

A photograph of a modern electric vehicle (EV) charging station. The station is white with a black top section featuring a white lightning bolt icon and a small blue indicator light. A black and orange charging cable is plugged into the station. The background is a blurred green, suggesting an outdoor setting with trees.

fleetevolution

Join the EVolution, Drive the Change.

pre-collection
guide

it's time to give your vehicle **one last check**

Your current salary sacrifice vehicle is nearing the end of its contract and is due to be returned shortly. Follow the BVRLA-backed guidelines below to ensure a smooth vehicle return with no pesky fees.

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Key:

O/S/R = Off-Side Rear
N/S/R = Near-Side Rear

O/S/F = Off-Side Front
N/S/F = Near-Side Front

preparing for your vehicle's return

In preparation for the return of your vehicle, we recommend that you thoroughly appraise the internal and external condition of your vehicle a minimum of 5 weeks before the planned end-of-contract date to identify any damage that may be considered outside of the industry standard BVRLA Fair Wear & Tear guide.

This guide shows examples of items that fall outside of the BVRLA Fair Wear and Tear Policy and will be rechargeable to you if not rectified before collection.

You can incur end-of-contract charges for items considered “outside of normal fair wear and tear”. To avoid this, we recommend you check your vehicle to establish whether you have any items of wear and tear and or damage that fall outside these guidelines. Items of damage fall outside of the vehicle's maintenance package and therefore are not covered as part of your contract.

have you checked everything?



car exterior



car interior



tyres



windscreen



service booklet



servicing & maintenance



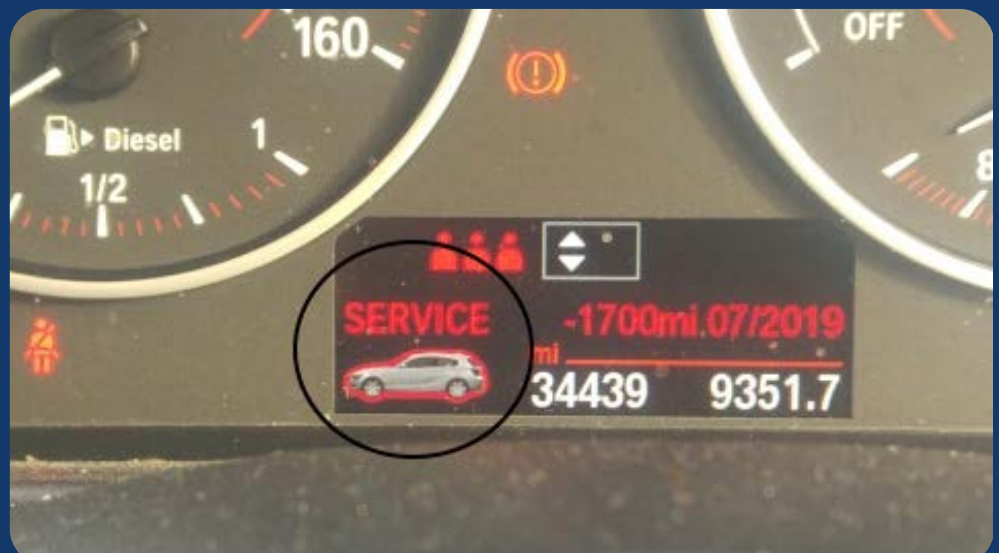
Your vehicle must be returned with its manufacturer's service book. You should also ensure that all services have been recorded with the appropriate service stamps. If you find any are missing, please contact the relevant garage directly to be stamped. If you're unsure of the garage's name, contact the Operations team:

operations@fleetevolution.com | 0300 302 0540

An increasing number of manufacturers, such as BMW and Mini, typically record the service history on their vehicles electronically. If any of these records are missing, please contact our Operations team for further guidance.

Returning your vehicle with any overdue service message is unacceptable and impacts the resale value of the vehicle (see image). This will incur a recharge for a missed service, and any required warranty work is no longer covered as the warranty will be void; the recharge value is variable and is subject to the impact on the resale value of the vehicle. If any service message such as this displays on your vehicle, please contact our Operations team immediately.

overdue service message



servicing & maintenance



There must be no warning lights or any description displayed on the dashboard of your vehicle at the end-of-contract collection. If a warning light/message does display, contact the Operations team immediately with an image of the warning light/message in question. We will then advise further and if necessary, postpone collection until the issue is rectified. Returning a vehicle with any warning lights activated that has not been communicated and agreed with Fleet Evolution in advance will incur a recharge.

All known manufacturer recalls must be completed before the end-of-contract collection. Any incomplete recalls may be rechargeable, depending on the finance company of your vehicle. Fleet Evolution will always notify you of any manufacturer recalls known to us and request your cooperation in making the vehicle available to be booked into the closest manufacturer dealership for this to be rectified. However, there may be occasions where your vehicle's finance company contacts your employer directly to notify them of outstanding recalls. Therefore, we recommend that you also check with your employer's salary sacrifice scheme leader to see if any correspondence of this nature has been received from the finance company.



warning lights

warranty & corrosion

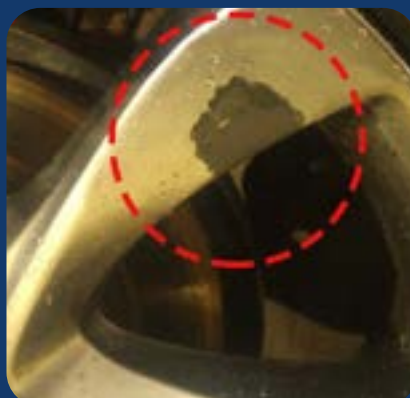
Please take particular care in checking for corrosion, rusting, and damage to any paintwork or alloy wheels. Damage must be rectified as part of a warranty claim via your local manufacturer's dealership. Or, if the warranty has expired, this can be carried out independently before the end-of-contract inspection/collection. Corrosion of any kind is rechargeable if not rectified prior to collection. If your vehicle has any outstanding or yet-to-be-reported warranty items, we would advise that you approach your vehicle's normal servicing garage directly on a walk-in basis for further assistance.

Upon arrival at the garage, please report to the Service Reception and advise them of any missing service records or warranty issues. They will ask their warranty administrator to inspect the vehicle whilst you wait - we can provide the dates of each service to you if necessary. They will then advise you on the next step in the process, which often results in a claim being submitted to the manufacturer (response times are usually up to a week). If you are subsequently advised that your claim has been unsuccessful, please notify the Fleet Evolution Operations team.

Below are examples of corrosion to the paintwork and alloy wheels that can be rectified free of charge under the manufacturer's warranty, but is rechargeable in full if the corrosion is present at the point of collection.



roof-chipped
corrosion



O/S/R alloy paint
peeling



N/S/R alloy spoke
face scuffed/corrosion

bodywork scratches & bodywork dents

Scratches of 25mm or less in length are acceptable, providing that no primer or bare metal is showing. Any scratch above 25mm is rechargeable. Below are examples of rechargeable scratches that you should look out for.



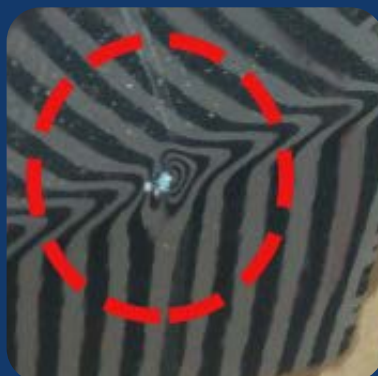
N/S/R door scratched through paint - 25mm >



bonnet scratched through paint
25mm >



scratches where primer or
bare metal is showing



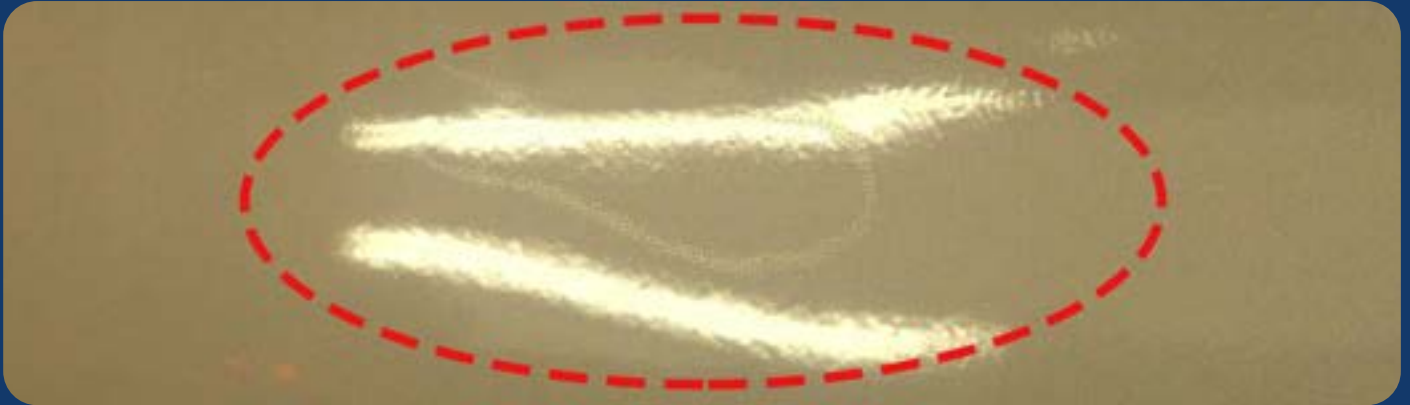
O/S/R door dented
through swage line

N/S/R door dented/
paint surface broken



poor quality repairs

Evidence of poor-quality repair is unacceptable and any further repairs required to rectify a poor-quality repair will be rechargeable in full. Below are examples of poor-quality repair that would be rechargeable.



N/S/R door - poor previous repair, visible prep marks



Bonnet - poor paint repair, fillers visible, overspray, runs, etc.



N/S/R door - poor paint repair, visible prep marks



N/S/R bumper - poor paint repair, contamination

alloy wheels & wheel trims



Scuffs up to 50mm on the total circumference of the wheel rim are typically considered acceptable under fair wear and tear. Any more than this incurs a recharge for a wheel refurbishment/replacement. Any damage to the wheel spokes, wheel fascia/trims, or wheel hub is unacceptable. Corrosion on any part of the alloy wheel is unacceptable and must be rectified via a warranty claim at a manufacturer dealership in advance and before collection.

In some cases, wheel refurbishments are not possible, either due to the extent of the damage on the wheel or due to the design of the alloy wheel itself. If this is the case, then the recharge amount will be for the replacement of the alloy wheel at the manufacturer's cost, along with any other associated costs for removing, refitting, and rebalancing the tyre, along with any downtime for the vehicle repairs/waiting for replacement parts.

If you are unsure whether any action is required for your alloy wheel, we are happy to assist and provide guidance before the vehicle collection; This is provided if you notify us with sufficient notice to allow for us to review and provide feedback and to book your vehicle into your chosen supplier for repairs.

Please email us a high-definition image of each alloy wheel in question and we will review the images and provide feedback on how we believe these items should be actioned.

Please find example images below.

✉ operations@fleetevolution.com

☎ 0300 302 0540

alloy wheels & wheel trims



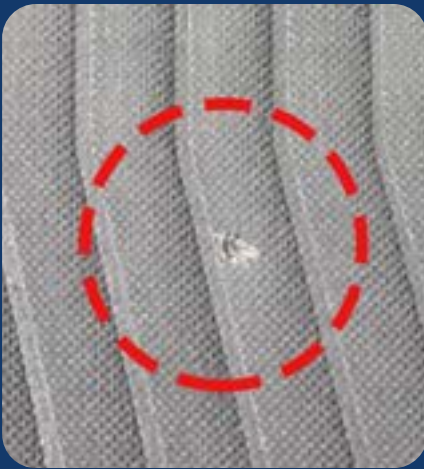
N/S/R alloy spoke face scuffed/corroded



O/S/R alloy paint peeling

paintwork chips & scuffs

Chips of 3mm or less in diameter fall within fair wear and tear. However, any chips which have rusted are rechargeable. Your vehicle is allowed up to four chips on any panel, six chips per door edge, and eight chips on any forward-facing panel. Examples of rechargeable chips are below.

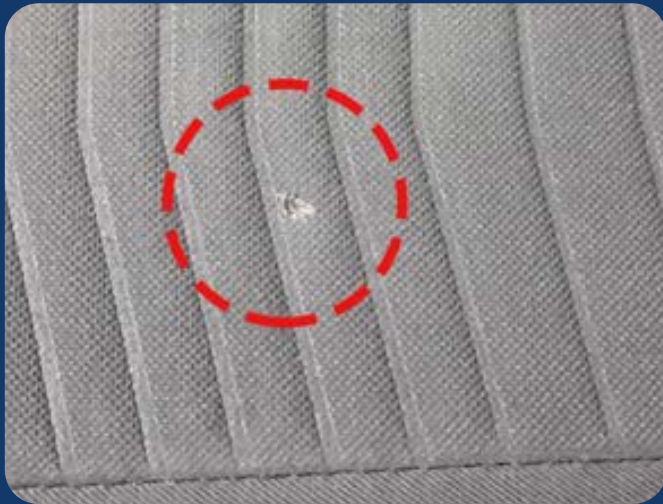


Scuffs up to 25mm or less are acceptable, provided the moulding or trim is not broken in any way. Anything above this is rechargeable. Below are examples of rechargeable scuffs.



interior damage & mats

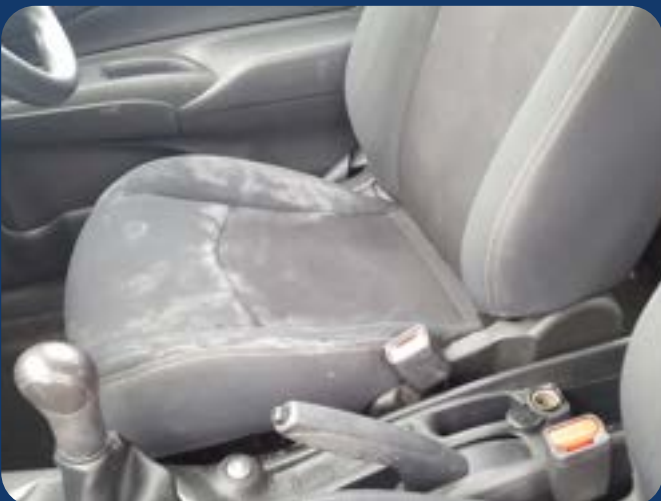
All upholstery and interior trim must be clean and odour-free with no staining, rips, scratches, or burns. Any damage of this nature is rechargeable. All carpets and mats must be present as originally supplied with no holes. Examples of rechargeable interior damage are below.



O/S/R alloy paint peeling



Hole in drivers carpet



door sills/ apertures



Light surface scratches where the paint surface is not broken that reflect normal, every day use are acceptable. Anything over and above this level is rechargeable. Below are examples of rechargeable door sill damage.



O/S/R door aperture - deep scratch



rectification

Please be advised, this list of damage is not exhaustive and merely covers the most common damage that is present on vehicles when returned.

If you would like a second opinion and/or further guidance before contacting the dealer, please take some photos of the vehicle using a smart phone or digital camera and send them to our Operations team. The team will then review the images and provide additional support and feedback as appropriate.

If damage is identified that may be considered as unfair wear and tear, we recommend that any items are rectified before your vehicle's inspection/collection appointment. You may not get the opportunity to rectify any damage identified after the appointment has been arranged or completed. We also recommend that all warranty items are rectified before the inspection/collection appointment as any outstanding warranty items may be considered chargeable items.

All repairs undertaken must be completed to a satisfactory standard. We have included some nationwide repairer's details below that offer refurbishment services on a mobile basis. You can visit their websites by clicking the buttons below.

[chipsaway](#)

[autoglass](#)

We also recommend that all warranty items are rectified prior to the inspection/collection appointment as any outstanding warranty items may be considered chargeable items.

tyres

The tyres on your vehicle should have no less than 2mm of remaining tread depth and be in good condition with no damage, cuts or bulges. If you are unsure of the condition of any of your tyres, you should approach any branch of ATS or Kwik Fit to assess the condition of your tyres. If any tyres require replacement, you should instruct the branch to look up CLM Fleet Management on their back-office system, which is where their contact details will be stored. The centre will then contact CLM for the necessary authorisation.

vehicle inspection/ collection

The inspection and collection are carried out on the same day. This involves an initial inspection onsite at the address specified by you when agreed on the booking with Fleet Evolution. The inspection will identify any obvious visible damage that falls outside the BVRLA Fair Wear and Tear Policy and you will be required to sign a collection appraisal form. The signing of this form indicates that you are in agreement with the inspector's initial assessment.

CLM Fleet Management will then carry out a more detailed inspection of the vehicle under controlled conditions when the vehicle arrives back at their premises. This may identify additional damage not identified by the original inspector, particularly if your initial inspection was carried out under wet conditions or poor lighting. If further additional damage is identified during the detailed inspection, then you will be held liable for the cost of necessary repairs.

You are also liable for any informal extension contract rental triggered by your vehicle being off the road for end-of-contract repairs. This will be charged at a pro-rataed daily rate as per your original end-of-contract rentals (e.g., if your regular rental is £400 per month you will be charged £13.15 for each day the vehicle is off the road for end-of-contract refurbishment).

vehicle inspection/ collection

We strongly recommend that you appraise the condition of your vehicle thoroughly, both the exterior and interior and arrange for any repairs to be completed prior to inspection/collection. Below are example prices of the menu pricing for repairs for damage identified upon inspection/collection.

repairs costs

Repainting of Front Panel/Rear Panel	£165.00
Repainting of Bonnet/Boot/Tailgate	£190.00
Repainting of Doors	£185.00
Repainting of Wings	£180.00
Repainting of Sills	£190.00
Repainting of Bumpers	£210.00
Repainting of A, B, C, and D Posts	£170.00
Repainting of Door Apertures	£170.00
Paintless Dent Repair <75mm	£85.00
Paintless Dent Repair >75mm	£120.00
Smart Paint Repair	£120.00
Alloy Wheel Refurb (Standard)	£125.00
Alloy Wheel Refurb (Specialist Finish)	£160.00
Windscreen Chip	£100.00
Wheel Trim Replacement	£80
Valet (Normal/Odour Present/Pet Hair)	£90.00/£150.00/£180.00
Accident Damage Repair	Bodyshop Quoted Repair Cost
Missing Key	Manufacturer Retail Part Price/Labour Cost
Missing Handbook	Manufacturer Retail Part Price
Missing Locking Wheel Nut Key	Manufacturer Retail Part Price
Missing Jack Tools/Inflation Kit	Manufacturer Retail Part Price
Missing Spare Wheel	Manufacturer Retail Part Price



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get in touch!



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