



# GOOD CONDITION GUIDE.

## THE AIM OF THIS GUIDE

At the end of your agreement you may choose the option to return your caravan.

When you return the caravan we will assess the condition of your caravan, allowing for fair wear and tear.

This guide explains what fair wear and tear is and what you need to be aware of during the inspection of your caravan.



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## RETURNING YOUR CARAVAN

If you decide to return your caravan, it will be assessed for any damage by a qualified inspector.

We will notify you of any areas of damage that fall outside of the fair wear and tear standards and provide you with a costed inspection report.

Any damage charges need to be paid within 30 days of notification.

## THINGS TO REMEMBER ON THE DAY OF RETURN

Please ensure that the following items are placed in the caravan or there may be a charge.

- Any accessories supplied on delivery
- Spare and master keys
- Wheel security key (if applicable)
- Caravan operating manual
- Service book
- CRIS (caravan registration document)
- Hitch security key

Please make sure that you have checked for and removed personal effects from the caravan, such as parking permits, personal data from any built in systems etc.



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# CARAVAN APPRAISAL TIPS

We recommend carrying out an appraisal of the caravan 10-12 weeks before the caravan is due for return. This will allow you to arrange to have any unacceptable wear and tear rectified.

- Wash and dry the caravan before self appraisal as water and dirt can mask damage.
- Make sure you assess the caravan in good light. Assessments carried out in poor light may mean you miss something.
- Be objective and assess the caravan as honestly as you can.



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## SERVICING

Your caravan must be fully serviced in line with the manufacturer and/or warranty requirements, as outlined in your terms and conditions.

## REPAIRS

Any mismatching of colours and parts, and any substandard repair work will be considered 'not acceptable'.

## DOCUMENTS AND KEYS

You will need to return the completed servicing record and any items or documents that came with your caravan, such as the CRIS certificate and spare keys. If you no longer have any of these, the value of the caravan may be reduced and you may be liable for the cost of replacing them.



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## END OF CONTRACT CHARGES

End of contract charges occur when the caravan, it's equipment or accessories are not used in the correct manner, maintained or looked after as originally agreed at the start of the contract.

You may prefer to arrange your own repairs prior to us collecting your caravan, which some customers find more economical. Any repairs made to the caravan before it's returned must meet our good condition guidelines. You will be responsible for the standard of the repairs.



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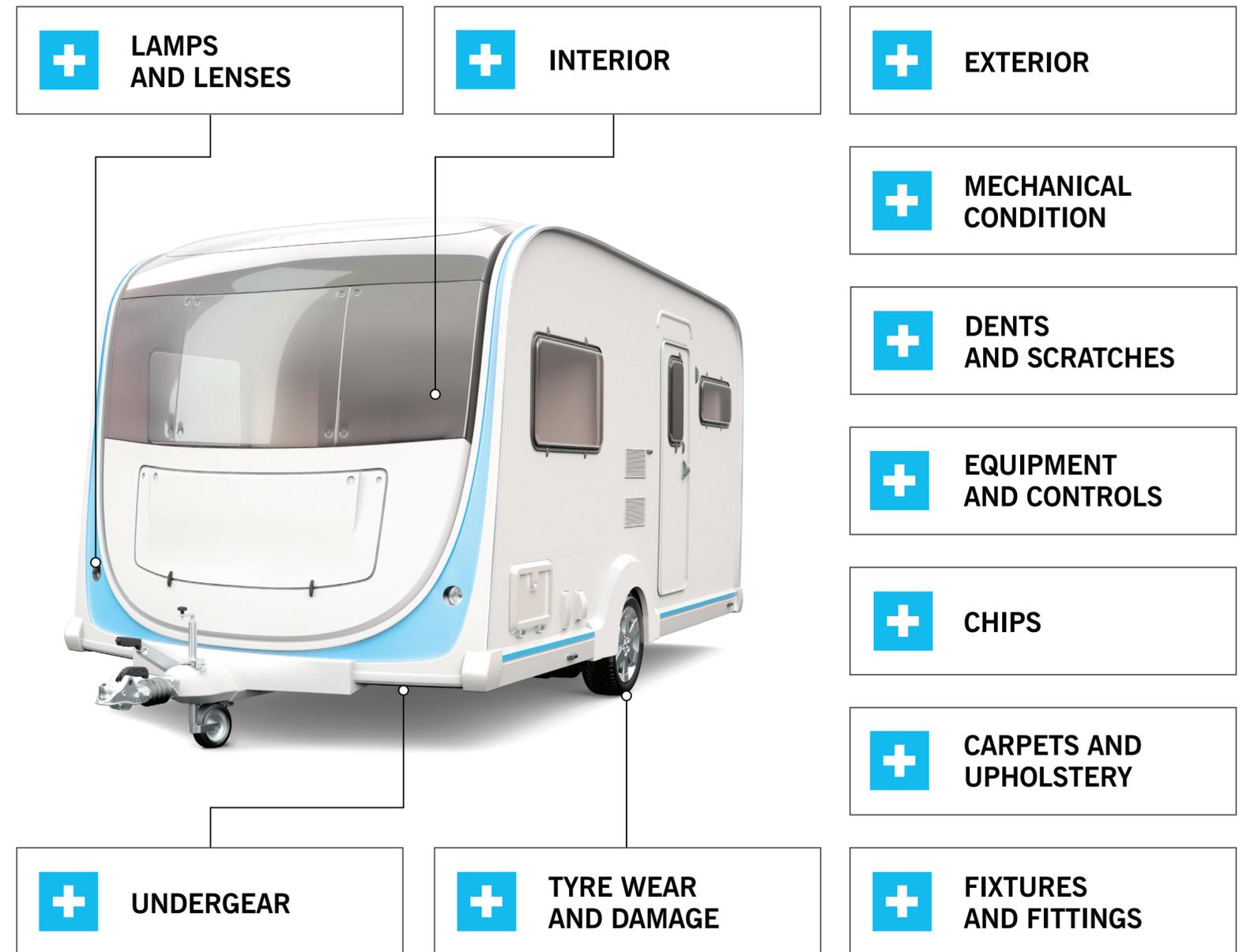


# FAIR WEAR AND TEAR

Fair wear and tear occurs when normal use causes acceptable deterioration to the caravan's condition at the end of a contract or finance agreement, the age and use of the caravan are taken into account.

Fair wear and tear is not to be confused with damage, which occurs as a result of a specific event or series of events. These include impact, inappropriate stowing of items, harsh treatment, negligent acts or failure to service the vehicle in accordance with the manufacturer's recommendations and any applicable warranty.

For more information on what we take into account when assessing the condition of your caravan please click on the appropriate heading.





# EXTERIOR

The walls and roof should be in good condition and free from dents or distortion. Windows, doors, rooflights and ventilators should be well-fitting and operating correctly.



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## LAMPS AND LENSES

Rear lights, flashers and reflectors should be working, free from damage and in accordance with current legal requirements. Minor scuff marks or scratches up to 25mm are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable and these should be replaced.

## TYRE WEAR AND DAMAGE

All tyres, including the spare must be within legal limits and no more than 5 years old.

Damage to sidewalls or tread and uneven wear due to under or over inflation is not acceptable.



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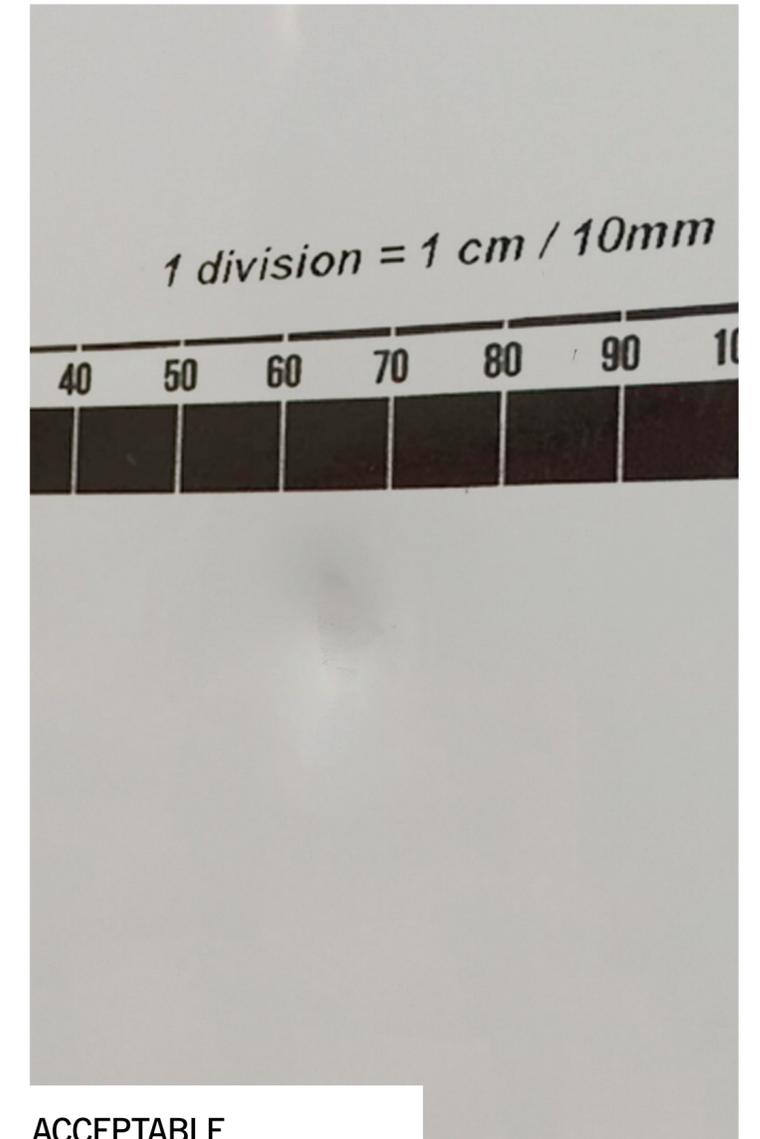
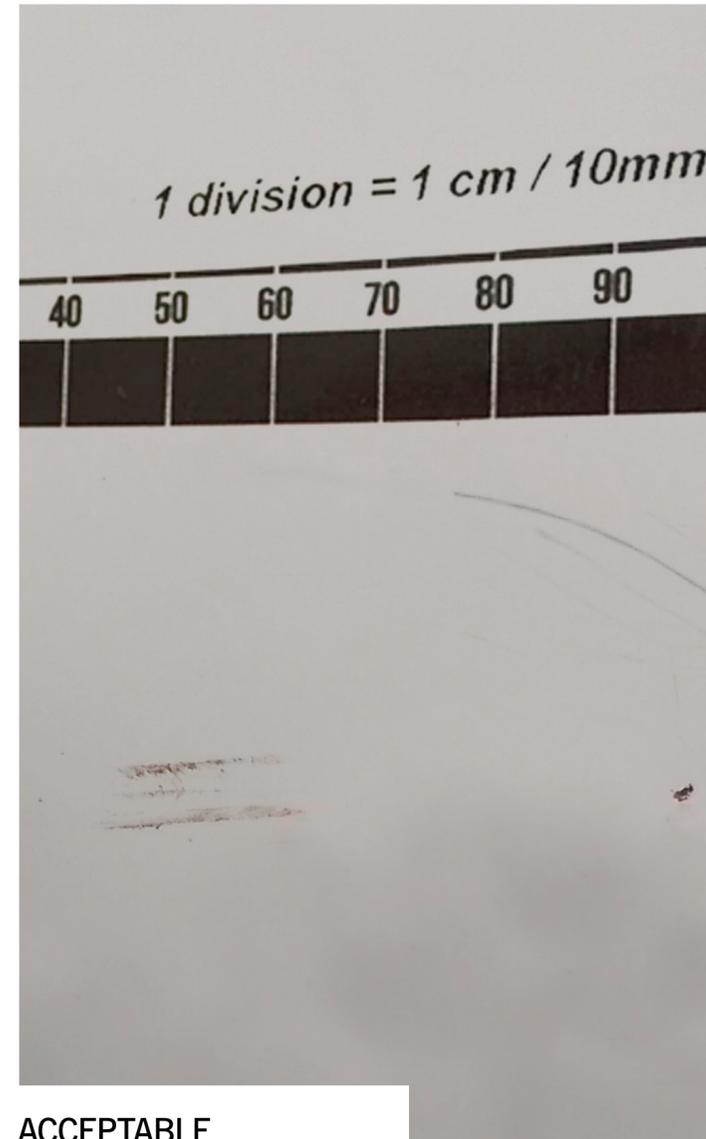
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# DENTS AND SCRATCHES

Dents up to 10 mm in diameter are acceptable provided the paint surface is not broken. Dents on the roof or grooved metal line on any of the panels are not acceptable.

Scratches and abrasions up to 25mm, provided the primer or bare metal is not showing, are acceptable. Scratches down to the primer or to bright-work/moulding are not acceptable. Panels that require re-spraying will incur end of contract charges.



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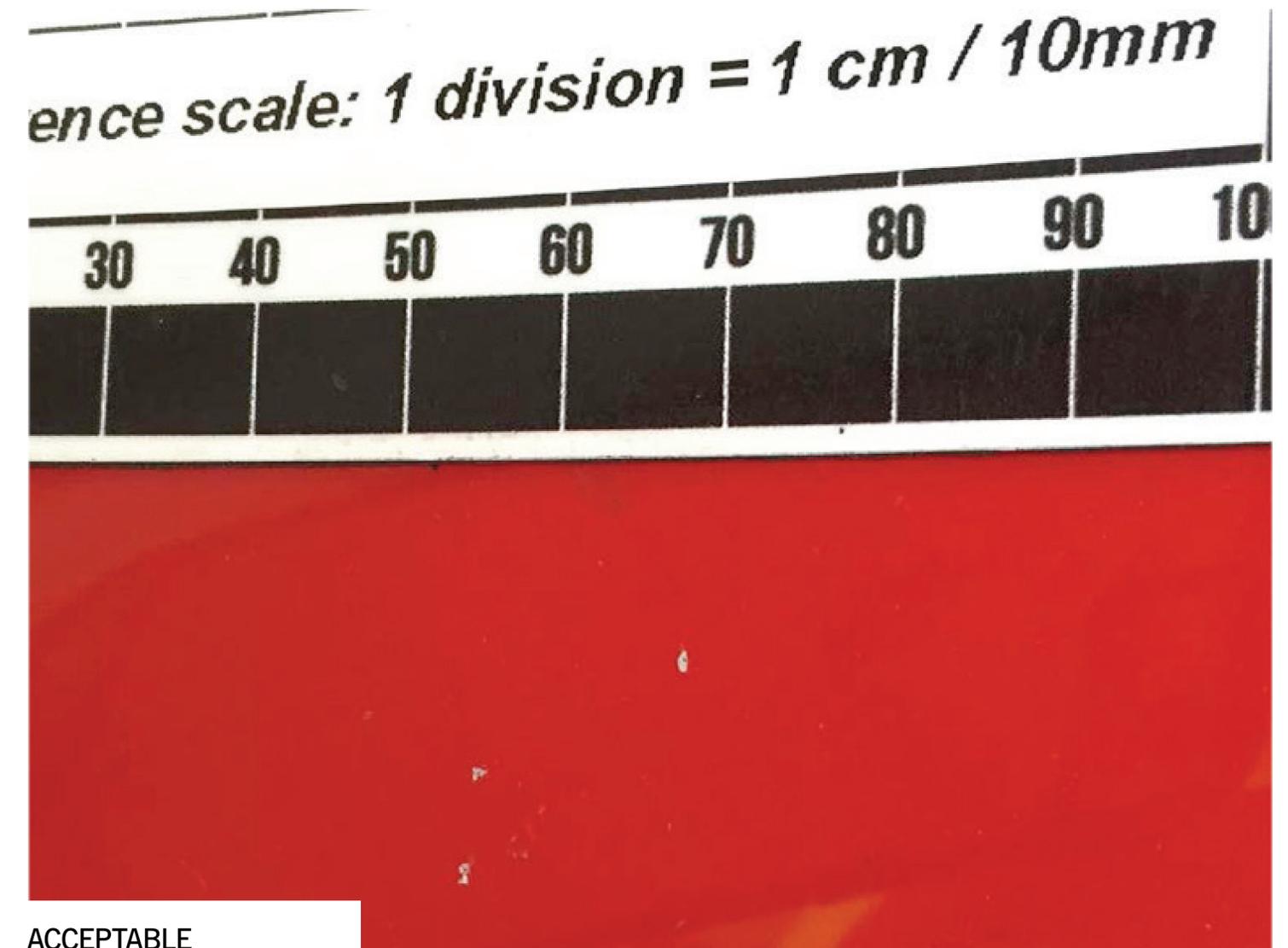
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# CHIPS

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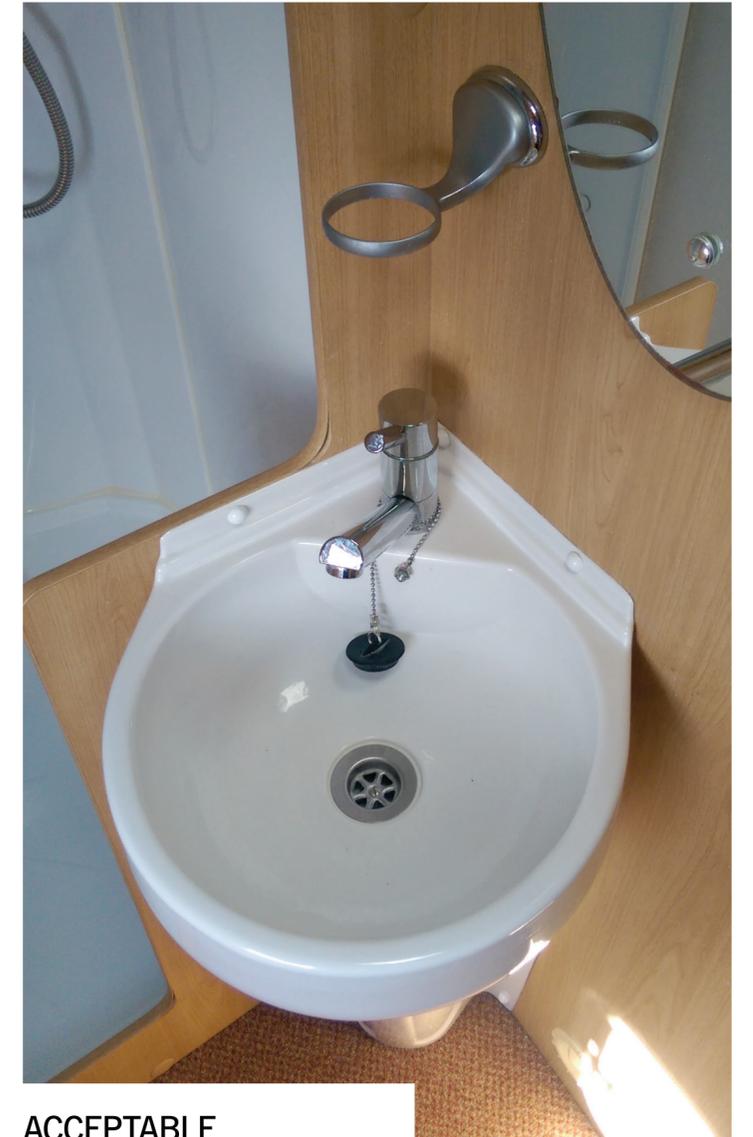


# INTERIOR

Interior fittings must be present, intact and free of damage. The caravan should not have any signs of water ingress, particularly via lights, vents, or under the floor.



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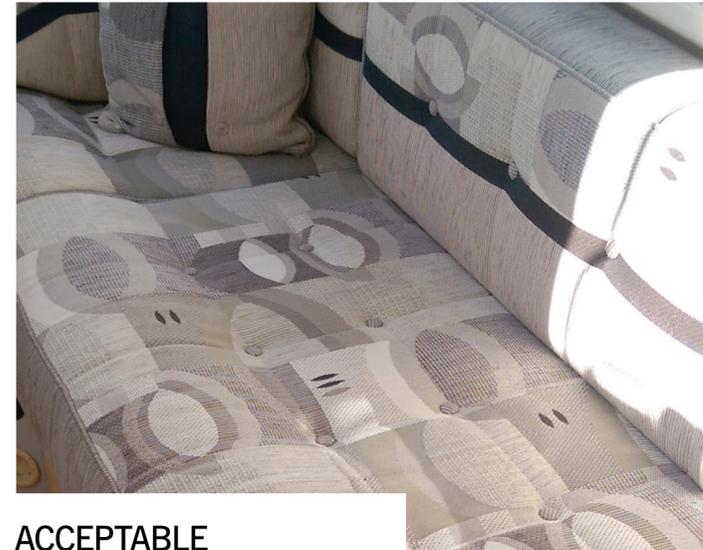
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# CARPETS AND UPHOLSTERY

Normal wear and tear to carpets and upholstery is acceptable however burns, tears, stains or permanent discolouration are not acceptable.

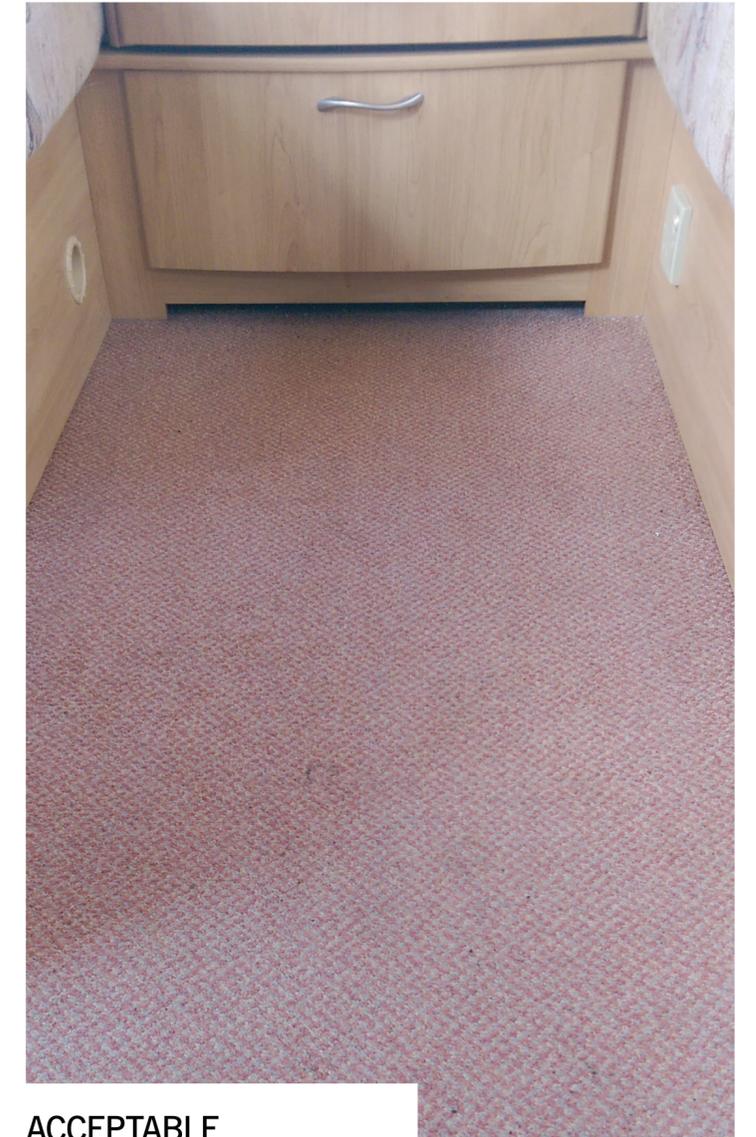
Upholstery should be complete, clean, matching and not torn. All mattresses, cushions and make-up boards should be available to cover both single and double bed specifications. It should also be free from unpleasant odours.



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# FIXTURES AND FITTINGS

Cabinet work and panelling should be correctly fitted and free from damage.

All fixtures and fittings, such as windows, latches, hinges, powered or manual steps, table tops and poles should be complete and in good working order. All electrical, gas and water systems including appliances should be in safe working order.

Shower compartment trays must be free from leaks and cracks.

Any personalisation should be removed and if any 'holes' can not be repaired properly, the item should remain a part of the caravan.



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## MECHANICAL CONDITION

The caravan should be returned in a safe, legal and reliable mechanical condition. Brakes and linkages, including overrun and reversing stop arrangements should be working correctly.

The chassis and drawbar should be free from cracks, repaired fractures, distortion, looseness of any joints or excessive rust.

## UNDERGEAR

A full service history (including stamped record book) should check springs, dampers, suspension linkages and corner legs operating efficiently; with no signs of excessive play, rust or fatigue. Wheels should be correctly aligned and free from distortion.

## EQUIPMENT AND CONTROLS

The spare wheel, jack and other equipment originally supplied must be intact and in good working order. Missing items, bent or broken parts, ill fitting items through substandard work, accident damage or misuse are not acceptable.



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