



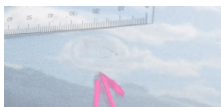
Fair wear and tear guide

What is fair wear and tear?

Fair wear and tear is minor damage or wear that is reasonable to expect by normal use of driving a vehicle.

This includes:

- **Dents:** Minor dents no more than 20mm in length and width and where the paint has not been broken.



- **Stone Chips:** Stone chips where paint damage is no more than 4mm in length and width.



- **Scratches:** Light scratches where no metal/plastic/undercoat is exposed. No more than 20mm in length and width if exposed.



- **Bumpers:** Light scuffing/scratches where metal is not exposed and under 50mm in length and width where it is exposed.



- **Lower Front Bumper:** Minor scrapes, scratches, scuffs and chips that are less than 50mm long. No cracks, denting or gouging.



- **Wheels - Alloy Rim / Plastic Trims:** Not cracked, buckled gouged or mismatched and still original. Scuffs under 20mm in length or width.



- **Interior:** Light marks easily removed by vacuum or general cleaning. Excessive cleaning incurs a cleaning fee.



How does Hertz detect damage on the vehicle?

Before a vehicle goes out on hire, all vehicles will have photos taken by our internal system which will record damage, vehicle kms, fuel levels and other regulatory documentation.

These photos are available to customers upon request.

All employees are encouraged to inspect vehicles regularly during their day-to-day tasks to ensure the vehicle is of the highest quality.