



UPTO

Damage catalogue

Body and paint • Bumper and grille • Glazing and lighting • Tires, rims and hubcaps •
Vehicle interior • Maintenance, mechanical, electrical and power units

Contents

Conditions vehicle return	3
1. vehicle return	4
2. evaluation criteria	5
Body and paint	5
Bumper and grille	6
Glazing and lighting	7
Tires, rims and hubcaps	8
Vehicle interior	9
Maintenance, mechanical, electrical and power units	10
Notes	11

Conditions vehicle return

Vehicle condition upon return

The vehicle must be clean outside and inside and the interior free of personal items. The vehicle should be inspected in normal daylight or with sufficient lighting and in dry condition.

Upon return, a distinction is made between mileage-related signs of use (accepted condition) and damage (un-accepted condition).

Accepted condition of use

The vehicle shows traces of normal use that do not negatively affect the overall visual impression of the vehicle.

Not accepted state of use

This is vehicle damage that negatively affects the overall visual impression of a vehicle and/or has technical effects.

Repaired previous damage

Repaired previous damage is damage to the vehicle that has been properly and professionally repaired and is no longer visible or can only be seen by a specialist.



1. vehicle return

When you **return the vehicle**, you must return everything that was given to you at the time regarding the vehicle.

This includes:

- All vehicle keys
- The original vehicle registration document
- All original documents such as the manual and service booklet
- Navigation data (SD cards, CD's or DVD's). Delete saved locations such as home address for security reasons
- All removable audio accessories (such as hands-free units)
- All emergency equipment supplied with the vehicle (jack, wheel nut wrench, warning triangle, first aid kit, etc.)
- If the vehicle has a spare wheel, it must be in the vehicle and meet legal requirements
- If the vehicle has a "Tire Mobility Set", this must be in working order (tire sealant and 12-volt compressor that can be plugged into the cigarette lighter)
- Original wheel covers

Please remember to remove all personal items from the vehicle. Check all storage compartments such as the trunk, glove box, door compartments, etc.

If winter wheels were included in the scope of service, the complete set of wheels must be returned. Four tires, including rims and wheel bolts. If a vehicle is returned in winter, the same applies to the summer tires.



2. evaluation criteria

Body and paint

✓ Acceptable

- Paint damage and scratches which can be removed by polishing
- Slight paint abrasions e.g. on the door edges
- Two dents per body part, which are not larger than 2 cm
- Stone chip damage that does not cover more than 25% of the body part



✗ Not acceptable

- All paint damage, scratches, scuffs and paint abrasions that cannot be removed by polishing
- Dents larger than 2 cm
- More than two dents per body part
- Dents, scuffs and scratches with rust development
- Stone chip damage that covers more than 25% of the body part
- Paint work that has not been done properly and where a color difference is visible
- Repairs that have not been carried out properly
- Paint discoloration due to external influences



Bumper and grille

✓ Acceptable

- Paint damage and scratches which can be removed by polishing
- Scuffs and paint abrasions which can be removed by polishing
- Minor scratches that do not extend to the base material and are less than 50mm long
- Slight abrasions or dents on rubber parts that do not negatively affect strength or visual appearance



✗ Not acceptable

- Paint damage or scratches that cannot be removed by polishing
- Broken, cracked or deformed bumpers or radiator grille
- Scratches and paint abrasions which go down to the base material
- Deformations, by which the fitting accuracy is no longer given go down to the base material
- Deformations, by which the fitting accuracy is no longer given



Glazing and lighting

✓ Acceptable

- Surface stone chips or scratches that do not affect road safety
- Stone chips that are smaller than 1 cm and are not in the field of vision of the windshield.



✗ Not acceptable

- Broken glass or broken headlights
- Stone chips in the driver's field of vision
- Broken or cracked glass
- Broken or leaking headlights, tail-lights, side turn signals or marker lights and their housings



Tires, rims and hubcaps

✓ Acceptable

- Tread depth to legal minimum tread depth
- Slight scuff marks on the tire sidewall that do not affect the operational safety of the tire
- Slight scratches on the rims or hubcaps



✗ Not acceptable

- Tread depth below legal minimum tread depth
- Bulges, cracks or cuts in the tire
- Brake plates, saw teeth
- Significant material removal from tire sidewalls or rims
- Fractures, cracks, missing or non-original hubcaps



Vehicle interior

✓ Acceptable

- Normal wear and tear on floor mats, flooring, upholstery and trim components such as interior door handles, steering column levers, controls
- Seats with wear marks and bulges from general use
- Slight discoloration due to sun exposure



✗ Not acceptable

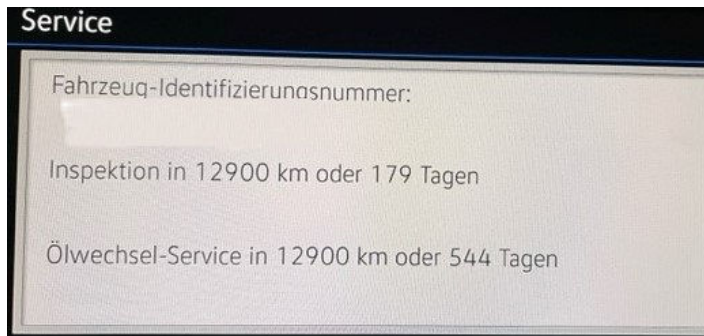
- Burn holes
- Smoke odor
- Animal hair
- Cuts, wear marks, tears and deformation to interior trim, carpets or floor mats
- Damaged seat belts or safety locks
- Severe contamination or color change
- Unpleasant odors that can only be removed by special cleaning
- Damaged or non-functional controls such as steering column levers, pushbuttons or rotary controls
- Scratches on displays such as radios or navigation devices
- Missing parts such as headrests, covers, seat rows, etc.
- Holes in the console as a result of the removal of devices (cell phone holders)
- Cuts, gouges or loose spots on the steering wheel



Maintenance, mechanical, electrical and power units

✓ Acceptable

- Normal wear and tear commensurate with vehicle age and mileage while ensuring traffic and operational safety
- Maintenance due soon
- Timing belt replacement due soon



✗ Not acceptable

- Any damage or defects caused by failure to comply with service intervals or manufacturer's instructions.
- Dripping or severe leaks
- Above-average stress on brakes and clutch
- Conspicuous noises of aggregates (e.g. engine, gearbox, generator etc.)
- Overdue maintenance and timing belt replacement



Do you still have questions about
damage and vehicle returns or would
you like more information?
Visit us online or give us a call.

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