



# GOOD CONDITION GUIDE.

## THE AIM OF THIS GUIDE

At the end of your agreement you may choose to return your motorcycle/scooter. You must keep the motorcycle/scooter in good condition allowing for fair wear and tear. This guide explains what fair wear and tear is and highlights what you need to be aware of during the inspection of your motorcycle/scooter.



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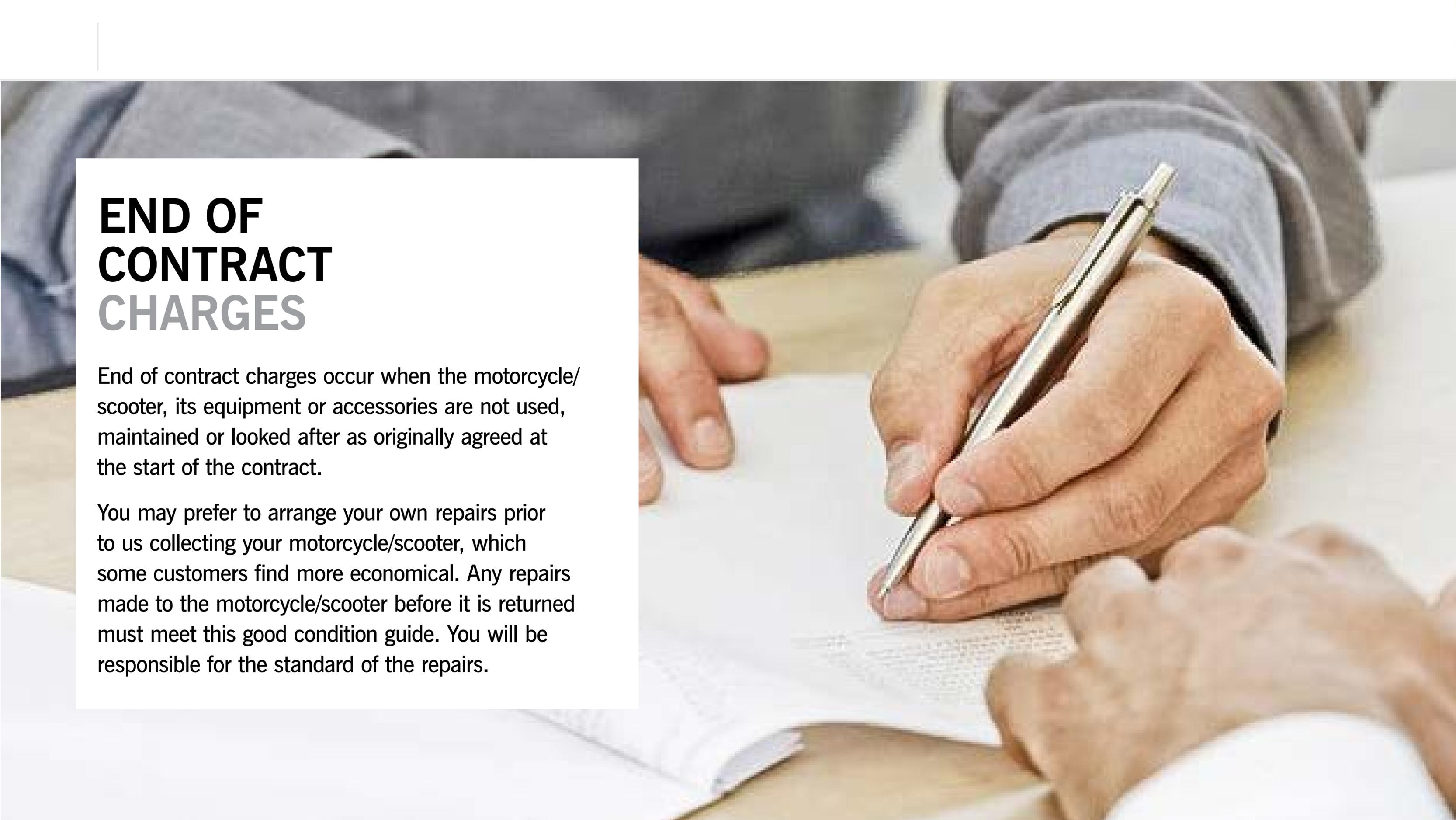


A motorcyclist wearing a black leather jacket and helmet is riding a motorcycle on a winding road through a mountainous landscape. The motorcycle is black with a yellow license plate. The background shows green hills and a blue sky with white clouds.

## FAIR WEAR AND TEAR

Fair wear and tear occurs when normal use causes acceptable deterioration to the motorcycle's/scooter's condition at the end of a contract or finance agreement. The age, mileage and use of the motorcycle/scooter 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, harsh treatment, negligent acts or failure to service the motorcycle/scooter in accordance with the manufacturer's recommendations and any applicable warranty.

A close-up photograph of a person's hands holding a silver pen over a document. Another hand is visible on the left, pointing at the paper. The background is slightly blurred, showing a wooden desk and a person's arm in a grey sleeve.

## END OF CONTRACT CHARGES

End of contract charges occur when the motorcycle/scooter, its equipment or accessories are not used, 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 motorcycle/scooter, which some customers find more economical. Any repairs made to the motorcycle/scooter before it is returned must meet this good condition guide. You will be responsible for the standard of the repairs.

# RETURNING YOUR MOTORCYCLE/SCOOTER

Your motorcycle/scooter will be assessed for any damage over and above normal wear and tear by a qualified inspector on return.

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 excess mileage and damage charges need to be paid within 30 days of notification.



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# **SERVICING** **AND REPAIRS**

Your motorcycle/scooter must be fully serviced in line with the manufacturer and/or warranty requirements, as outlined in your terms and conditions. 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 motorcycle/scooter, such as the registration document or spare keys. If you no longer have any of these, the value of the motorcycle/scooter may be reduced and you may be liable for the cost of replacing them.



# FAIR WEAR AND TEAR

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



# GENERAL APPEARANCE

There should be no rust, corrosion or discolouration on any painted area or fairing, including painted body moulding and mirrors.

Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint, is not acceptable.

Any repairs made to the motorcycle/scooter before it is returned must meet our good condition guidelines. You will be responsible for the standard of the repairs.

Your motorcycle/scooter should be returned with any original equipment supplied. We may insist that you provide any original fitted equipment and remove any non standard additions such as panniers and sports exhausts.



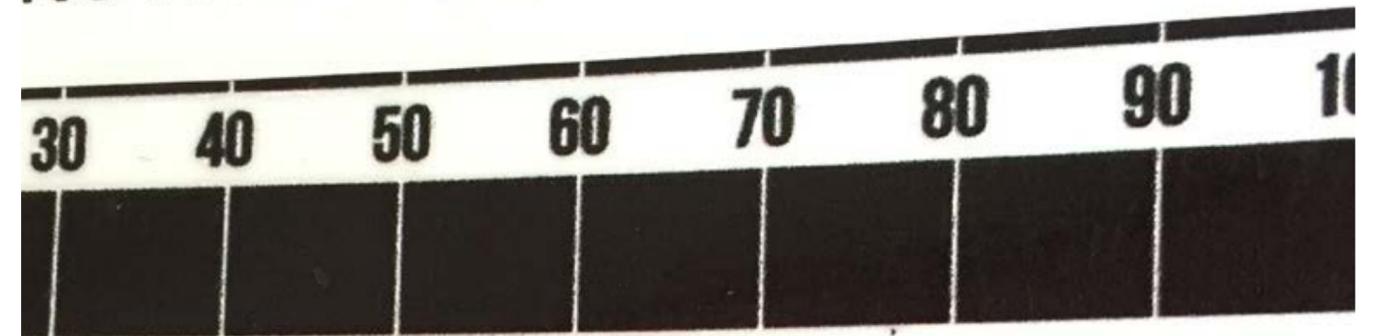
ACCEPTABLE

# CHIPS

Small areas of chipping, provided that the base coat has not been penetrated, are acceptable.

Areas of chipping which require the entire panel or trim to be repaired or repainted are not acceptable.

*Reference scale: 1 division = 1 cm / 10mm*



ACCEPTABLE

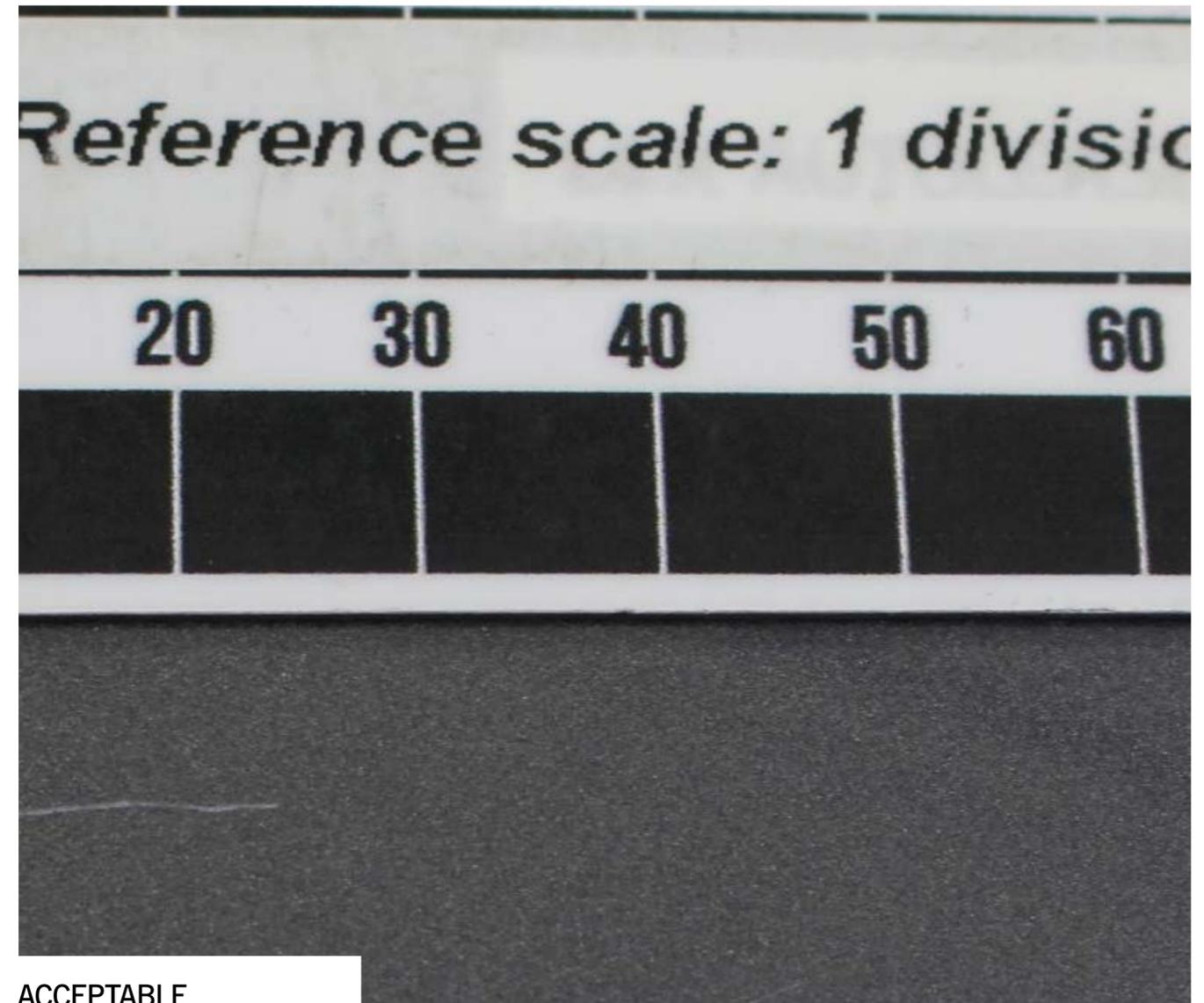
# DENTS

Dents up to 10mm in diameter are acceptable provided the paint surface is not broken.



# SCRATCHES

Scratches and abrasions up to 25mm, provided the primer or bare metal is not showing, are acceptable.



ACCEPTABLE

## **SCREEN** (WHERE FITTED)

Chips and any critical damage, cracks or holes, that interfere with the function of the screen are not acceptable. The screen should be repaired or replaced.

## **SEAT**

Normal wear and tear on the seat is acceptable however burns, cuts and scratches are not acceptable. There should be no stains or permanent discolouration to the seat.

## **LAMPS AND LENSES**

All lamps and lenses must work. 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 must be within legal limits.

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

# WHEELS

Minor scuffs and scratches up to 25mm are acceptable providing the moulding is not broken, cracked or deformed.

Scuffs totalling up to 50mm on alloy wheels are acceptable.

Dents and holes on wheel rims and/or any damage to the wheel spokes and the hub of the alloy wheels are not acceptable.



ACCEPTABLE

# MECHANICAL CONDITION

The motorcycle/scooter should be returned in a safe, legal and reliable mechanical condition, capable of passing an MOT test.

Brake damage from worn out pads or discs, engine damage due to ignoring warning lights or seizure through low fluids is not acceptable.

# MOTORCYCLE/SCOOTER APPRAISAL TIPS

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

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

## **THINGS TO REMEMBER ON THE DAY OF RETURN**

Please ensure that the following items are returned with the motorcycle/scooter or there may be a charge.

- Any accessories supplied on delivery
- Spare and master keys
- Immobiliser key (if applicable)
- Operating manual
- Service book
- Registration documents excluding section 9 of the V5 which should be completed and returned to the DVLA

## **PERSONAL ITEMS AND DATA**

Please make sure that you have checked for and removed personal effects from the motorcycle/scooter such as phone kits, portable Sat Nav, trackers, parking permits etc.

**THANK YOU**