

Wear and Tear Guide

This guide assists in determining if issues found after a hire are damage or fair wear and tear.

Area	Included as Fair Wear and Tear	Excluded as Fair Wear and Tear
Dents	A single dent less than 5 mm in diameter and no paint damage	Multiple dents within a specific local area regardless of size. any damage affecting or penetrating the paintwork.
Stone chips	Isolated stone chips to any external surface up to 2 mm in diameter	More than 5 stone chips to an isolated area
Scratches	Not more than 20 mm in length and not more than 1 mm wide, with no paint surface penetration and can be polished out.	Any scratch where the metal, plastic or undercoat is exposed
Wheels, wheel trims, tyres	Light scratches and scuffing up to 20 mm in length. Mechanical related issues, e.g. wheel bearings	Damage to tyre tread or sidewall so that the tyre is unroadworthy Replacement tyres that differ from those originally supplied
Windows		Any scratches, chipping, cracks, holes or other damage.
Upholstery & floors	light marks that can be removed by vacuum or general cleaning light scuffing or smears or regular day to day debris that is removable by general cleaning	Any permanent damage caused by harsh or corrosive materials. Tears, cuts, scratches, holes or burns. Any damage to the structure, shape or positioning of a seat or cushion. Hair from pets. Excessive soil, mud or sand (other than from regular day to day use) Evidence of smoking in the caravan Odours or foreign matter (eg: from

		cooking or others courses)
		Stains or marks that cannot be removed by general cleaning or require steam cleaning
Inclusions, Accessories and equipment	Minor cosmetic damage that does not in any way affect the functionality of the item	Any loss or damage to keys. Damage caused by incorrect fitting or operation of accessories . Removal or damage to any item supplied with the caravan.
Exterior lights		Any damage including chips, holes, scratches and cracks.
Tables and benchtops	Dents less than 2 mm in diameter Scratches less than 20 mm in length and can be buffed out.	Any damage that has cracked the surface.
Bumpers	Light scuffing or scratches where there is no paint penetration and are no more than 20 mm in diameter	Any broken paint, plastic, metal or other surface. Multiple scratches of any size. Any damage to a textured bumper or rear panel.