



Rental Damage Guide



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The aim of this guide

Welcome to EVOGO! We hope that you enjoy your experience with us, and that you are happy with the vehicle you have just collected.

We can't wait for you to get out on the road, and throughout your agreement EVOGO will be there to support your driving needs – from servicing and maintenance, to tyre replacement* and 24-hour breakdown cover.

Throughout your agreement, it's understandable that some deterioration can occur with normal usage. This is referred to as 'fair wear and tear'.

This guide aims to reduce damage charges where possible by providing information on what constitutes 'fair wear and tear', and how this compares to rental damage. We will also provide some handy tips and reminders to avoid any rental damage charges, along with our procedures for returning the vehicle and any queries or appeals resulting from our damage assessments.



General appearance, road safety, documentation, keys

All built in driver support systems - such as parking sensors, lane assist, cruise control or other electronic safety aids - should be fully operational at the time the vehicle is returned.

The vehicle must be in a roadworthy condition. This means no warning lights should be illuminated on the dashboard, as they may indicate unresolved issues that could affect safety or performance. There should be enough fuel in the tank or, in the case of electric vehicles, a sufficient battery charge - to allow a smooth collection.

Maintenance, servicing and repairs

EVOGO ensures all vehicles have an up-to-date service before collection, with nationwide

agreements in place to cover maintenance and servicing. We also conduct repairs at our specialist repair centre in Sheffield.

We would ask that you contact EVOGO immediately in any instances where warning lights are illuminated and we can then arrange to have the vehicle checked over.

EVOGO requests that drivers check tyre pressures, tread and engine fluids (e.g. oil and water) in vehicles on a weekly basis.

Odometer alterations or changes are not allowed. Any odometer faults must be reported to Evogo as soon as they occur.



The EVOGO Fair Wear and Tear Standard

Documentation

All vehicle documentation, including operation manual, service book and any other documents relating to vehicle equipment, must be intact and available. All documents must be in the vehicle on its return, including details of all audio equipment security codes.

Appearance

The outside of the vehicle should be clean, and the interior should be tidied, with all personal items and rubbish removed, and valeted to allow for a detailed inspection.

Vehicle Keys

A full set of keys, including the master key, spares and locking wheel nut keys, should be returned. If a remote locking system is fitted, the appropriate remote controls should be available and functioning.

This guide outlines the expected condition of a vehicle at the end of its lease and serves as a reference for assessing whether the vehicle meets our standards upon return.

When reviewing any signs of wear and damage, we will always consider the vehicles age, mileage, and how it has been used over the course of the agreement. This approach ensures a fair and consistent evaluation process for all customers.

Paintwork, body, bumpers and trim

All painted surfaces - including bumpers, body trims, and mirror housings - should be free from rust, corrosion, or noticeable discolouration.

Minor damage that's been professionally repaired to a high standard is acceptable. Repairs must be backed by a warranty from a qualified repairer.

Repairs showing clear flaws - like peeling paint, surface marks, mismatched colours, or uneven finishes - are not acceptable and may result in additional charges.

Scratches

Light scratches or scuffs up to 20mm are generally acceptable, as long as they're in line with the vehicle's age and mileage and do not expose the primer or bare metal.

Dents

Small dents up to 8mm in diameter are acceptable if there are no more than two per panel and the paint remains intact. Dents on the roof or along body lines (swage lines) are not allowed.



Tow bars

Tow bars must have prior approval from EVOGO before installation. If fitted, they must be rust free, fully functional, with working electrics and a secure ball cover in place.



Moulding, wheel arch trims

Light scuffs or scratches up to 20mm are acceptable as long as the trim or moulding is not cracked, bent, or broken.

Soft and hard top convertibles

The convertible roof should be fully functional and free from any damage, tears or rips. The rear window must be clear, without cracks or creases. All original accessories, such as the tonneau cover and wind deflector, should be included and in good condition.



Windows, glass, door mirrors and lamps



Windows and windscreens

Minor scratches are acceptable as long as they don't obstruct the driver's view and any heating elements remain fully functional. Chips, cracks or holes are not acceptable. Repaired chips within the driver's line of sight are not acceptable, but repaired chips outside the driver's line of sight are provided they are repaired to a professional standard and the work is warranted.

Lamps and Lenses

All lights must be fully functional. Small scuffs or scratches up to 20mm are acceptable, but any holes or cracks in the glass or plastic covers are not.



Door mirrors

Door mirrors must be present and free from cracks or damage. If they have adjustable or heated functions, these must be fully operational.

Tyres and wheels



Tyres and wheels

All tyres, including the spare, must meet the UK's minimum legal standards and match the manufactures specification for type, size, load and speed ratings.

Tyres must be free from sidewall damage and excessive tread wear. Uneven wear caused by incorrect inflation is not acceptable.

Wheels and wheel trims

Dents, holes and scuffs on wheel rims and wheel trims are not acceptable. Any scuffs on alloy wheels are not acceptable.

Any damage to the wheel spokes and the hub of the alloy is not acceptable. Any spare wheel, including space savers, jack and tools must be complete, properly stored, and in good working condition.

If the vehicle was supplied with an emergency tyre inflation kit, it should be fully operational, properly maintained, and ready for use.



Vehicle interior

Vehicle cabin, seats, headrests and trim

The upholstery and trim should be clean and free from odors, burns, scratches, tears, dents, or stains. Carpets must be intact with no holes. All original seats must be in place. Interior fittings - including seat belts, rearview mirrors, courtesy lights, sun visors, and door bins should be present, undamaged, and fully functional.



Openings and storage areas

Normal scratches on door treads, sills, and seals are acceptable if reflective of normal use. However, torn floor coverings or damaged trim panels are not. All accessories like parcel shelves, load covers, straps, and nets must be returned with the vehicle.



What should you expect at vehicle return?

On return of your vehicle, an off-hire damage assessment will be conducted and EVOGO will draw up a damage pack on site. It's understandable that with normal usage your vehicle will experience some fair wear and tear whilst out on the road. We don't charge for this type of refurbishment. Any damage that falls outside of the fair wear and tear standard outlined in this guide is chargeable.

If your vehicle is being collected the off hire damage assessment will be completed once your vehicle arrives back at our Sheffield site. We strongly recommend that you take good quality photo's and video of your vehicles' condition before it is collected for your own peace of mind.

Remember!

A few reminders when returning your vehicle to ensure a smooth, hassle-free handover.

- Before returning the vehicle, make sure to clear out all your belongings, including things like sunglasses. Don't forget to take any documents or material that could contain personal information about you or others to keep your data secure.
- Please take off any house keys or other attachments from your vehicles key fob. Also, delete any personal contacts, addresses, or information stored in the car's onboard communication or infotainment system before returning the vehicle.
- Make sure to have all the necessary documents for handover easily accessible.

Equipment and controls



All original equipment, accessories and controls must be included and fully functional. This includes navigation discs, SD cards, remote controls, headphones, original EV charging cables, bluetooth, and other built-in systems.



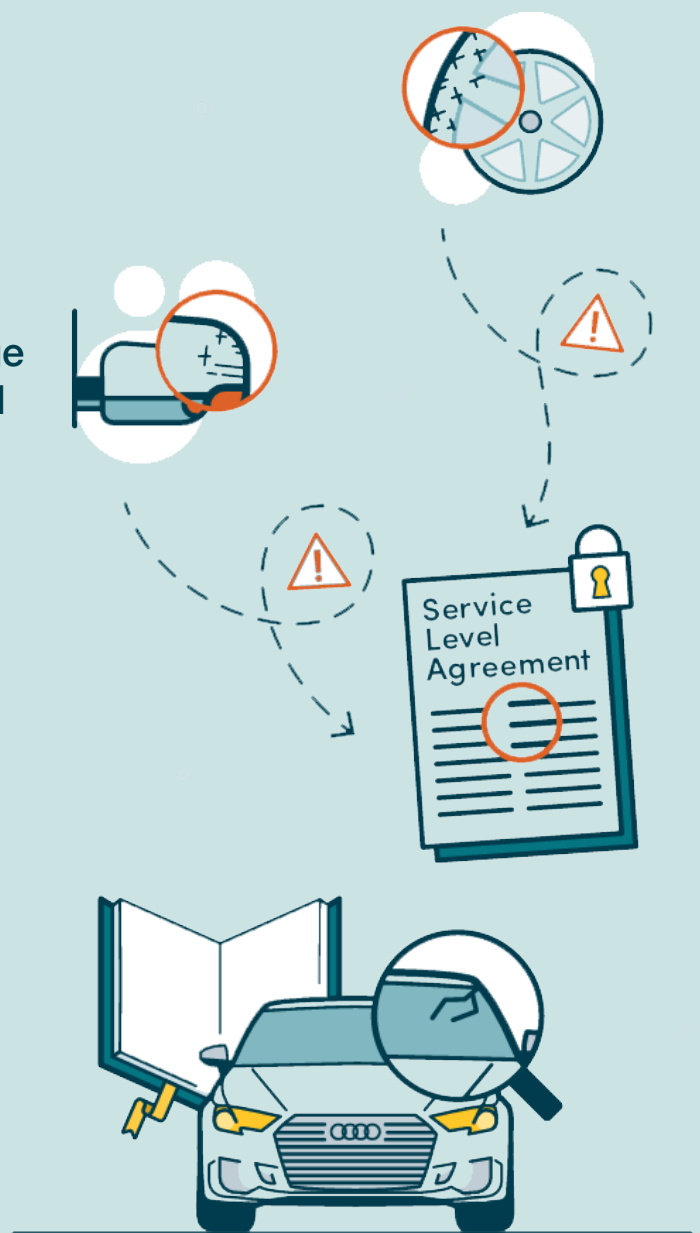
End-of-agreement charges

End-of-rental charges can occur if the vehicle, its equipment or accessories are not used, maintained or looked after properly, leading to damage of the vehicle or loss of accompanying items. These charges compensate EVOGO for the cost of rectifying this damage or replacing the missing items.

You can arrange to repair any damage before returning the vehicle, provided that the repairs are carried out to a professional standard. We do offer highly competitive rates through our state-of-the-art vehicle repair centre, so if you notice any damage throughout your agreement we will be able to help immediately; our table of charges can be found in your Service Level Agreement.

If you wish to place any damage charges through an insurance claim, full details of this process are outlined in your Service Level Agreement.

Your Sales Advisor will talk you through the damage pack along with the estimate for any damage, photographs and video of the damaged areas can be provided if required.



EVOGO's handy tips to avoid damage costs

To avoid missing items

Use your checklist! Make a list of all accessories and items that are needing to be returned at the end of the agreement, and keep it in your glove box. When it's time to bring the vehicle in, you can use this list to check off each item, so there isn't anything missing!



To protect the wheels

Watch the kerb! Although quite an obvious one, kerbing is the leading cause of wheel and alloy damage. By tilting your side mirrors down slightly, you'll have a better view of the kerb, providing a more accurate distance to help avoid spoiling those wheels!

To protect the interior trim

Be careful with your house and car keys! It's easy to throw them into the central storage compartment without thinking, but the trim can be one of the most expensive parts of the car to repair if any scratches, dents or scuffs occur. Paying a little bit more attention to what you place in these cubby holes will help to keep them in perfect condition.



For general appearance

Give it a spring clean! Putting the car through a deep clean to both the interior and exterior will remove any unwanted marks or dirt, and it's important that you can see the bodywork clearly. Don't forget to look in the boot, as this is often where grime gathers.



Appealing damage charges

On vehicle return, your Sales Advisor will go through the damage pack including the estimate of damage charges. If on receipt of this pack you choose to appeal, you have three working days to contest this damage.

In the event that you appeal the damage charges, you must supply a clear reason why you feel you are not liable for the damage recharge.

Once this three-day window has passed, EVOGO will have the damage repaired and invoice for the work completed.

If you are unhappy with the outcome of your appeal you can seek further advice and support from the BVRLA at www.bvrla.co.uk/consumer-advice



**We look forward to
seeing you again soon**