



Definition of damage.

Hertz operates a fair wear and tear policy in line with the Australian Finance Industry Association Code of Practice.

For your benefit we have defined what constitutes damage.

Please check vehicle's condition against the "Pre-existing Condition Notes" listed in your Rental Agreement or by logging into your My Journey Portal to see the most recent photographs taken of the vehicle you are renting. If there are discrepancies please see a Hertz representative and we will update our records accordingly.

You are invited to take a time-stamped photograph of the relevant pre-existing damage before leaving the rental location or, if poor weather conditions or bad light, you can take a photograph with a time/date stamp within 60 minutes of leaving the rental locations and show a Hertz representative on return or upload them via logging into your [My Journey Portal](#).

Ask a staff member about the Optional Renter Protection Packages available before leaving the Hertz Carpark.

Liability Waiver is not applicable for any damage caused due to gross negligence or intentional damage. You must inform Hertz in the event of any accident as soon as practicable and in any event within 24 hours. Refer to full [Terms and Conditions](#).

Fair Wear and Tear is minor damage or wear that is reasonable to expect by normal use of driving a vehicle. For your benefit we have listed what constitutes damage, and, therefore, chargeable at the end of your rental.

Vehicle bodywork

- Scratch/Scrape over 20mm in length 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 of rear bumper damage caused by the removal of items from boot/trunk.
- 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 (incl. 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.

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

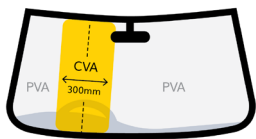
Cracked, buckled, gouged, mismatched or not original.

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.
- Excessively dirty or smelly vehicle.

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 & sides, 65mm from bottom) and over 20mm in primary vision area (PVA).



Note: If you notice a chip within 60 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

Complete the Vehicle Incident Report (VIR) providing the details of your accident or the theft including any third-party information, even if there is no damage to the vehicle. The VIR must be completed and signed by you and provided to a member of staff when you return the vehicle. Alternatively, the VIR can be found online at www.hertz.com.au/vir

Refer to full [Terms and Conditions](#).

Hertz damage process

