

# DEFINITION OF DAMAGE.

Hertz operates a fair wear and tear policy in line with the industry standard as established by Australian Auction House standards.

**For your benefit we have listed what constitutes damage and, therefore, chargeable at the end of your rental.**

Please check the vehicle's condition against the 'pre-existing condition notes' listed in your Rental Agreement. If there are discrepancies please see a Hertz representative and we will update our records accordingly.

You are also invited to take a time stamped photograph of the relevant pre-existing damage before leaving the rental location. If you take a photograph please ensure you show a Hertz representative on return.

Ask a staff member about Max Cover before leaving the Hertz Carpark. This is an additional product offer which allows you to reduce the applicable excess charge.

Cover is not applicable for any damage caused due to gross negligence or intentional damage. Refer to full Terms and Conditions on [hertz.com.au](https://www.hertz.com.au)

## VEHICLE BODYWORK

- Scratch/Scrape over 20mm long and over 1mm wide with paint surface penetration.
- Dent over 20mm diameter or paint surface penetration or multiple dents.
- Bumper scratch/scrape over 20mm in diameter with paint surface penetration. This is exclusive or rear bumper damage caused by the removal of items from boot/truck.
- Lower front bumper scuffing or scrapes above the first 50mm of the lower front bumper or above the lower front bumper first crease line.

## TYRES

- Repair where a repair is possible (i.e. the tyre has not been run on a flat) only the tyre repair excess will be charged.
- Excess where tyre repair is not possible, a replacement tyre (including fitting) will be charged.
- Tyre damage is unrepairable punctures. Tyre tread and sidewall damage that is not roadworthy e.g. cuts, bulges, gouges and abrasions. Tyre misuse e.g. Flat spots and burnouts.

*Glass and Tyre pricing can be found in the qualifications and requirements section on [hertz.com.au](https://www.hertz.com.au)*



## ANCILLARY COMPONENTS

- Damage to mirrors.
- Damage to lights including: chips, holes, scratches and cracks.
- Wheel trims cracked, broken, missing, mismatched or not original.
- Damage to alloy wheels.

### Prestige and Collection Vehicles

Scuffs over 20mm, long, cracked, buckled, gouged, mismatched or not original.

### Standard vehicles

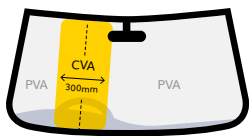
Cracked, buckled, gouged, mismatched or not original.

## VEHICLE INTERIOR

- Any missing original equipment as noted.
- Trim damage or missing parts of the interior trim.
- Upholstery burns, cuts, stains or tears to the seats, carpets, roof lining and material in the glove box/boot.

## GLASS

- Repair between 2mm to 20mm in primary vision area (PVA) only.
- Replace over 2mm in critical vision area (CVA) edge of screen (90mm for top and sides, 65mm from bottom) and over 20mm in primary vision area (PVA).



**Note:** If you notice a chip within 30 minutes of leaving the Hertz locations, take a photo with the date/time stamp and present it to a Hertz employee on your return.

## IN THE EVENT OF AN ACCIDENT

Refer to full terms and conditions on [hertz.com.au](http://hertz.com.au) to complete the online vehicle condition report form.

## HERTZ DAMAGE PROCESS

