from the mechanics and the electrics through to the bodywork and the upholstery, this fair wear and tear policy summarises the degree of deterioration judged to be reasonable, fair wear and tear when a car is returned to us at the end of a contract period. A contract period could be from a day to several years and so, this policy address both Leased Vehicle contracts and Short-Term Rental contract rentals.

Lack of attention to preventative measures, misuse or neglect are the main reasons fleet vehicles suffer from excessive wear and tear. While fair wear and tear may typically occur over a longer period and be pertinent to our Leasing clients, this policy also address issues that may or may not occur as part of short-term fair wear and tear.

Long term leasing clients can expect to incur refurbishment charges from Avis if a vehicle is returned with an unreasonable level of wear and tear at the end of a contract period. This may also include a cleaning fee if the vehicle is not in a reasonably clean condition that enables Avis to view the vehicle's exterior for dents & scratches.

In an effort for us to be completely transparent about the condition of our cars at check-out, we use PhotoProof. This product captures a digital Vehicle Condition Report through a series of images of the car. These photos are then sent to the driver checking out the car. Within the email containing the photos, there will also be an embedded link for clients to upload photos of any damage they may find before they drive away from the Avis establishment from whence, they collected their car. Therefore, responsibility for ensuring damage is correctly apportioned to the appropriate is not only on Avis to capture any vehicle damage at check-out, but also on the driver to ensure that they check over the car before driving off.

## 2. REASONABLENESS

When applied to Fair Wear and Tear, Avis views reasonableness through perspective of an average person with average experience in relation to a vehicle's condition. A reasonableness assessment is applied by asking the question "how would a reasonable person view this?".

An example could be some mud in the driver's footwell that can be brushed off and cleaned reasonably easily, a reasonable acceptance of fair wear and tear. An example of an unreasonably clean car could be a car that returns with lots of sand in the footwells; resulting in an unreasonable amount of time to rectify the car back to a rentable condition.

This policy endeavours to apply a reasonableness test regarding all wear and tear to determine the fairness of the car's condition.

## 3. RESPONSIBILITY

Some amount of wear and tear damage may occur through normal, everyday business use, especially for high mileage fleet vehicles. After a typical fleet lifespan of three years or 100,000 kilometres, for example stone chips and minor abrasion to a vehicle's paint work would be deemed fair wear and tear for its age and would not adversely affect the disposal price.

By way of example, if the stone chip damage had exposed the base metal, however, and failure to touch it up had caused penetrating rust to set in, the deterioration would not be acceptable as fair wear and tear. The main question then becomes one of responsibility.

Responsibility for the monitoring, maintenance and repair of company vehicles sits with Avis, but our clients are responsible for informing Avis as soon as practical so that Avis can act quickly to remedy any defects. The following procedures are recommended to help ensure all the bases are covered:

### Avis's Responsibility:

- Avis will ensure that maintenance and servicing of the vehicle follows the manufacturer's recommended schedule, using only approved servicing agents and approved quality service parts;
- Regular spot checks, possibly related to distance travelled and use, will be carried out by the Avis, whenever we are engaged to collect a vehicle from a customer, to ensure any current problems with the vehicle are identified at an early stage;
- Ensure that a thoroughly completed service book is maintained for the vehicle.

### Client's Responsibility:

- Advise Avis of any damage, mechanical problems or areas of worsening wear and tear;
- Conduct a weekly check on oil, water, and tyre pressure.
  - Any anomalies should be highlighted to Avis immediately.
- Inform Avis of servicing required based on kilometres driven within maintenance schedules.
  - Avis will review servicing schedules on a timeframe basis.
- Regularly clean the interior and exterior of the car.

Be aware that, where applicable, the vehicle must not be used to tow beyond its capacity.

## 4. WHAT IS FAIR WEAR AND TEAR?

The main causes of unreasonable wear and tear to a vehicle are:

- a) Drivers not taking responsibility for the day-to-day care and maintenance of the vehicle;
- b) Lack of regular checks by the driver and/or owner, leading to faults and damage going undetected and unrepaired;
- c) Not adhering to the vehicle manufacturer's recommended maintenance and servicing schedule;
- d) Poor quality of body non-Avis approved repairs, leading to general neglect;

Examples of exclusions to Fair Wear and Tear (including, but not limited to):

- e) Using a mobile phone while driving.
- f) Allowing non-authorized drivers to drive an Avis car.
- g) Driving into Western Malaysia without Avis's approval.
- h) Driving beyond Western Malaysia.
- i) Driving recklessly or with risky behaviours, such as racing.
- j) Taking the rental car on unauthorised roads (onto gravel roads or on beaches).
- k) Using the car to partake in an activity that could contravene any SG law (even if you weren't charged).
- l) Operating the vehicle while under the influence of alcohol or any controlled substance.
- m) Car theft resulting from not:
  - a. Removing the keys or key fobs, or;
  - b. Closing, and/or not locking doors and windows.

This Guide will assist in addressing these causes.

## 5. SERVICING AND DOCUMENTATION

Regular maintenance and servicing will be carried out by an Avis-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 Client 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.

## 6. VEHICLE CONDITION STANDARDS – VEHICLE INTERIOR

### PRESENTATION

As per the Terms and Conditions, pets (except for guide dogs) are not permitted to be transported in an Avis car. All cars that return to Avis should be free from any pet smells & hairs, smoke smells, burn marks, ash debris. Where a client requires a guide dog to be transported in the car, written approval by Avis will be required; written approval will not be unreasonably withheld. Any debris from the pet (e.g., excessive fur and faecal matter etc) may result in charges to have the car cleaned to a rentable condition.

### 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 are acceptable, as are any repairs that are not readily visible. Stitching that has come apart is unacceptable and must 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.

## LIGHT COMMERCIAL VEHICLES

For light commercial vehicles it is recommended that a lining be fitted in the load area to prevent serious damage to the vehicle's interior, as excessive damage to this area is unacceptable.

## DOOR/BOOT 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.

# 7. VEHICLE CONDITION STANDARDS – 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 (25mm in diameter) are acceptable provided that 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. Please note that dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges;

## 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, if 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

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 are 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 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.

## MAP 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.

General examples of Fair Wear & Tear exclusions:

- a) Abrasions of more than 25mm in length
- b) Damage to paintwork from bird and bat droppings
- c) Dents of more than 20mm in diameter or paint surface penetration

## 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

Minor dents and deformation, such as stone damage, is acceptable if it has not caused major corrosion. Any suspected impact damage should be investigated immediately and reported to Avis. Significant damage or distortion to chassis components is not acceptable as fair wear and tear.

## ROOF

Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills and/or door edges are not considered fair wear and tear.

## 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:

- a) using the correct fuel;
- b) regular servicing and maintenance;
- c) immediately investigating (and advising Avis of) any poor running symptoms;
- d) 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. In both instances, Avis must be made aware.

## WHEELS AND WHEEL TRIMS

Dents or damage to the rim or main body of the wheels are not acceptable. All four wheelrim covers (unless alloy wheels are installed) 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.

General examples of Fair Wear & Tear exclusions:

- a) Refuelling with the incorrect fuel
- b) Cuts, rips, or damage to seats and upholstery.
- c) Missing items (that were provided with the car at check out)
- d) Cracks or holes in plastic covers or lamp units
- e) Cut tyres or scuffed wheel rims.

## 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 must be reported to Avis immediately. Transmission systems do age and so an issue should be highlighted to Avis immediately.

## 8. SUMMARY

Lack of attention to detail, misuse or neglect are the main reasons fleet vehicles suffer from unreasonable levels of fair wear and tear. Some amount of wear and tear damage may occur through normal everyday business use which could be deemed acceptable if reflective of the vehicle's age, mileage, and overall condition.

Damage caused intentionally, or through gross negligence, is never fair wear and tear; these cases are excluded from your damage cover.

Clients must be made aware of their responsibilities where monitoring, maintenance and repair of company vehicles is concerned; Avis will use approved workshops, who guarantee their work for long-term repairs, to avoid future problems.

Avis will provide Maintenance and Servicing, which will follow the manufacturer's recommended schedule and works/services will be carried out by approved servicing agents.

A vehicle logbook system will help both drivers and Avis will keep track of any vehicle damage, problems or areas of worsening wear and tear. All documents must be intact and in the vehicle on its return to Avis.

The client is responsible for a minimum weekly check on oil, water, and tyre pressure. Clients are advised to conduct regular spot checks of their leased vehicle to ensure that any problems with the vehicle are identified, and rectified by Avis, as early as possible.

All clients are to be made aware of the principles of fair wear and tear. On the vehicle's check-out (to the client), it is to be inspected and formal agreement documents signed. An inspection of the car at return will be completed; therefore, this fair wear and tear policy summarises the degree of deterioration judged to be reasonable when a vehicle is returned to Avis at end of its contract period. In instances of disputes an independent assessment should be made.

Please make sure you have:

- a) Read and fully understand this guide before you drive away.
- b) Inspected your car before you leave (and noted any prior issues)
  - a. These can be logged with us via the email post check out.

To mitigate the risk of damage fees and charges, and improve the customer journey for our clients, we offer a range of coverage options available to clients & customers who wish to reduce their excess in the event of an accident or damage to their vehicle.

Collision Damage Waiver (CDW)/ Loss Damage Waiver (LDW) products are intended to give our clients peace of mind and discourages reckless or dangerous driving practices.

## ANNEXURE A

The following examples demonstrate what we do and do not accept as fair wear and tear. Please note that these examples are indicative only; they are not an exhaustive list.

| <b>DENTS</b>   |  |
|--|--|
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Dents of no more than 25 mm in diameter (excluding bonnets and roofs) where the paint surface has not been broken and there is no paint removal, paint cracking or flaking.</li> </ul>  | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Hail damage.</li> <li>· Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges;</li> <li>· More than 2 dents within a specific local area; or</li> <li>· Any damage affecting or penetrating the paintwork.</li> <li>· Corrosion due to untimely correction (lease clients).</li> </ul>   |
| <b>STONE CHIPS</b>   |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Isolated stone chips to any panel up to 2 mm in diameter without denting (excluding windscreen).</li> </ul>   | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· More than five stone chips to an isolated area.</li> </ul>  |
| <b>SCRATCHES</b>   |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Light scuffing and or score marks that are not more than 25 mm in length and not more than 1 mm wide;</li> <li>· No paint surface penetration; and</li> <li>· Can be polished out.</li> </ul>   | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Any scratch where the metal, plastic or undercoat is exposed.</li> <li>· Corrosion from untimely repair.</li> </ul>   |
| <b>BUMPERS</b>   |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Scratches/Scrapes under the front bumper that are not visible when standing 2 metres back from the vehicle; or</li> <li>· Light scuffing or scratches: <ul style="list-style-type: none"> <li>○ where there is no paint penetration;</li> <li>○ which can be polished out;</li> </ul> </li> <li>· Isolated stone chips up to 2 mm in diameter.</li> </ul> | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Any broken paint;</li> <li>· Multiple scratches of any size;</li> <li>· Dents of 25 mm in length or more in diameter;</li> <li>· Any damage to a textured bumper; and multiple stone chips of more than 5 to an isolated area.</li> <li>· Deformed, cracked or broken bodywork.</li> </ul>  |
| <b>WHEELS, WHEEL TRIMS, TYRES</b>  |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Light scratches and scuffing up to 20 mm in length.</li> <li>· Light scuffing that has not compromised the structural integrity of the tyre (i.e., no wall bulging).</li> </ul>   | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Wheel trims or hubcaps that are cracked, broken, missing, mismatched or not the original wheel trim or hubcap;</li> <li>· Alloy rims for standard vehicles that are cracked, buckled, gouged or mismatched or not the original rim;</li> <li>· Alloy rims for prestige and collection vehicles if: <ul style="list-style-type: none"> <li>○ Scuff mark is more than 20 mm in length;</li> <li>○ The alloy rim is cracked, buckled or gouged; or</li> <li>○ The alloy rim is mismatched or not the rim as originally supplied;</li> </ul> </li> <li>· Tyre tread and sidewall damage so that the tyre is unroadworthy e.g. cuts, bulges, gouges and abrasions, tyre misuse e.g. flat spots and burnouts;</li> <li>· Replacement tyres that differ from those originally supplied.</li> </ul> |
| <b>WINDSCREEN, WINDOWS, LAMPS, AND EXTERNAL MIRRORS</b>  |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· NIL.</li> </ul>   | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Scratches, chipping, cracks, holes, or damage to: <ul style="list-style-type: none"> <li>○ The windscreen;</li> <li>○ Windows;</li> <li>○ Lamps; and</li> <li>○ External mirror lens, as all such damage may affect the roadworthy status of the vehicle and may subsequently worsen over time from the vehicle continuing to be driven.</li> </ul> </li> </ul>   |

| <b>UPHOLSTERY, FLOORS, CARPETS, DASHBOARD, FASCIA, TRIM INTERIOR, AND VEHICLE CLEANLINESS</b>  |  |
|--|--|
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Light marks that can be removed by vacuum or general cleaning;</li> <li>· Light scuffing or smears or regular day to day debris that is removable by general cleaning.</li> </ul> | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Any permanent damage caused by harsh or corrosive materials;</li> <li>· Tears, cuts, scratches, holes, or burns;</li> <li>· Any damage to the structure, shape, or positioning of a seat;</li> <li>· Hair from pets;</li> <li>· Excessive soil, mud, or sand (other than from regular day to day use);</li> <li>· Evidence of smoking in the vehicle;</li> <li>· Odours or foreign matter; stains or marks that cannot be removed by general cleaning or require steam cleaning.</li> </ul> |
| <b>KEY, ACCESSORIES, AND EQUIPMENT</b>   |  |
| <p>Fair Wear and Tear includes:</p> <ul style="list-style-type: none"> <li>· Minor cosmetic damage that does not in any way affect the functionality of the keys, accessories, or equipment.</li> </ul>  | <p>Fair Wear and Tear excludes:</p> <ul style="list-style-type: none"> <li>· Loss or damage to keys or remotes (including broken/missing remote buttons);</li> <li>· Damage caused by incorrect fitting of accessories (snow chains, roof racks);</li> <li>· Damage to aerials;</li> <li>· Removal or damage to any item supplied with the vehicle (parcel shelf, tools, spare tyres, wheel trims, hazard triangles, first aid kits, GPS unit).</li> </ul>   |



## ANNEXURE B

### FEE SCHEDULE

| FEE                         | DESCRIPTION  | PRICE                                     |
|-----------------------------|--|---|
| Administration Fee - Damage | Administration fee to offset costs of delivery & collection of car to & from workshops.  | S\$60 (+GST)                              |
| Cleaning Fee                | <p>Fee charged to offset the cost of outsourced cleaning in the event of an unreasonably dirty car.</p> <p>Dirty cars are considered to be unreasonably dirty due to smoking/pet/durian smells in them or unreasonable amounts of dirt/sand/pet hair inside the car.</p> | S\$250 (+GST + Damage Administration Fee) |
| CDW Excess                  | <p>Collision Damage Waiver - a standard reduced excess that mitigates customers from paying the full cost of repairs. Fee is based on the vehicle group.</p> <p>Charged in part for non-3rd party damages.</p> <p>Charged in full for all 3rd party damages.</p>         | As per car group.                         |