



Fair Wear and Tear Guide

Our Fair Wear and Tear guide provides guidance to drivers about looking after a Onto vehicle whilst on hire. This guide will detail what we will accept as Fair Wear and Tear.

Fair Wear and Tear is when normal usage causes acceptable deterioration to a vehicle. Onto will review deterioration in the condition of the vehicle by considering the age, mileage and whether the vehicle has been looked after sufficiently.

Fair wear and tear should not be confused with damage, which occurs as a result of a specific event or series of events, such as impact, inappropriate stowing of items, harsh treatment, or negligent acts.



Advice for members during hire:

Onto will take care of organising routine servicing and maintenance, including MOT, road tax and insurance and our 24hr phonenumber is the first point of contact for any issues (including accidents).

Our users are responsible for ensuring that the vehicle is taken to the location of servicing or repair on the day of a booking.

As a Driver you should:

- > Use, maintain and look after the vehicle in accordance with the vehicle manufacturer's guidelines.
- > Report any faults, damage or issues with the vehicle as soon as possible using our 24hr phonenumber

Personal Number Plates:

We do not allow for user's to fit a vehicle with personal number plates, as we have the vehicle assigned to congestion charge exemptions, dart charge auto pay and other systems against the vehicles originally registered number plate. It is not administratively possible to change this at any time.



Advice for members on the day of vehicle return:

- > On the day the vehicle is returned, it must be in a safe and roadworthy condition with all equipment, accessories and documentation present.
- > Ensure all personal belongings are removed from the vehicle,
- > Remove any personal information from the vehicles (connected phones etc...).
- > Inspect the vehicle paintwork, vehicle body, bumpers, trims, windows glass, door mirrors and lamps. Ensure you send over/report any evidence to Onto if you have identified any faults or damage which fall outside of our Fair Wear & Tear guidelines.
- > To inspect the vehicle accurately we recommend the vehicle exterior/interior is cleaned.



End of Subscription Charges:

- > If we find any damage, faults or issues that do not fall within our accepted fair wear & tear guide we will advise on charges no later than four weeks after the vehicle was returned.
- > If damage outside of fair wear and tear is repaired, we will provide a summary breakdown of the charges including repair cost when available.
- > Charges can still be applied at the end of a subscription in cases where Onto has decided for commercial reasons not to repair damage or to replace missing equipment immediately, but instead before we remove the vehicle from our fleet.

Onto Fair Wear & Tear Standard



General Appearance and road safety

All electronic safety features and advanced driver assistance systems that help the driver, eg parking sensors, cruise control, lane departure and collision warnings, must be in working order.

There should be no rust or corrosion on any part of the bodywork, trim of the vehicle, or on the alloy wheels.

The vehicle must be roadworthy, and no warning lights should be illuminated.

There should be sufficient battery level of at least 60%.

Any repairs made to the vehicle before its return must be to a professional standard by repairers approved by Onto or our insurance company so that the repairers can provide a full warranty on their work.



Documentation

> All vehicle documentation must be intact and available, including vehicle manual, or any other documentation supplied with the vehicle.



Paintwork, vehicle body, bumpers & trims:

There should be no rust, corrosion or discolouration on any painted area, including painted bumpers, body mouldings and mirrors.

Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish or poorly matched paint, is not acceptable.



Chips

Chips of 3mm or less in diameter are acceptable provided they are not rusted. A maximum of 3 chips per door and a maximum of 4 chips on any panel is permitted.



Dents

Dents of 15mm or less in diameter are acceptable provided there are no more than two per panel and the paint surface is not broken.

Chips with dents are not acceptable.

Dents on the roof or on the safe line of any panel are not acceptable.



Scratches

Surface scratches of 25mm or less where the primer or bare metal is not showing are acceptable provided they can be polished out.

A maximum of 2 surface scratches on one panel is acceptable.



Badges, emblems and labels

Badges, emblems, labels, logos and advertising livery applied by the user to the bodywork or glass of the vehicle should be removed before returning the vehicle.

Any damage caused by fitting or removing badges, emblems, labels, logos and advertising livery, including faded paintwork, is not acceptable.

Vehicle manufacture badges should not be removed or broken.



Panoramic roofs

The roof must be fully functioning, with no chips, cracks or holes. Surface scratches are acceptable provided they can be polished out. A maximum of four surface 3 surface scratches on the roof is acceptable.



Windows/windcreens

Light scratching is acceptable provided it does not interfere with the driver's line of sight and the heating elements and the ADAS (automated driver assistance systems) still work properly.

Damage in excess of 10mm is not acceptable.

Any cracks on the windscreen or vehicle windows are not acceptable.

Windscreen chips are acceptable in the event that they can be repaired and not require a windscreen replacement.

The washer reservoir must have sufficient liquid to clear the windscreen when working in conjunction with the windscreen wiper blades.



Door mirrors

Missing, cracked or damaged door mirror glass and housing units are not acceptable. If adjustable and/or heated door mirrors, they must work correctly.



Lamps and lenses

All lamps and lamp units must work. Minor scuff marks or scratches of 15mm or less are acceptable. Holes or cracks in the glass or plastic covers of lamp units are not acceptable.



Tyre and wheels:

Tyre wear and damage

All tyres, including any spare, must meet minimum UK legal requirements and comply with the vehicle manufacturer. Onto must be contacted if the tyre tread has gone below the UK legal limit (1.6mm in-depth), whilst the vehicle is in an active subscription. Onto will replace the vehicle tyre 'Free of charge' if the tyre tread has come to or near the UK legal limit, where the tyre has been worn within manufacturers timeline, and not from excessive acceleration or braking.

Tyre puncture repairs are not included and if a tyre technician deems a tyre unfit for use or unrepairable the tyre will have to be replaced and will be charged. Onto cannot confirm on every occasion the cost of a replacement tyre or tyre puncture repair as this is variable and could depend on call out fees and other factors outside of our control. The cost will be confirmed after the work has been completed and will be communicated via email. We have a strict safety policy so we do not permit the replacement or repair of any tyres with unknown suppliers outside our supplier network

There must be no damage to sidewalls or tread.

Evidence of uneven wear due to under-or over-inflation is not acceptable

If it is found that tyres have been changed without Onto's permission, a charge will be applied for a new tyre, as the type/make of tyre has to be specified by Onto so that the vehicle meets safety requirements.



Wheels and wheel trims

Dents on wheel rims and wheel trims are not acceptable.

Scuffs up to 5cm (50mm) on the total circumference of the wheel trim and on alloy wheels are acceptable.

Any damage to the wheel spokes, wheel fascia, or hub of the alloy wheel is not acceptable. There should be no rust or corrosion on the alloy wheels.

The spare wheel, if supplied, including jack and other tools, must be intact, stowed properly and in good working order.

The emergency tyre inflation kit, if supplied when new, should be in full working order, serviceable and ready for use.

A canister that has been partially or fully discharged should be reported to Onto, and we will arrange a replacement.



Mechanical condition:

Any error messages should be reported to Onto immediately via the App or via email. If unreported warning signs have not been reported and found when the vehicle is returned, depending on the issue, if it is an issue related to negligence you may be liable for the cost. If the issue relates to a manufacturer's warranty repair, we will not attempt to recover any cost.

If a vehicle has been used in a negligent manner and this has caused any mechanical issue, Onto will look to apply a charge for the repair against the hirer, if a main dealer can support this claim.

Any evidence of mechanical tampering / or replacement without Onto's permission will result in account termination and a full investigation to claim all fees related to restoring the vehicle to original condition.



Vehicle underside

Any impact damage to the underside of the vehicle is not acceptable.



Vehicle interior

The interior upholstery and trim must be clean and odourless with no burns, scratches, tears, dents or staining.

Carpets should not have any holes. All seats originally supplied must be present.

Interior fittings such as seat belts, rearview mirrors, courtesy lights, sun visors, door bins, etc, must be present, intact and free of damage.

Accessories such as parcel shelves, load covers, boot liners, restraining straps and floor mats must be present in the vehicle if it was supplied at collection.



Equipment and controls

All original equipment, accessories and controls must be present and functioning correctly including but not exclusively, SD cards, Bluetooth and other integrated systems.

All original fitted electrical equipment, including reversing cameras, adaptive speed control, speed limiters and lamps should be present and fully functioning.

The dashcam should be functioning and present, if it is found that it has been tampered with, then this would void your Hire Agreement, meaning you may be liable for the full cost of repair or damage caused. We will suspend your account if the dashcam has been replaced/tampered/stolen.