

LORANGER BY MISSINA RETURN CONDITION REQUIREMENTS**1.0 BODYWORK**

- 1.1 Must be clean and well presented with good panel fits, colour matching and the quality of finish should be in line with the manufacturer's standard.
- 1.2 Some minor chipping should be acceptable, notably to bonnet, grille, front wings and to both front and rear wheel arches, provided there is no rust showing. Repair must not require the panel to be painted.
- 1.3 Some minor scuffs to, and marking of bumpers is acceptable provided that they can be repaired by 'smart' techniques and do not exceed 50mm.
- 1.4 Cracked, split, loose or dented bumpers and other body protections are not acceptable and replacement and/or repair is necessary.
- 1.5 Light surface scratching that is removable by machine polishing is acceptable on any panel. Provided this is not excessive i.e. caused by excessive use of brush car washes.
- 1.6 Light marking around door locks are acceptable, as is limited marking in the petrol filler cap area, on door sills and to door edges. These must not exceed three marks per vehicle and must be no larger than 1cm and where they are not visible from a distance of 1.5 metres in good daylight.
- 1.7 Any scratches which penetrate the colour must be repaired. Touching-in is acceptable provided the repair is to a high standard and is not visible from a distance of 1.5 meters in good daylight.
- 1.8 Some very minor dents which do not exceed 18mm in diameter with a maximum number of one per panel, such as those caused by careless opening of doors onto adjacent cars while in a car park are to be accepted to a maximum of 3 per vehicle. If more than 3 exist the most severe to be repaired. Inspection should be at 1.5 metres.

2.0 BODY REPAIRS

- 2.1 Rectification work performed prior to return must be completed to a professional standard. Accident repairs that have been executed in such a way that the repair that is either visible or has been carried out poorly are not acceptable.
- 2.2 Paint colour should match the original finish and have no preparation marks, dirt ingress, or other signs of paint rectification which are visible for one metre in good daylight.

3.0 WHEELS AND TYRES

- 3.1 The correct road wheels, road tyres and/or wheel trims for the model must be fitted irrespective of make and the spare wheel can be used in the first instance to achieve a match on the road wheels if applicable. Damaged hub caps must be replaced.
- 3.2 Rim damage is acceptable up to the point of flange distortion extending to no more than 25mm. Rim flange distortion damage to aluminum wheels is not acceptable.
- 3.3 Greater degrees of damage, or a multiplicity of damage to a single rim is not acceptable.
- 3.4 Tyres should be sound and have at least 3mm of tread remaining and must comply with all relevant Government legislation.
- 3.5 Return intact locking wheel nut and shield keys.

4.0 GLASS

- 4.1 All light lenses/covers and windshields must be in good condition and free from cracks, holes chips and abrasions.
- 4.2 Chips or abrasions within the area swept by the front windscreen wipers is unacceptable. The remaining area of the windscreen should be free of major chips and not more than two minor chips with a diameter less than 2mm are acceptable.

5.0 CAB INTERIOR

5.1 UPHOLSTERY

- 5.1.1 Must be well maintained and free from unsightly repairs, stains or burns.
- 5.1.2 Any repairs to the upholstery must not be visible to the naked eye at a distance of one metre in good daylight.

5.2 EQUIPMENT

- 5.2.1 The vehicle should be complete in all respects and any item of equipment supplied with the vehicle should be in full working order including but not limited to ash trays and cigarette lighters, sat navigation discs and instruction and service books. Alternative radios or other equipment that are not as per original equipment is not acceptable.
- 5.2.2 Any marks to the paintwork or damage to the glass or other fittings internal/external that cannot be removed by cleaning or hand polishing are not acceptable.
- 5.2.3 Any accessories fitted to the vehicle must have first been approved. These items may be removed provided they do not leave any holes or cause other damage to the vehicle. Any repairs necessary to recover the vehicle condition following accessory removal should be not visible from a distance of 1.0 metres in good daylight.

5.3 BODY INTERIOR

- 5.3.1 Surface scoring and light blemishes that reflect normal use are acceptable but horse compartment, living area, tack locker, overhead lockers, roof rack, ladder, floor coverings and surrounding trim panels should not be torn or split. Any residues within the horse compartment that cause strong odours or are unsightly are unacceptable.
- 5.3.2 Any denting, gouging or other heavy damage to the flooring/steel/fibre glass internal loading bay of the vehicle is unacceptable especially where this has penetrated the lining.

6.0 OTHER COSMETIC CONDITION REQUIREMENTS

- 6.1 All original manufacturer's badges and decals must be in place.
- 6.2 All handles for opening doors and windows must be in place, and fully operational.
- 6.3 All doors, loading doors hatches and vents must be fully serviceable and all locks must function in accordance with delivered condition.
- 6.4 Living area, seating, tack locker and shelving must be free of stains, burns and unsightly repairs.
- 6.5 Roof headlining must be free of stains, burns and unsightly repairs, and fitted to Trucksmith's specification.
- 6.6 All removable seats/roof bars should be refitted to the vehicle. Any heavy marks to backing of removable seats is not acceptable.

7.0 MECHANICAL

- 7.1 Although the inspection procedure does not specifically include a mechanical check, the vehicles must be returned in a mechanically sound and good drivable condition.
- 7.2 Any mechanical damage occurring to the vehicle, must be repaired to manufacturer's standard using appropriate warrantable parts.

8.0 KEYS

- 8.1 All vehicles must be returned with a full sets of keys, including 'plip' and immobiliser keys where applicable.
- 8.2 Should a vehicle be returned with specific keys missing, the vehicle will be deemed to have failed its inspection. Please note there is a fee for missing keys.

9.0 VEHICLE SERVICE HISTORY

- 9.1 For long term hire only each vehicle to be returned must be supplied with either a fully up to date service document or with sufficient proof of its service history to enable the service document to be stamped and validated.
- 9.2 Any other missing booklet will be supplied at the prevailing parts price.

10.0 WARRANTY

10.1 Any defects present on a vehicle which can be rectified under warranty will be accepted if they were apparent at the time of the original handover of the vehicle. All other defects must be repaired under warranty prior to return.

11.0 FUEL

Vehicles are loaned out with a full tank of fuel and should come back with a full tank of fuel. If the vehicle is not handed over to Trucksmith or Missina with a full tank of fuel, a charge of Forecourt price + 15p per litre required + £25.00 (plus VAT) administration fee will apply.