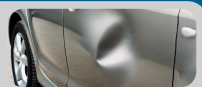


FAIR WEAR & TEAR GUIDE

Some wear and tear is normal, but you're responsible for any extra damage. We check the car's condition before and after your rental, so make sure to look for any existing damage before you drive. This guide explains what counts as normal use versus damage you'll have to pay for—like intentional damage, hail damage, or neglect. Your rights under NZ Consumer Law (including the Consumer Guarantees Act 1993) are not limited by this guide. If there is any dispute around damage, an independent assessment will be arranged to ensure a fair outcome.

DENTS

Dents up to 20mm long and 1mm wide are acceptable as long as the paint remains intact, with no cracks, chips, or peeling. This excludes hail damage, any dents on the bonnet or roof regardless of size, and any damage that affects or breaks the paint.



STONE CHIPS

Acceptable stone chips are small, individual chips up to 2mm anywhere on the vehicle's body. However, an area with more than five chips in one spot is not acceptable.



SCRATCHES

Acceptable scratches must be no longer than 20mm and no wider than 1mm, must not go through the paint, and must be removable with polishing. Scratches that expose metal, plastic, or the undercoat are not acceptable.



BUMPERS

Scratches or scrapes on the underside of the front bumper that are not easily visible are acceptable, as well as light scuffing or scratches that don't penetrate the paint and can be removed with polishing. However, broken paint and multiple scratches of any size are not acceptable.



WHEELS, WHEEL TRIMS & TYRES

Light scratches and scuffing up to 20mm on wheels, wheel trims, or tyres are acceptable. However, any signs of tyre misuse, as well as kerbed, cracked, buckled, gouged, broken, missing, mismatched, or non-original wheel trims, hubcaps, or rims, are not acceptable.



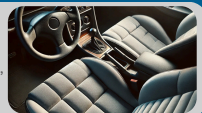
WINDSCREEN, WINDOWS, LAMPS & EXTERNAL MIRRORS

Any scratches, chips, cracks, perforations, or other damage to the windscreen, windows, lamps, or external mirror lenses are not acceptable, as they may affect the vehicle's roadworthiness.



VEHICLE INTERIOR & VEHICLE CLEANLINESS

Acceptable interior wear includes light scuffing, smears, and minor debris that can be easily cleaned with standard vacuuming or general cleaning. However, damage from corrosive materials, tears, burns, pet hair, excessive dirt, smoking, strong odors, stains requiring deep cleaning, missing or damaged trim, and any upholstery damage (seats, carpets, roof lining, or glove box/boot) is not acceptable.



KEYS, ACCESSORIES & EQUIPMENT

Acceptable wear and tear includes minor cosmetic damage that does not affect functionality or operation. However, loss or damage to keys or remote opening devices, damage from improper installation of accessories (such as snow chains or roof racks), damage to aerials, and the removal or damage of supplied items (including the parcel shelf, tools, spare tire, wheel trims, hazard triangles, first aid kits, or GPS unit) are not acceptable.



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