

# Guide

## Return of vehicles

passenger cars

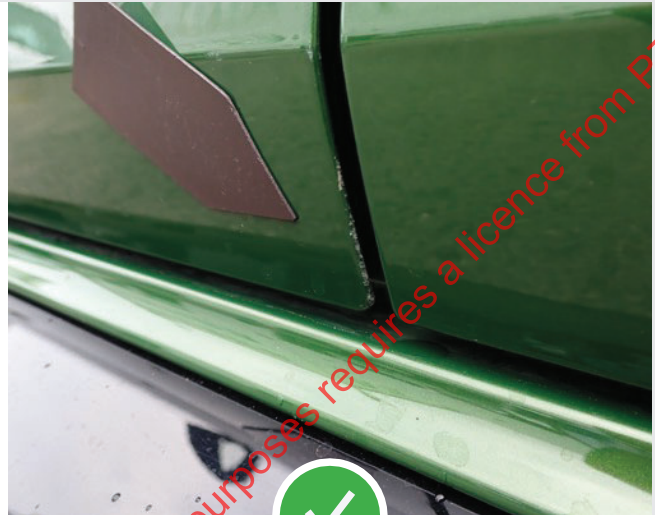


Extract from the Vehicle Return Guide of the  
Polish Vehicle Rental and Leasing Association

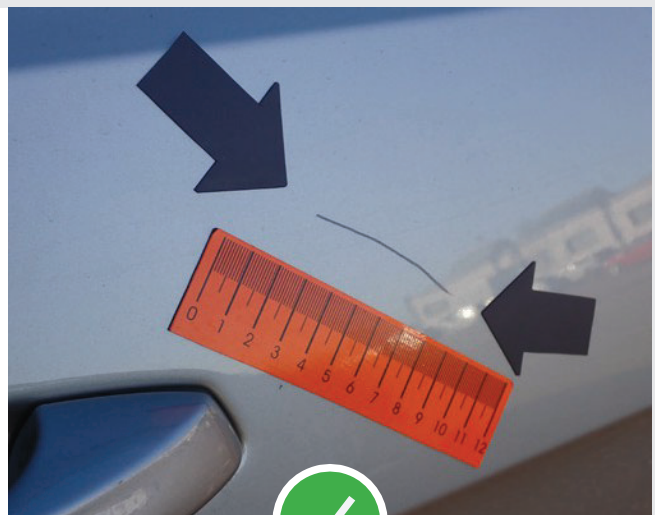
# Body



Paint, scratches / Dents, accessory marks / Corrosion  
Body and paint repairs / Bumpers / Equipment / Mats, grilles, moldings  
Mirrors / Windows / Gaskets / Veneers / Lighting



Mechanical damage to the lacquer (e.g. scratches), if their depth indicates that they can be removed by polishing (e.g. they are not perceptible when moving the nail over them).



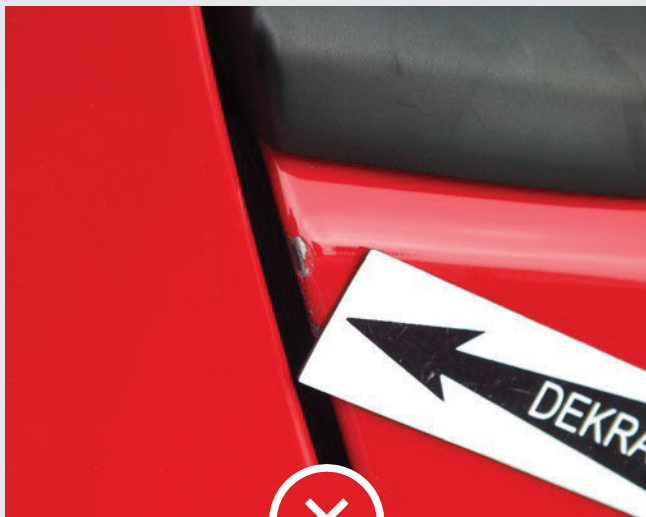
Mechanical damage to the paintwork (e.g. scratches) which cannot be removed by polishing, but which do not reach the corrosion protection layer, provided that there is not more than one scratch per bodywork component and that the scratches do not exceed 100 mm in length, 5 mm in width or their area is contained in a circle of 20 mm in diameter.



## Body



## Paint, scratches

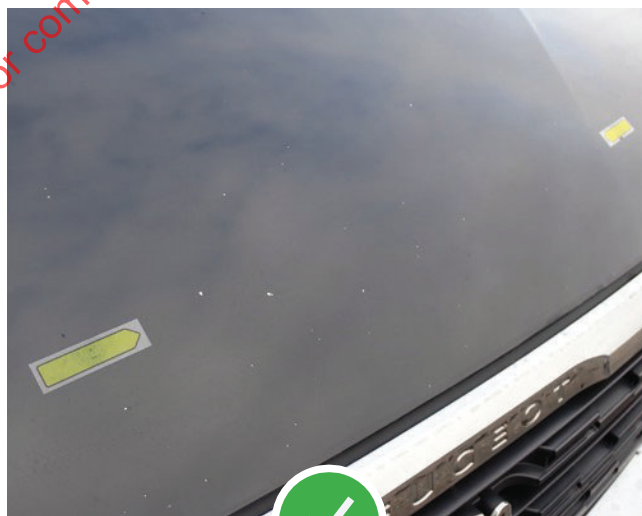
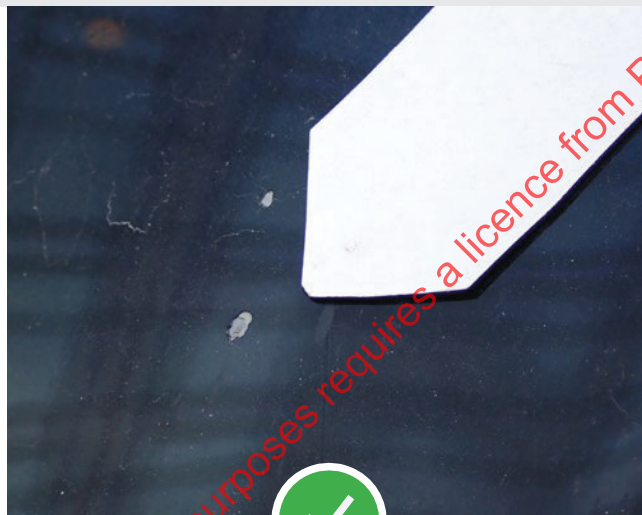


Mechanical damage to the paintwork (e.g. scratches) extending up to the corrosion protection layer, irrespective of their size.



Mechanical damage to the paintwork (e.g. scratches) that cannot be removed by means of polishing and exceeds 100 mm in length, 5 mm in width or extends beyond a circle with a diameter of 20 mm or more than one per element.





Paint defects (e.g. caused by stone impacts), if none of the defects exceeds 3 mm in diameter and the corrosion protection layer has not been breached.

In the case of plastic or composite parts, there are no cavities in the substrate material.

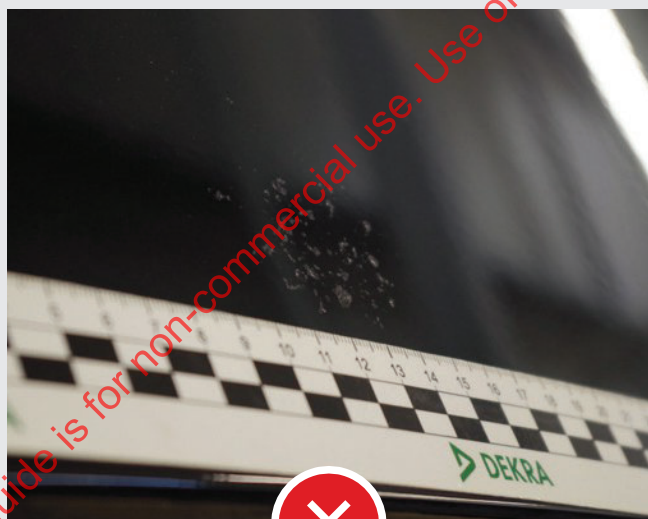
## Body



## Paint, scratches



Paint damage (chipping) exceeding 3 mm in diameter or where the corrosion protection layer has been breached.



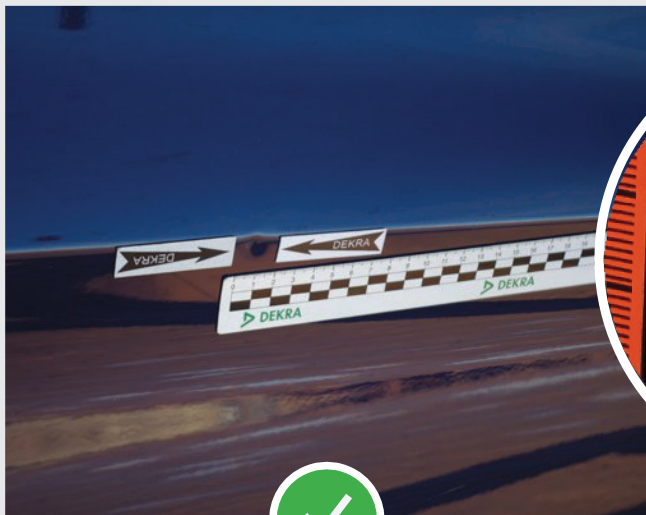
Traces of damage to the paintwork of non-mechanical origin that cannot be removed by polishing, regardless of their size (e.g. caused by bird droppings, etc.).



## Body



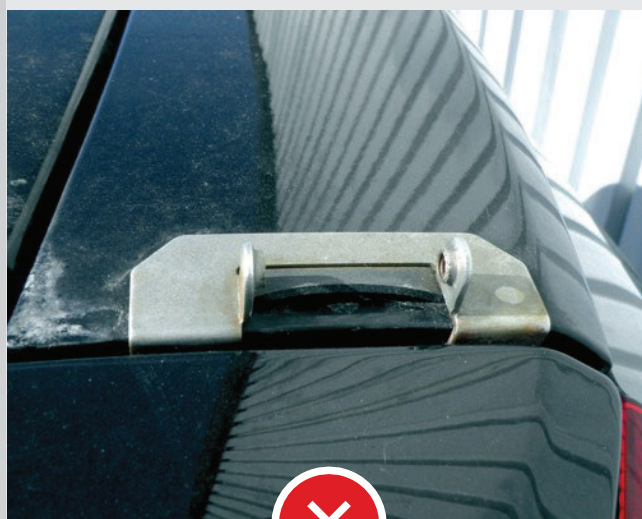
Dents,  
traces of accessories



Diameter of a single dent or bump mark (without cracking the paintwork) may not exceed 20 mm. The number of such dents or impact marks may not exceed 3 per body element, e.g. door or wing. A maximum of 3 damaged elements are allowed.

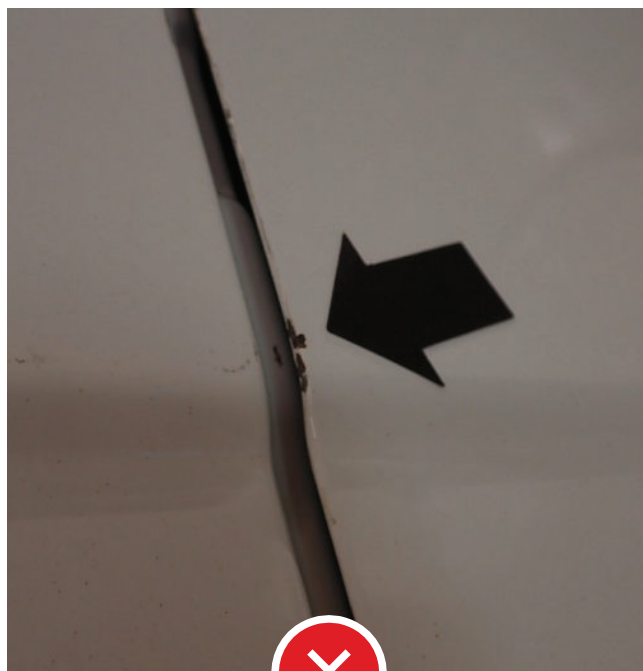


Dents which disturb the paint finish (e.g. a crack) and are more than 20 mm in diameter, or there are more than 3 of them per bodywork component or they occur on more than 3 components.



Damage and signs of retrofitting





All traces of corrosion, regardless of their size and origin.

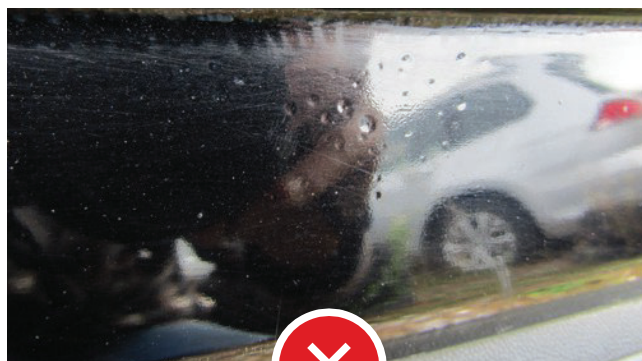
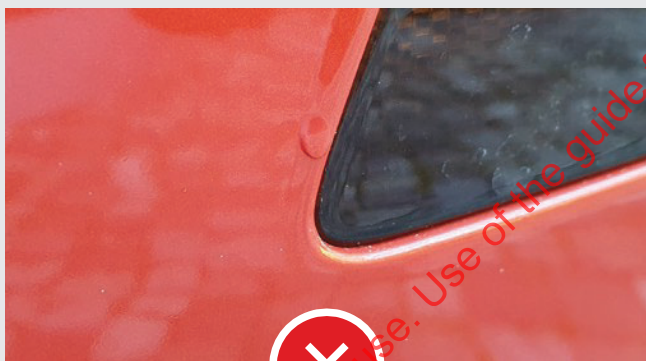
## Body



Repairs  
bodywork



Any bodywork or paintwork repairs that were carried out without due care or not in accordance with the vehicle manufacturer's current technology (e.g. paint peeling, cracking, rough lacquer surface, uneven lacquered surface, lacquer dust on components).



Rough/uneven paint surface.



## Body



### Bumpers - superficial mechanical defects



Mechanical damage (e.g. scratches) to the bumper without loss of material (maximum one per component), even if they cannot be removed by polishing. They do not exceed 100 mm in length, 5 mm in width or have a surface area within a 20 mm diameter circle.



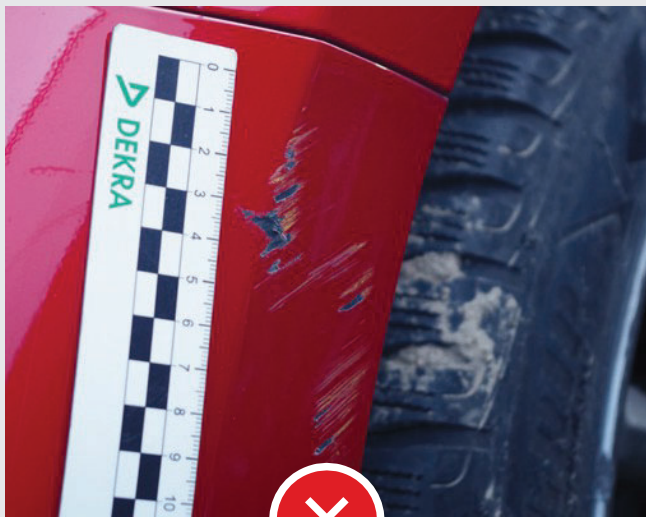
Mechanical damage (e.g. scratches) to the bumpers in the bottom zone (up to 100 mm from the bottom edge), if this has not caused a crack or deformation of the bumper structure.



## Body



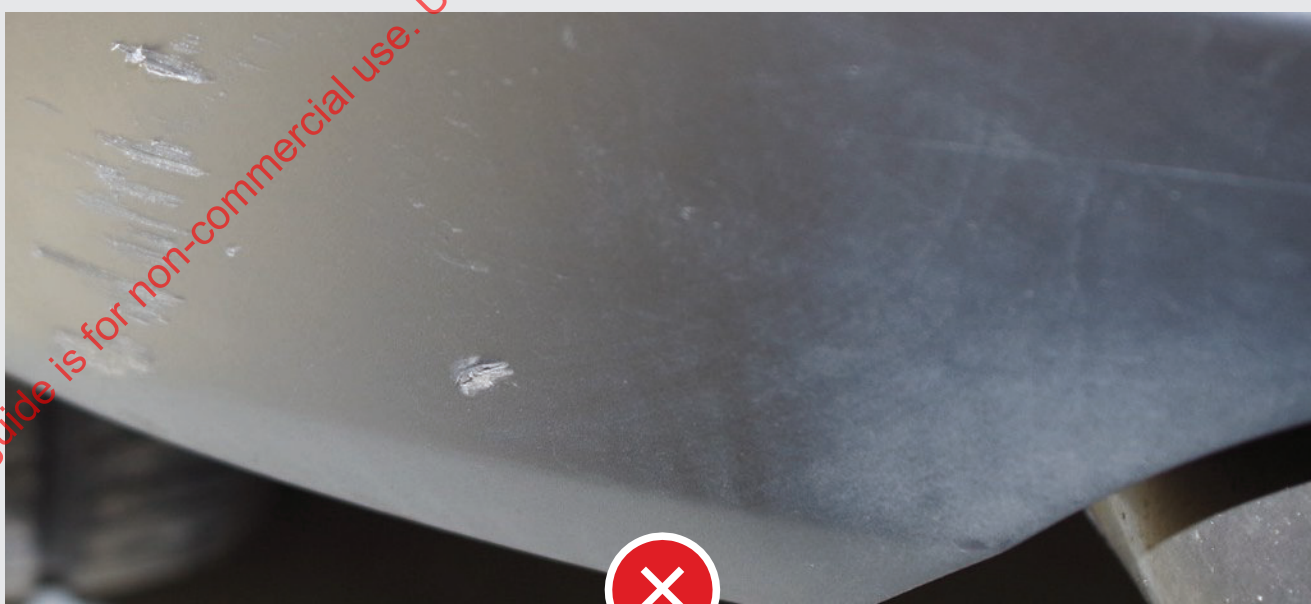
### Bumpers - scratches, cracks



Mechanical damage (e.g. scratches) to bumpers with visible loss of material.



Mechanical damage (e.g. scratches) to bumpers outside the bottom zone (more than 100 mm from the bottom edge) that cannot be removed by polishing and is more than 100 mm long and 5 mm wide or the diameter of the scratches is more than 20 mm.



Scratches with loss of material on unpainted bumpers.

## Body

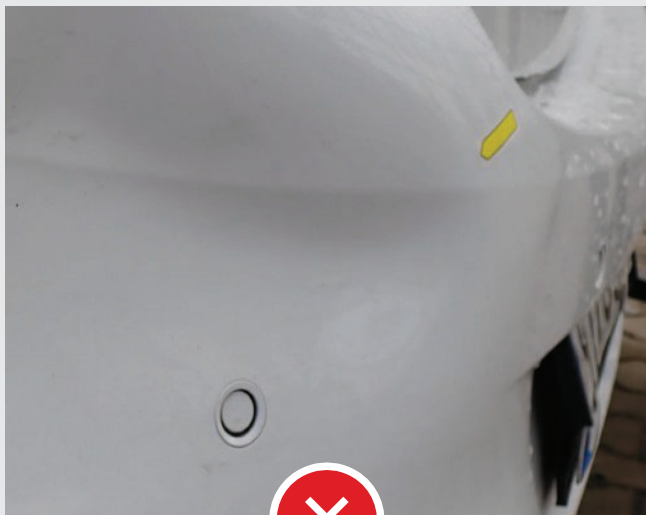


Bumpers - scratches, cracks

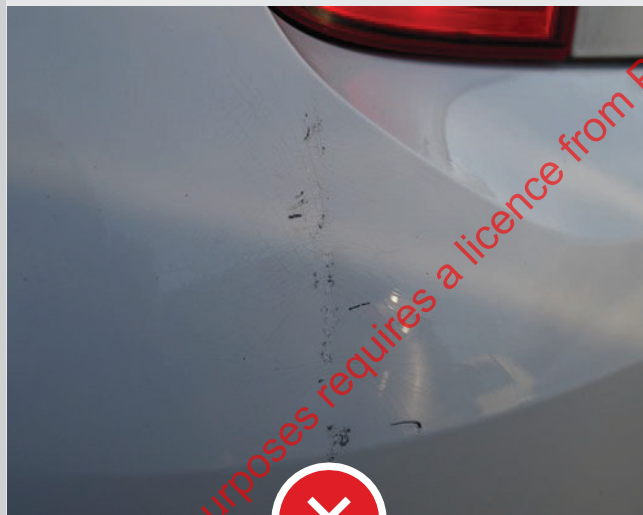


Any cracks in the bumpers.

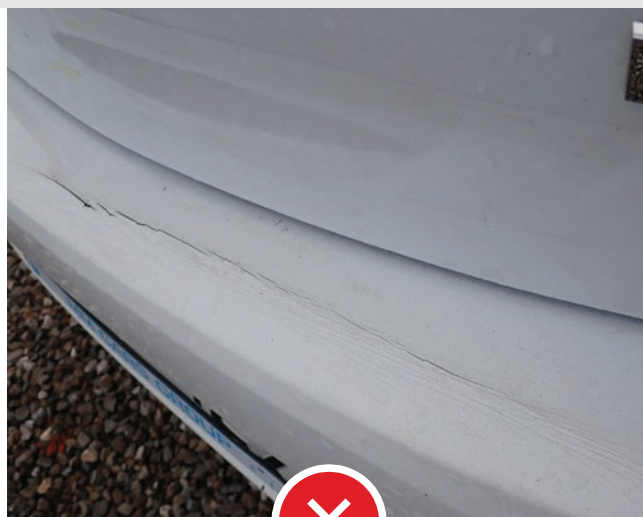
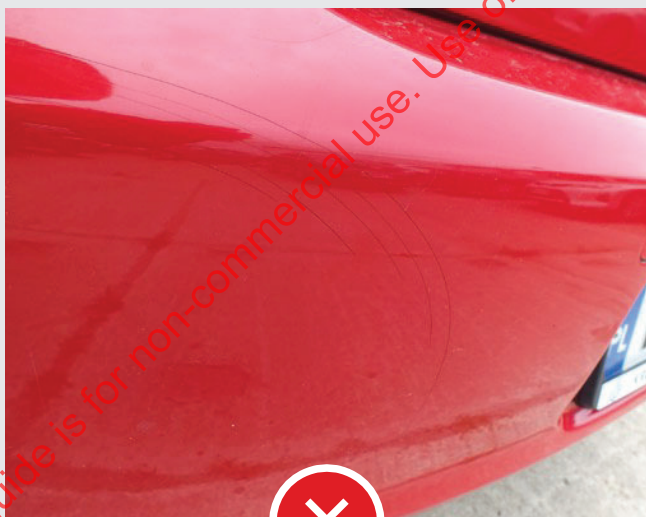




Deformation and deformation of bumpers.



Deformations and deformations that can result in, for example, flaking.



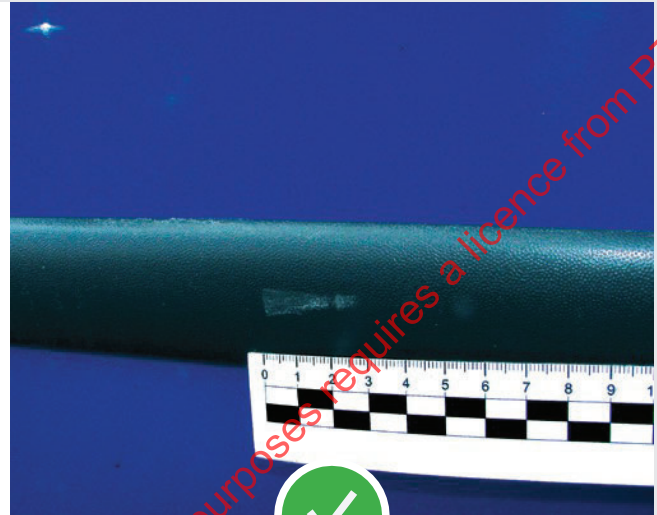
Bumper deformation marks or cracks in the paintwork.



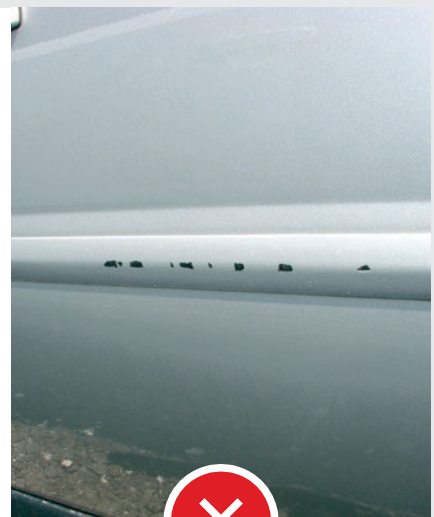
## Body



Attraps, covers, moldings  
-  
mechanical defects



Mechanical damage (e.g. scratches) to exterior bodywork components (maximum one per component), without loss of substrate material, if the scratches do not exceed 50 mm in length, 5 mm in width or do not extend beyond a circle of 20 in diameter.

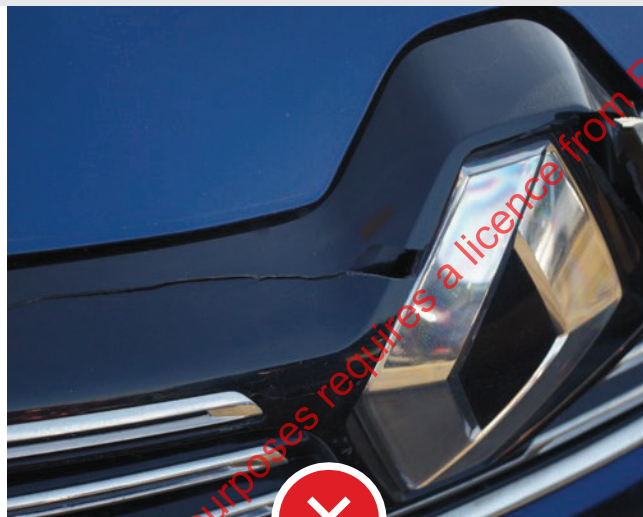
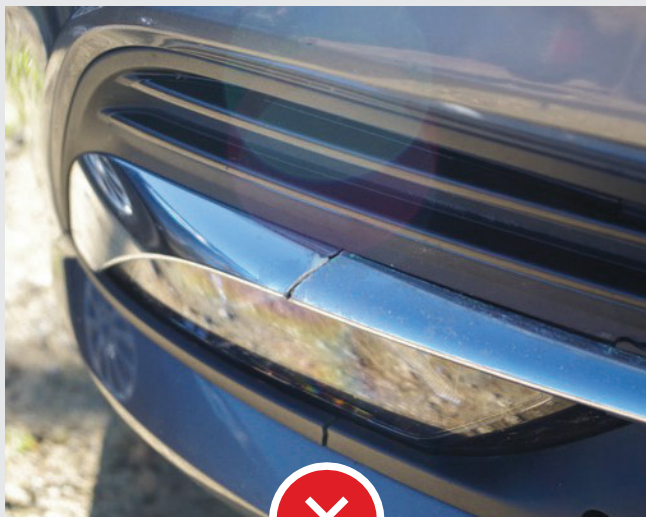


Mechanical damage (e.g. scratches) to exterior bodywork components that cannot be removed by polishing, is more than one per component or has caused a loss of substrate material, or the scratches are more than 50 mm in length, 5 mm in width or more than 20 mm in diameter.

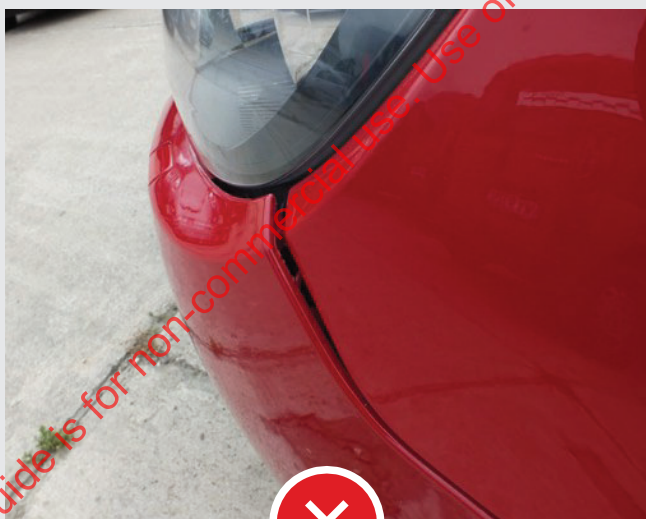
## Body



Equipment - cracks,  
fixings



Any cracks in (or absence of) exterior bodywork components and any deformation.

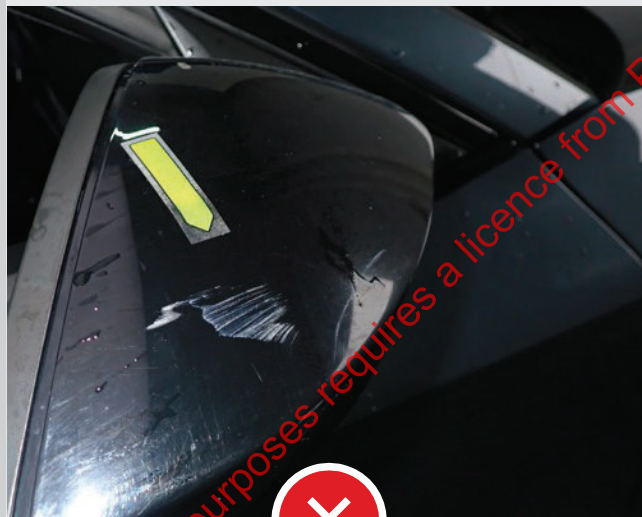


Incorrect fixing of any of the exterior body equipment or damaged fixing brackets.





Mechanical damage (e.g. scratches) to the exterior rear-view mirror housing (maximum one per element) which does not exceed 50 mm in length, 5 mm in width or the area does not extend beyond the circle with a diameter of 20 mm if there is no loss of mirror housing material.



Mechanical damage (e.g. scratches) to the exterior rear-view mirror housing which cannot be removed by means of polishing, is more than one per component or has caused a loss of substrate material and the scratches are more than 50 mm in length or more than 5 mm in width or more than 20 mm in diameter.



Any cracking or deformation of the exterior rear view mirror housing.



Any mechanical damage to the mirror glass (scratches, cracks).



# Body



Glazing -  
stickers, cracks, scratches



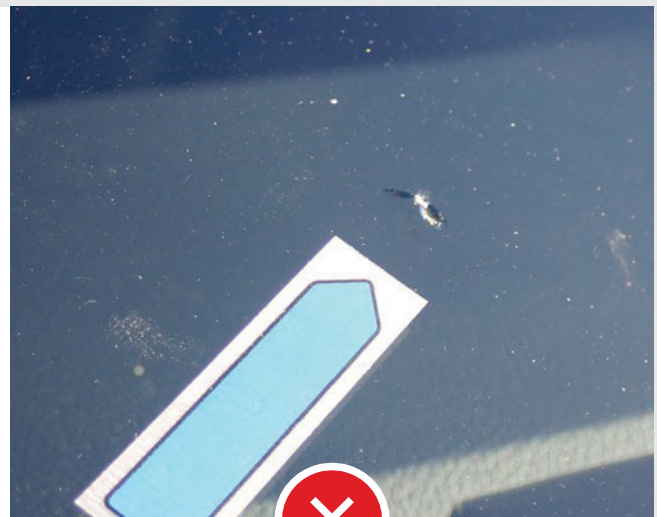
Stickers on windows that do not impede functionality and visibility or affect safety driver.



Any damage to the glazing that reduces clarity, e.g. scratches, significant sandblasting.



substantial sandblasting of the windscreen



Any glazing cracks regardless of size or location.

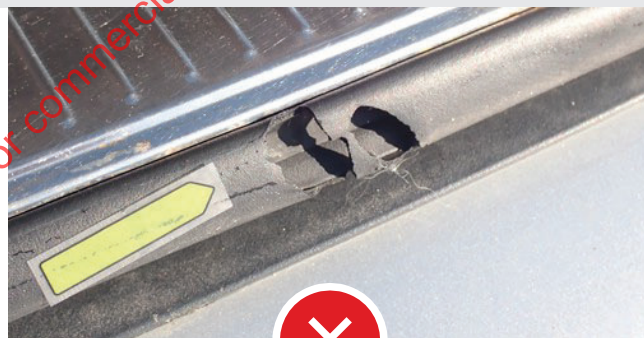
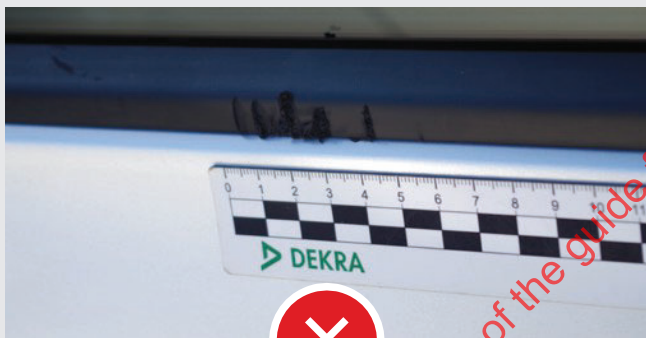
## Body



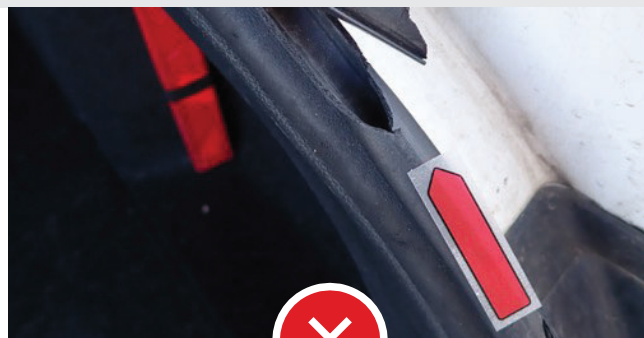
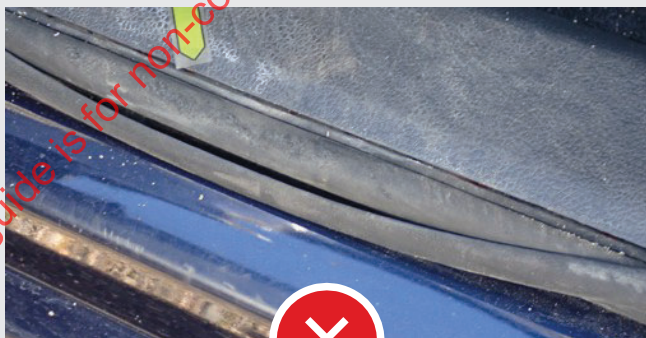
Gaskets -  
doors, covers and  
windows



Door and lid seals with signs of proper use.



Incomplete, mechanically damaged seals with loss of material, regardless of size and location.

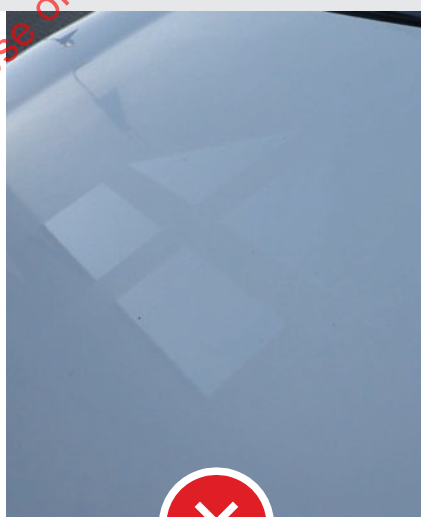


Door and lid seals incomplete or mechanically damaged, e.g. torn.





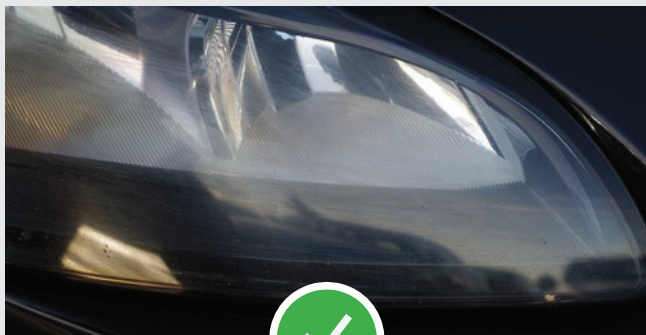
Any markings, stickers applied by the User (including advertising stickers) and traces of the removal of markings (including damage to the paintwork).



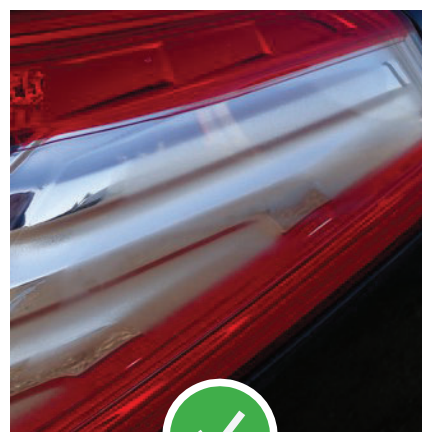
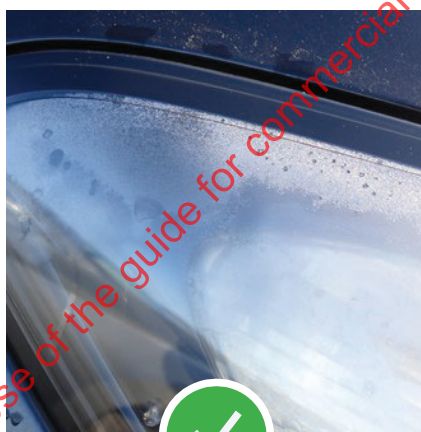
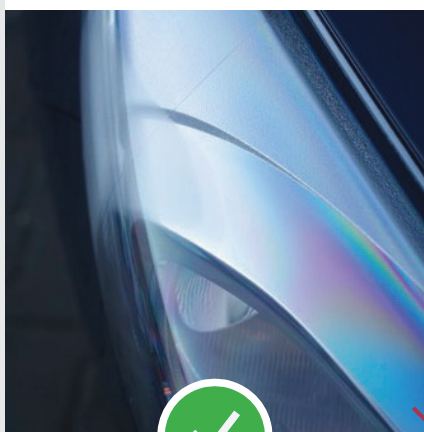
Discolouration or fading of the paintwork and differences in the shade of the paintwork or its sheen that result from the use of the vehicle with veneers.



Traces of foreign substances on the bodywork and its accessories (e.g. tar) if they cannot be removed basic cleaning.



Scratches and mechanical damage to headlamps and lamps (not perceptible when moved with a fingernail) that did not cause the glass or transparent cover to break and did not limit their functionality/transparency.

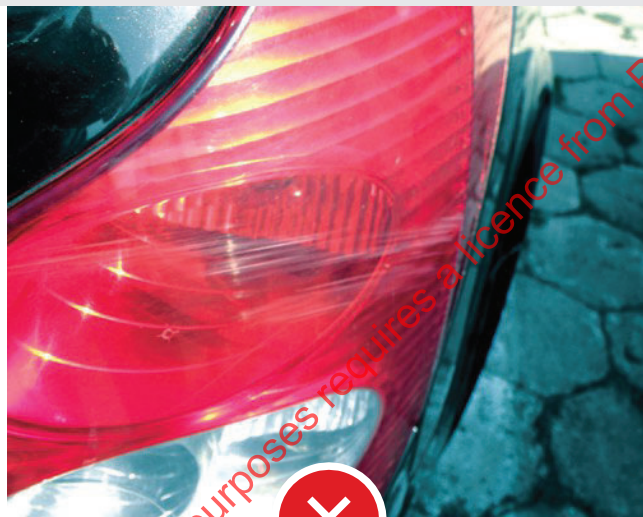
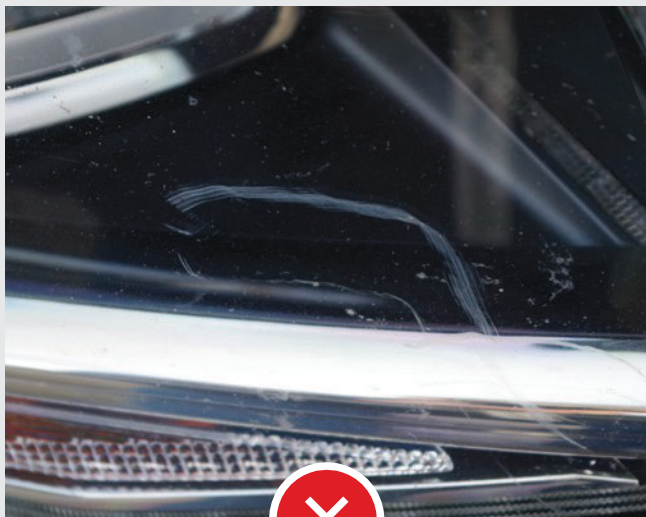


Temporary fogging of headlamps and lamps (absence of water droplets inside the headlamp) without any traces of the presence of water, i.e. e.g. mould, discolouration, dirt.

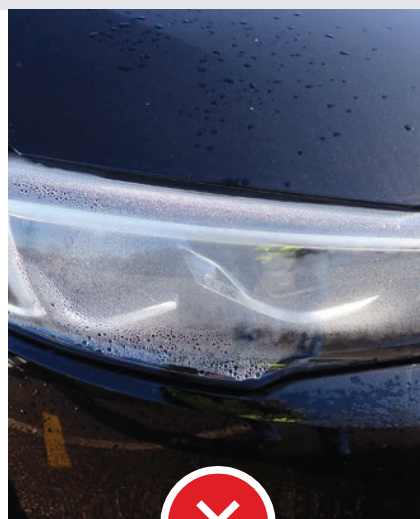
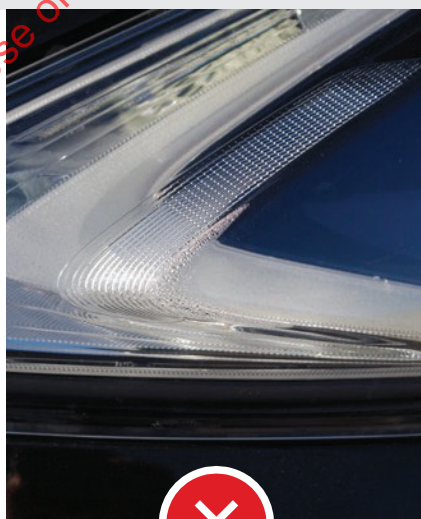


Damage to headlamps and lamps that limits their functionality, e.g. broken or glued fixing brackets, regardless of the extent of the damage.

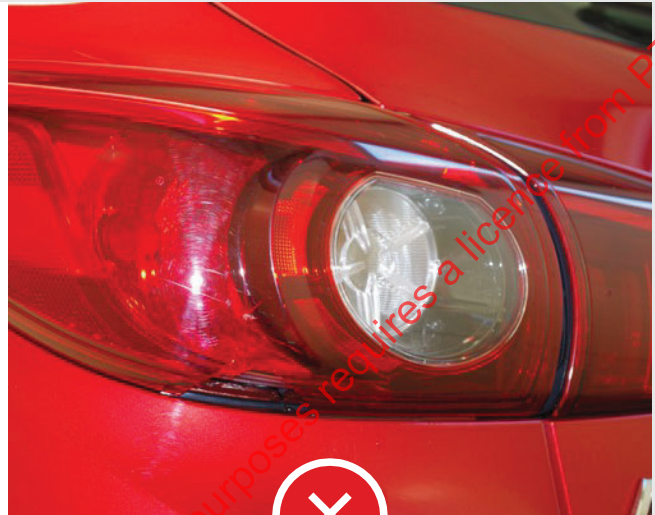




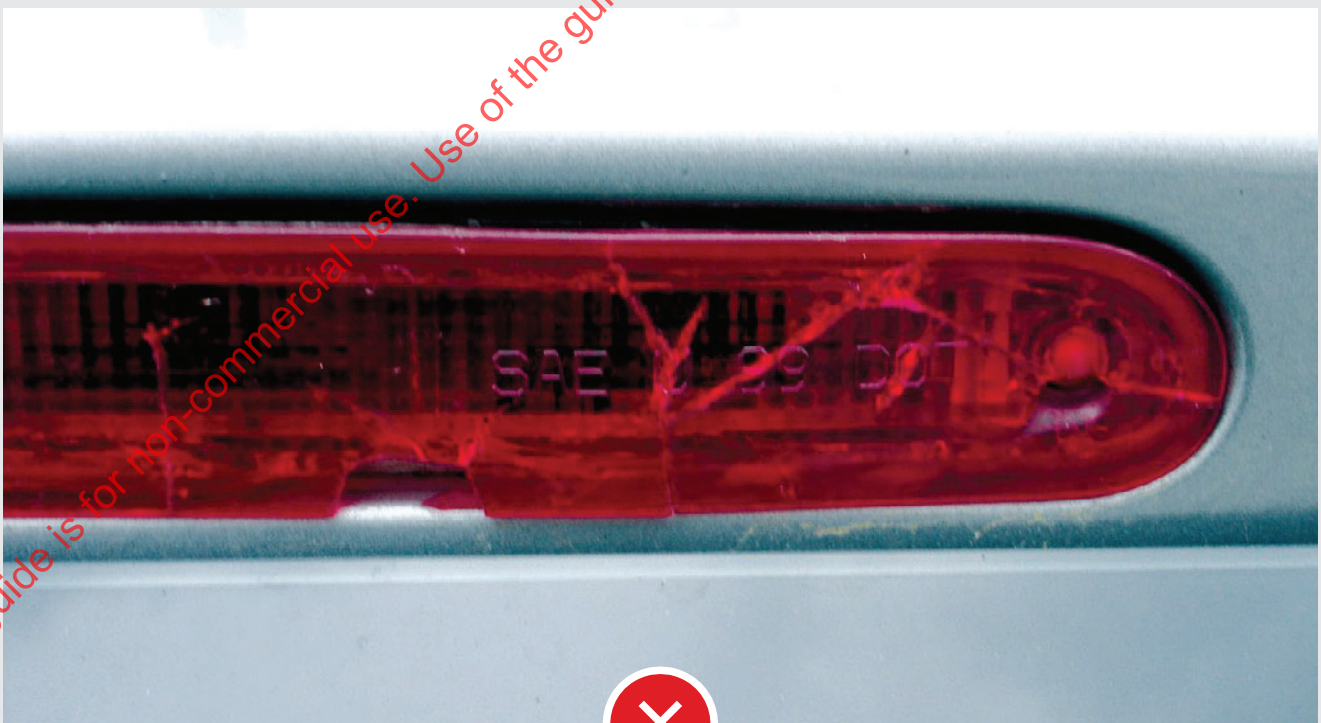
Damage to headlights and lamps limiting their functionality regardless of the extent of the damage.  
Gouges perceptible when moved with fingernail. Chipping.



Fogging of lamps and reflectors (water droplets inside the reflector) or traces of the presence of water, e.g. mould, discolouration, dirt.



Glass/plastic fractures.



Cracks in the transparent cover.



# Interior



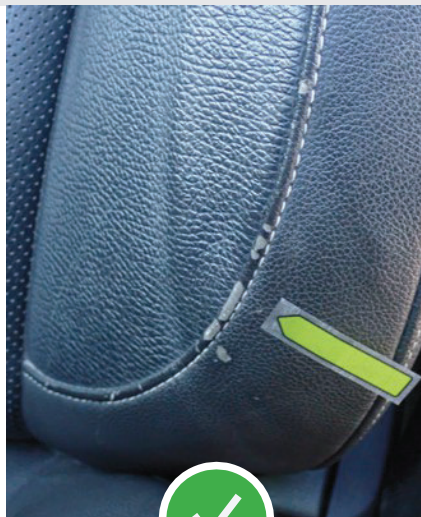
Normal wear and tear / Mechanical damage  
Seats / Accessories / Load compartment

This guide is for non-commercial use. Use of the guide for commercial purposes requires a licence from PZWLP.

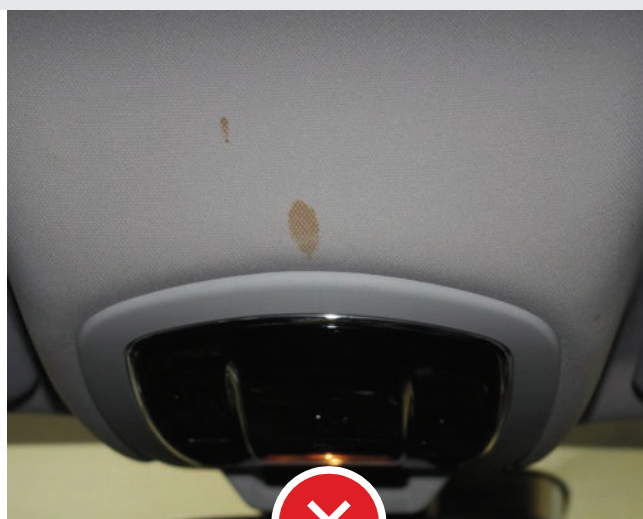
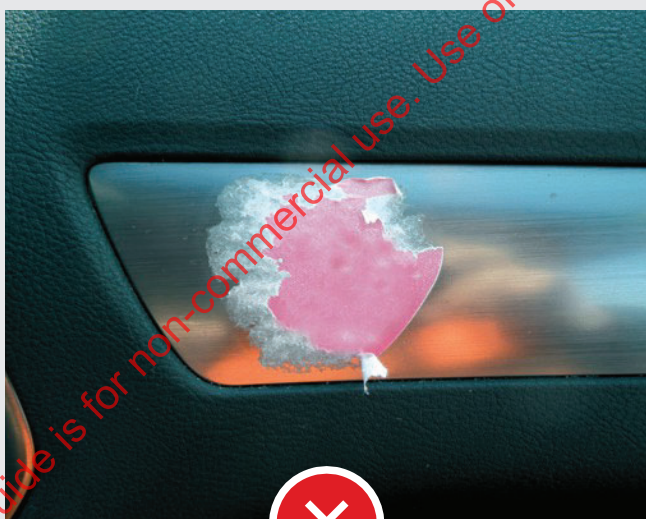
## Interior



Normative consumption  
and dirt



Elements of the vehicle interior (e.g. , centre console, switches, upholstery, doors, carpets, cowls, headliner) with traces of normal use, such as rubbing without material loss, spontaneous peeling of material from lacquer/paint surfaces with dirt that can be removed during basic cleaning.



Elements of the vehicle interior (e.g. , centre console, door upholstery, carpets, covers, headliner) with dirt that cannot be removed during basic cleaning (e.g. sticker residues, traces of other substances).



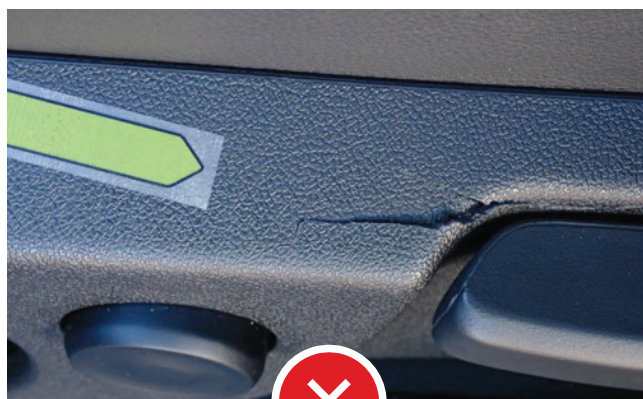
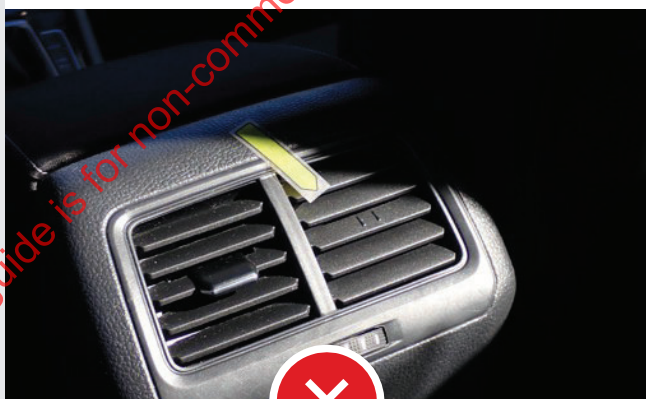
## Interior



## Mechanical damage

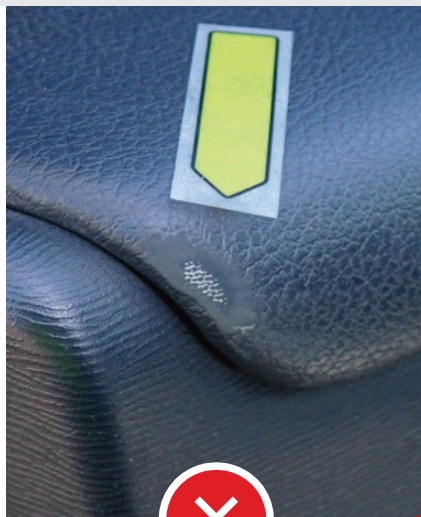
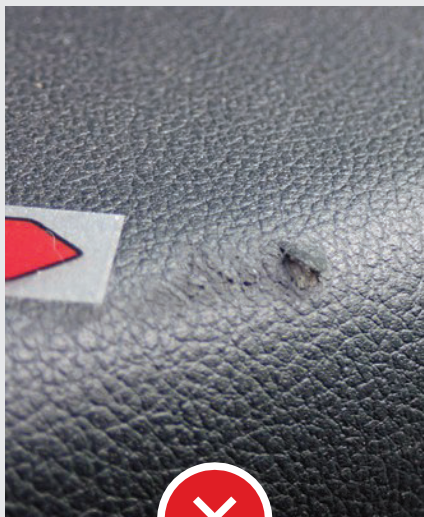


Vehicle interior components with surface scratches (e.g. not perceptible under the fingernail) of up to 50 mm.

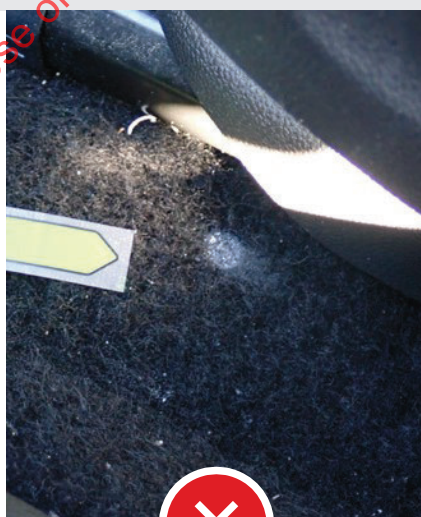


Vehicle interior components (e.g. , centre console, door upholstery, carpets, covers) mechanically damaged.





Gouges perceptible under the fingernail or longer than 50 mm.



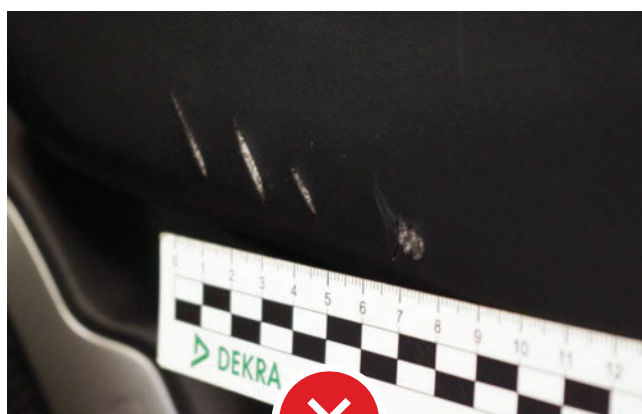
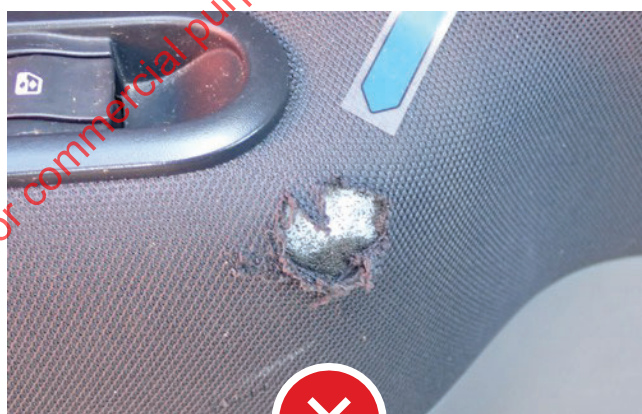
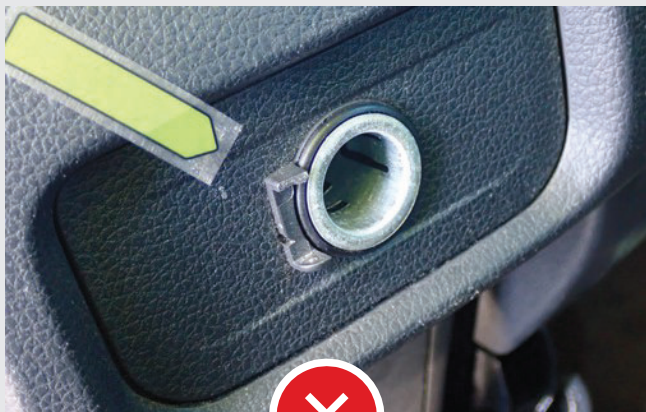
Burnt holes.



## Interior

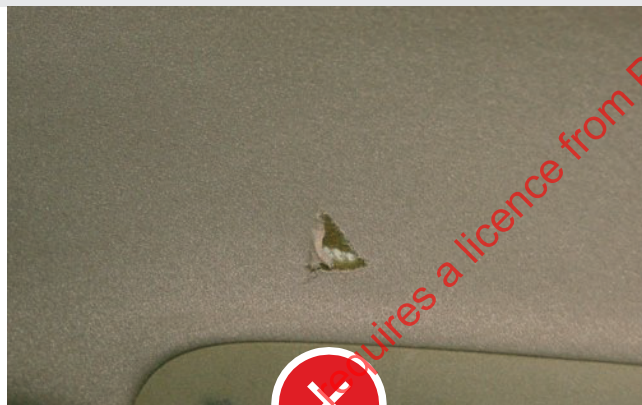
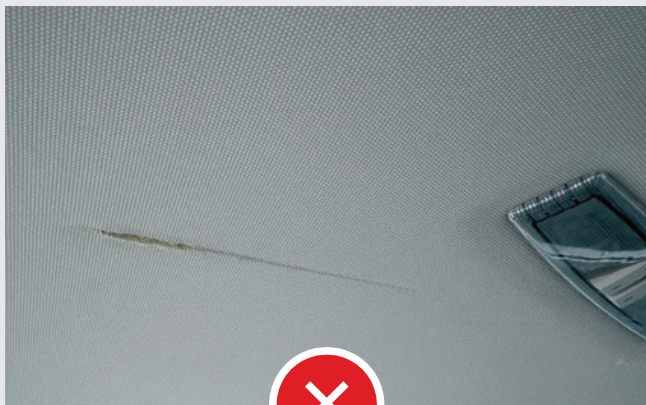


## Mechanical damage

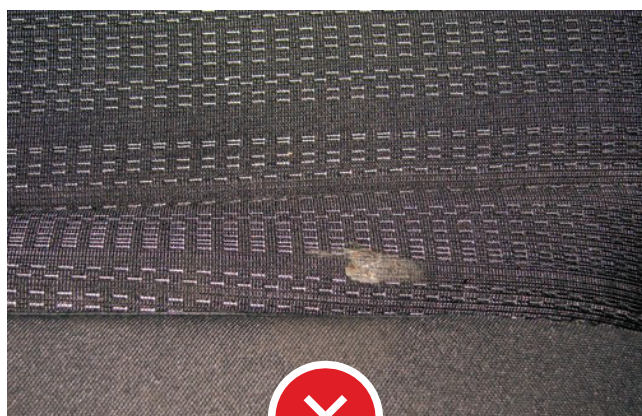
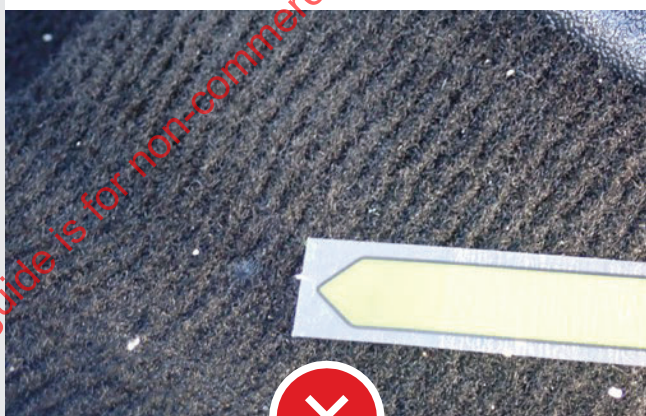
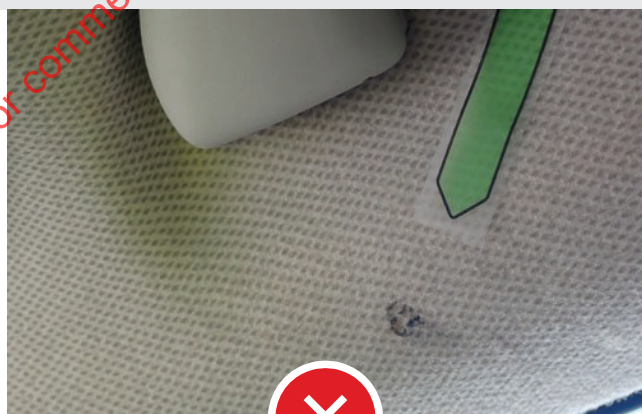


Vehicle interior components (e.g. , centre console, door upholstery, carpets, covers) mechanically damaged. Broken, abraded or function-limiting handles or covers.



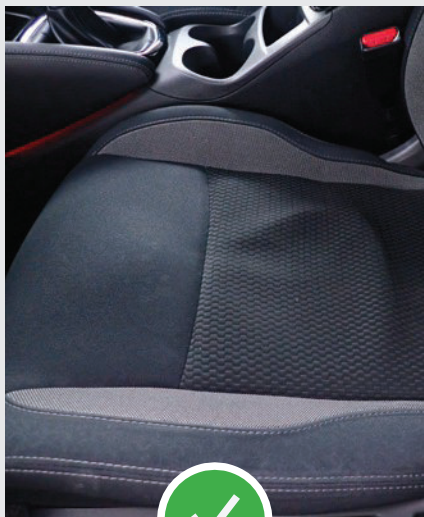


Headliner or pillar covers mechanically damaged, e.g. torn, cut or burnt through.

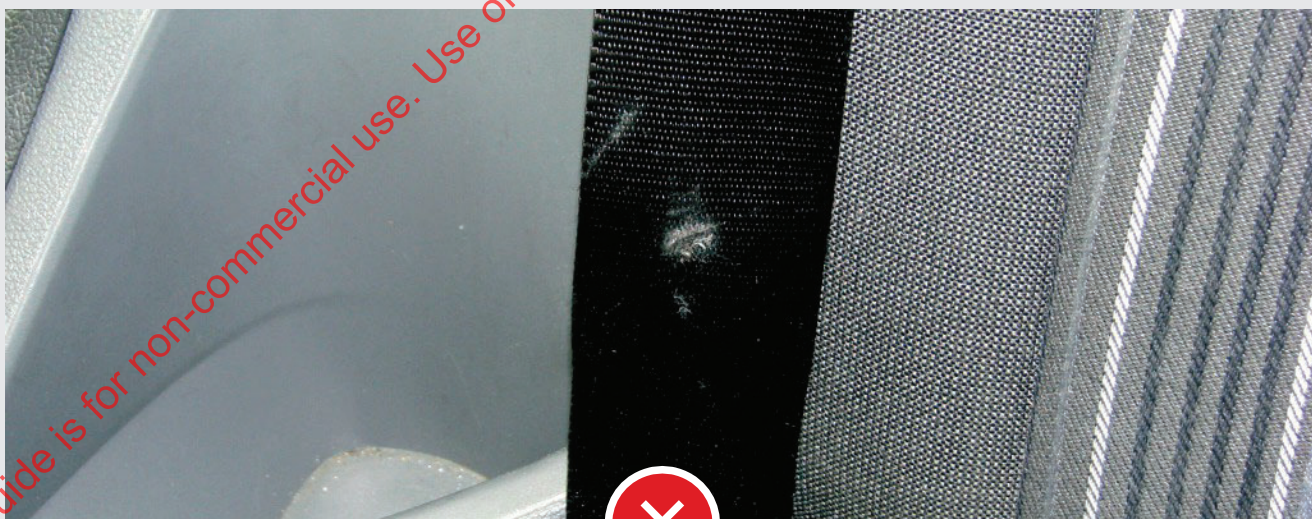


Scorched holes and other damage to floor coverings and trim materials on the pillars at the car windows as a result of scorching, regardless of their size.





Seats showing signs of normal use, e.g. rubbing of covers (unless the upholstery is torn), deformation of the seat sponge (unless this is due to carrying loads incompatible with the vehicle's intended use), dirt (insofar as it can be removed during basic cleaning).

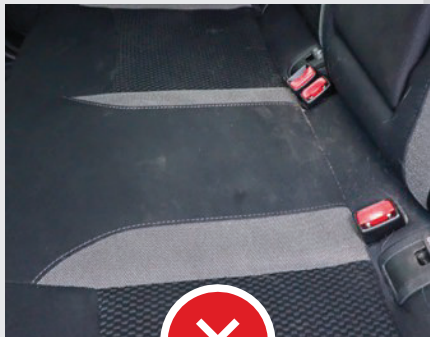


Seat belts with decomposed, faulty mechanisms or mechanically damaged belt webbing, e.g. burnt, cut, torn.

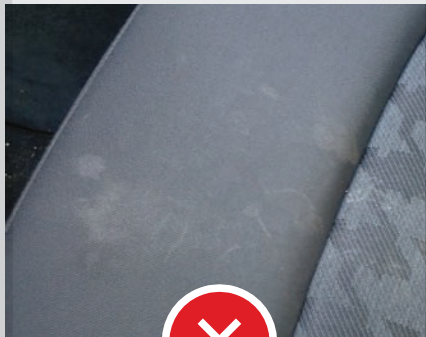
## Interior



Seats - damage  
mechanical, dirt



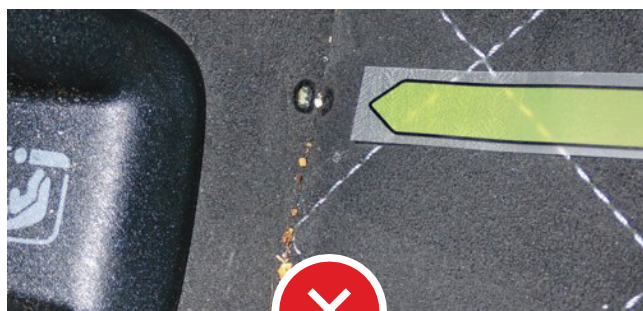
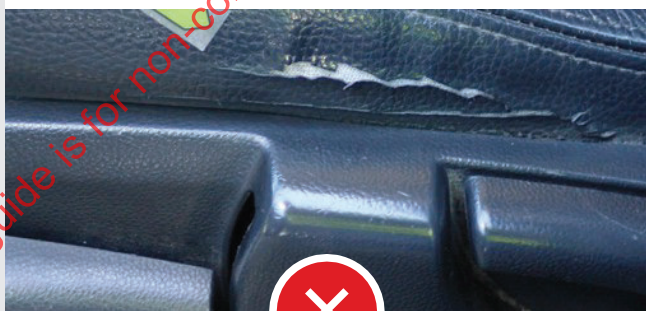
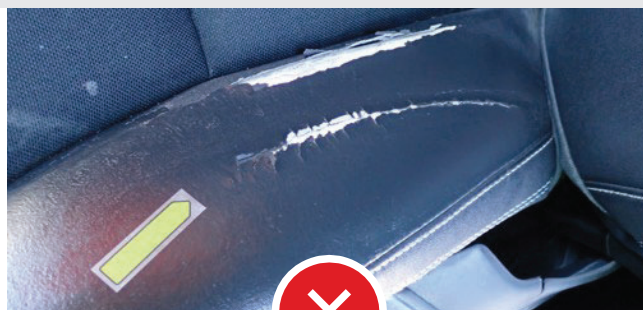
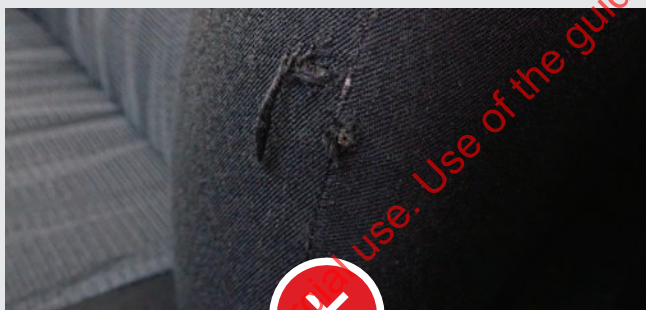
Seat covers or cowls soiled  
to the extent that stains  
cannot be removed by  
basic cleaning.



Substances adhered to  
the material in such a  
way that they cannot be  
removed by the  
basic cleaning (e.g. chewing  
gum, tar, glue, paint).

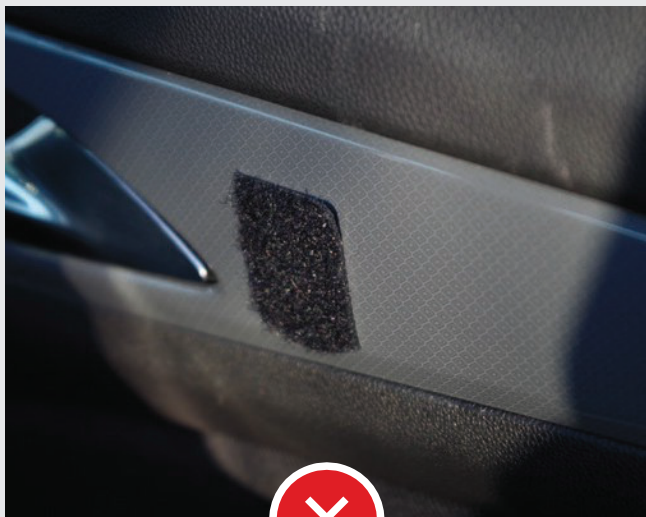


Permanently  
stained  
upholstery.



Seat covers or upholstery covers mechanically damaged, e.g. cracked, torn, cut, burnt  
through.

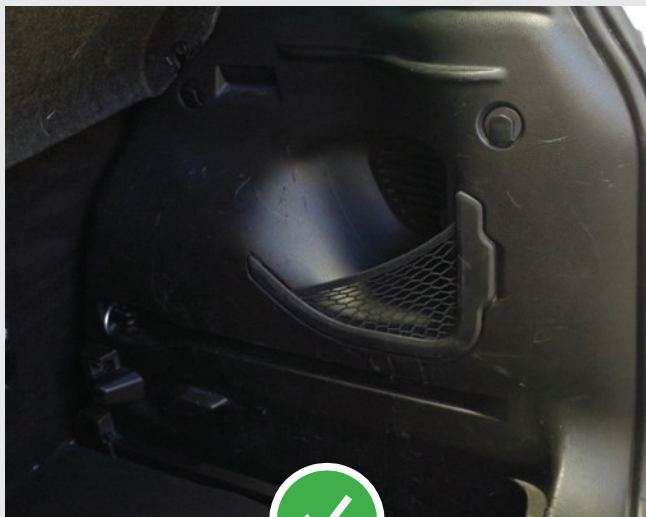




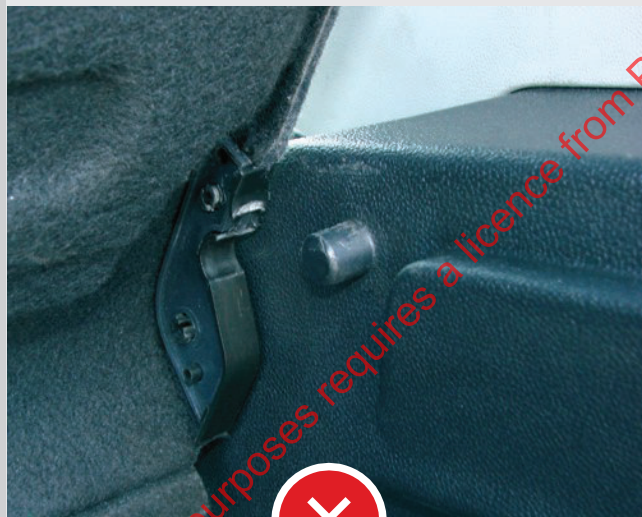
Any traces (e.g. deformation, discolouration) of additional equipment fitted by the user, e.g. drilled holes (even if the fitted equipment has remained in the vehicle), adhesive residue.



Left over installations after additional accessories (e.g. after car cameras, additional navigations, etc.).



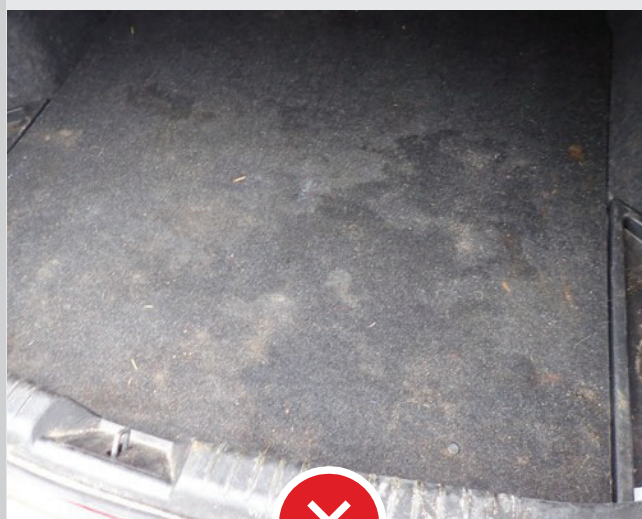
Carpeting, luggage compartment covers with marks from normal use.



Luggage compartment fittings (including carpets and covers) damaged, stained so that they cannot be removed by basic cleaning, cracked, torn, burnt, deformed or gouged with loss of material.



Any damage or missing equipment that limits the functionality of the boot.



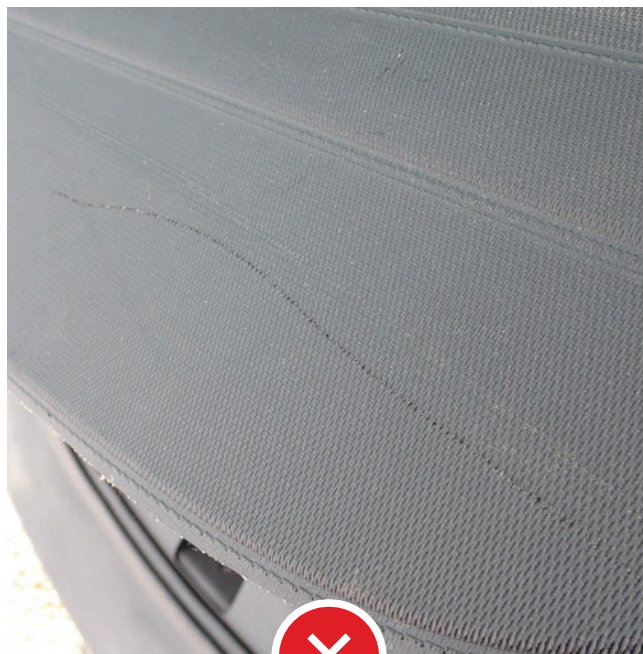
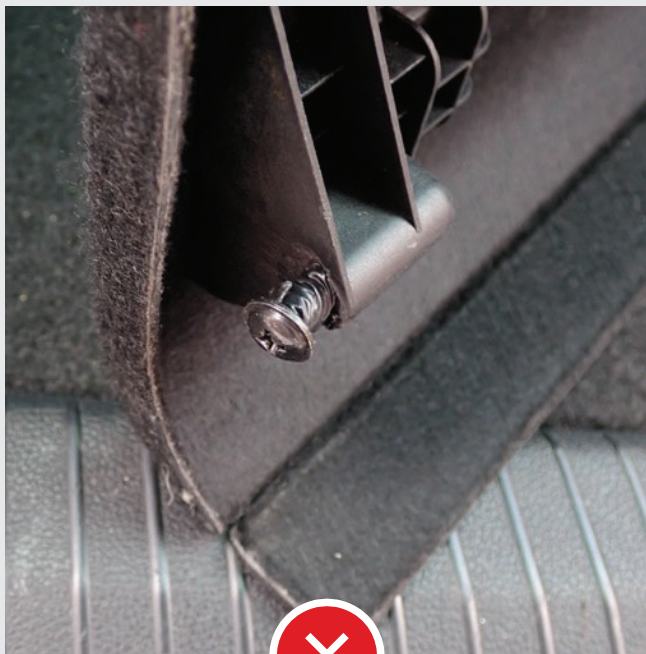
Staining of the luggage compartment trim and fittings (e.g. traces of animal transport, hair and odours), which cannot be removed during basic cleaning.



## Interior



## Luggage space



Deformed/damaged covers, covers

# Wheels



Wheel discs / hubcaps and tyres

This guide is for non-commercial use. Use of the guide for commercial purposes requires a licence from PZWLP.



# Wheels



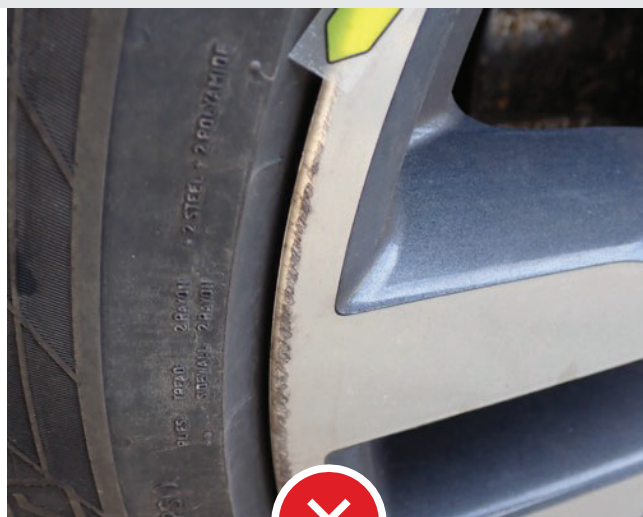
Wheel discs -  
scratches, mechanical damage



Scratches or flaking of the paint on the rims or wheel centres,  
without loss of material.



Damage with shallow  
material loss up to 20 mm if  
there is one damage per rim.

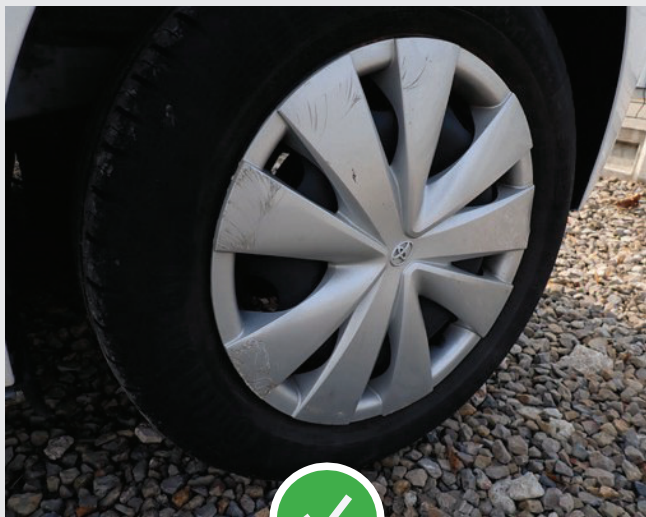


Wheel discs or rims damaged, with deformation or material loss of more than 20 mm or if  
there is more than one damage with loss on one rim, regardless of the extent of the  
damage.

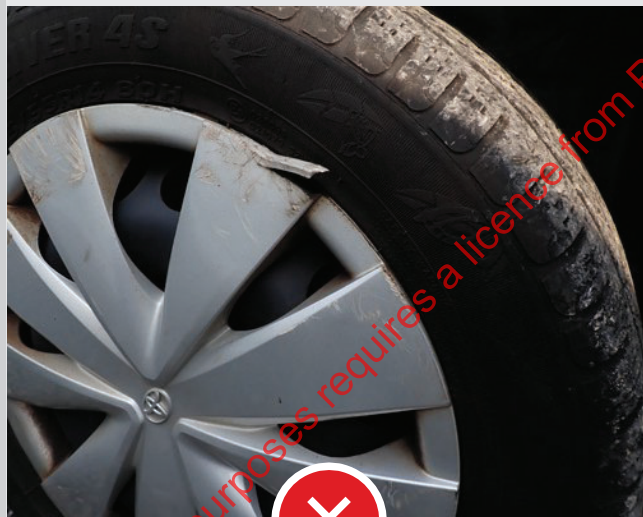
# Wheels



## Caps and tyres



Scratching of hubcaps and flaking of paintwork.



Damage to hubcaps, e.g. cracks, deformations, cavities. Missing hubcaps or hubcaps of different types.



Any mechanical damage to the tyres, such as bulging, tearing, tearing of tread blocks, repair marks on the sidewalls.





# Equipment



This guide is for non-commercial use. Use of the guide for commercial purposes requires a licence from PZWLP.

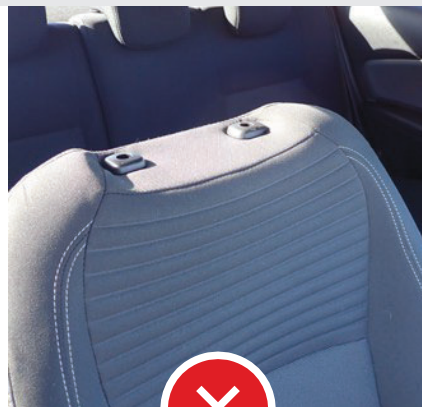
## Equipment



Damaged mechanical displays (e.g. inactive zones, lines, etc.).



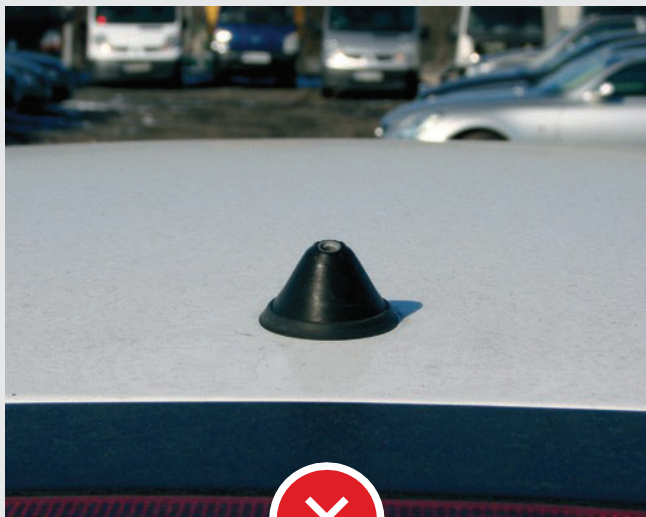
Any shortcomings compared to the condition in which the User received the vehicle, e.g. shelves, grilles, covers.



Missing: head restraints, covers, boot covers, radio space bezel, navigation memory card.



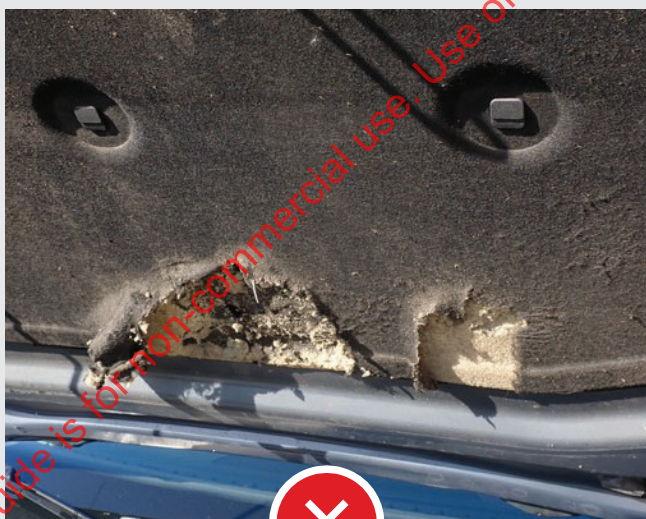
## Equipment



No antenna.

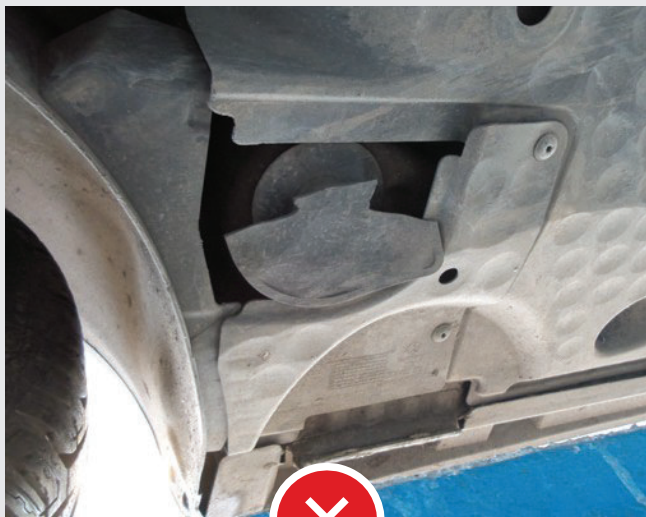


Handle cover missing.



Deficiencies or differences in components of the engine compartment (in comparison with the factory-assembled condition with which the User received the vehicle), any damage or components that do not comply - in terms of technical parameters of the engine compartment - with those recommended by the vehicle manufacturer (including soundproofing mats).

## Equipment



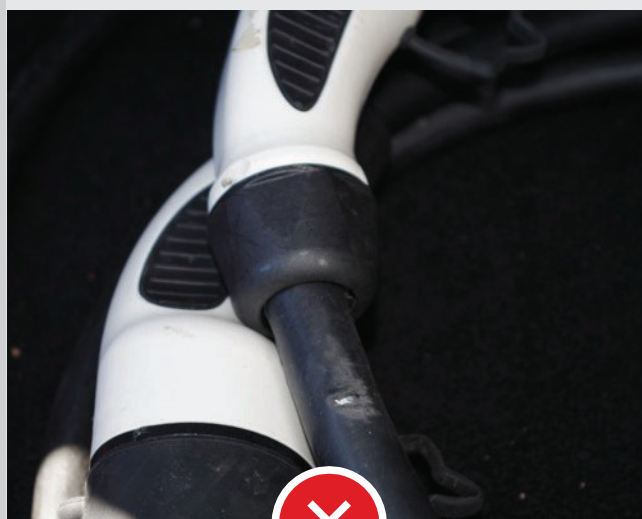
Any damage compared to the condition in which the User received the vehicle, e.g. cracks, abrasions or improper attachment of any of the vehicle's underside covers (lower engine cover, wheel arches, etc.).



Any shortcomings or cracks compared to the state in which the user received the vehicle, e.g. the wheel arch covers were missing or cracked.



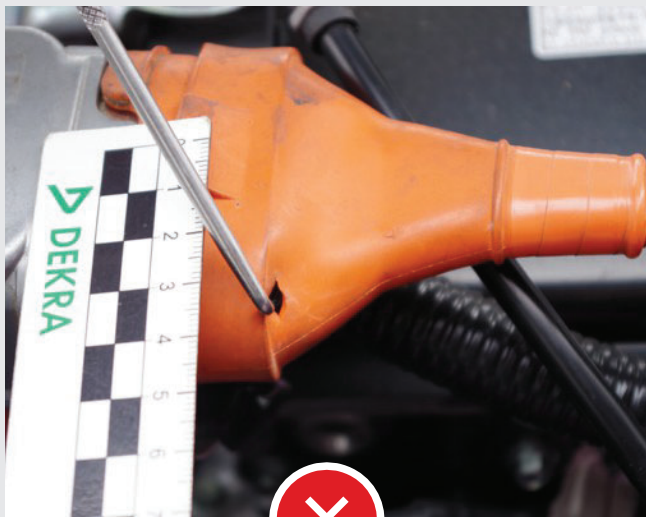
Incomplete repair kit, e.g. missing jack, wheel spanner or locking bolt. Incomplete or worn out wheel repair kit.



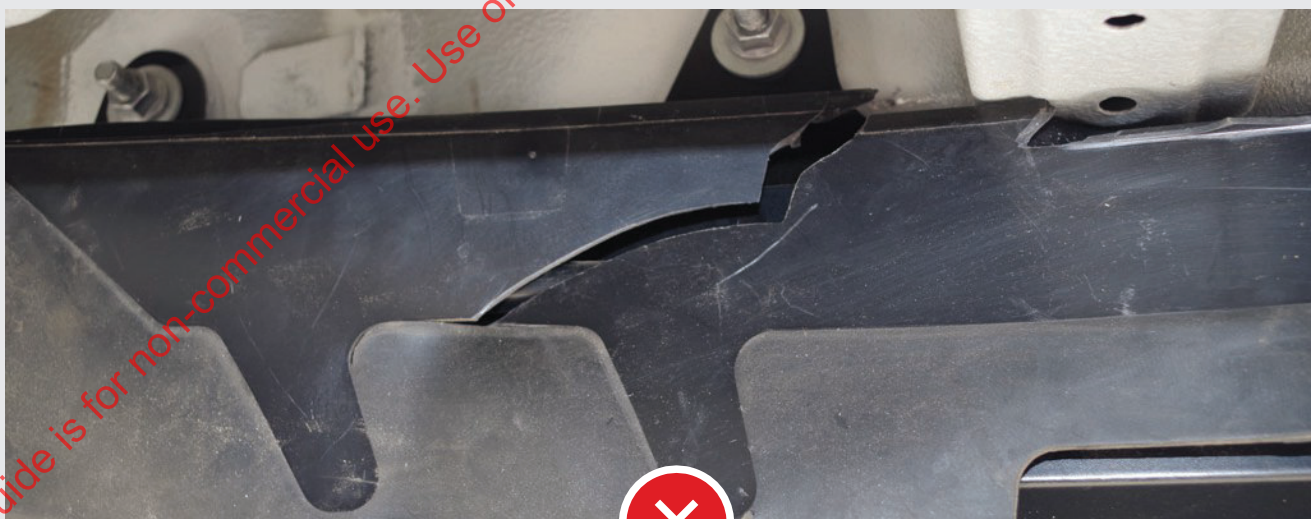
Missing or damaged charger and charging cables, if issued to the vehicle.



## Equipment



Mechanical damage to the electrical connection of the chargers and the socket if issued to the vehicle.



Mechanically damaged battery unit cover.

This guide is for non-commercial use. Use of the guide for commercial purposes requires a licence from PZWLP.

