



Fair wear and tear guidelines

EV Subscriptions



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Using this guide

This guide aims to help with the EV return process by providing details on what does and doesn't fall within fair wear and tear as well as with a handy pre-return checklist for you to run through.

While it's not possible to provide an example of every form of potential damage, the descriptions and images used offer a general baseline to work from.

We recommend reviewing this guide before returning your EV to AGL so that you can take steps to ensure you avoid receiving a repair bill.

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Fair wear & tear explained

The term 'Fair wear and tear' refers to the condition of a car that would be deemed reasonable after it's returned at the end of the subscription period, depending on the vehicle's age and odometer.

The Australian Finance Industry Association (AFIA) publish industry guidelines, which are used during the inspection process.

Inspection process

After an AGL EV Subscription term ends and the EV is returned, a detailed inspection to assess both its exterior and interior condition is completed by an external party, Slattery, to ensure the process is fair and transparent.

Damage charges

Any damage that falls outside of fair wear and tear will be passed on to the driver. Where possible, the on-charges will be for the cost of repair rather than replacement.



Pre-return vehicle checklist

1. Ensure everything is returned

- All keys and car cards
- The portable charger and cables
- The owners manual
- The service history and related documents
- Any removable items like roof racks and cargo racks
- Any emergency equipment such as jacks and spare wheels (in working condition)
- The original wheels and wheel caps

2. Remove all personal items

- Remove eTags and any attached navigation devices and device holders
- Delete your driver profile to ensure location history and addresses are cleared
- Any personal effects left in vehicles such as sunglasses, electronics, cards and jewellery etc.

Quick Tip

We can't guarantee the return personal effects so be sure to check all storage areas such as the glove box, centre console, door pockets, under seats, in the boot (and frunk!).

3. Cleaning and self-inspection

- If approval was sought for wraps and stickers, make sure they are removed prior to return and that they haven't damaged the car
- On the outside, give the car a wash, this will also help you inspect for damage
- On the inside, remove soiling on seats, lining and carpets. Any specialist cleaning costs will be passed on
- Unpleasant smells will also be assessed so best to address this before the car is returned

Quick Tip

Self-inspect the car's condition in daylight on a dry day. This will help show up imperfections more clearly when you check each of the panels, glass, lights and seats.

Fair wear & tear examples

Exterior

Vehicle Body and Paint



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Acceptable

- Minor scuffs and scratches, provided that they can be removed by mechanical polishing
- Small dents, given that there are no more than two, they are not on the roof or bonnet and the paint surface has not been broken
- Isolated stone chipping on a small portion of a panel, no more than 2mm and no corrosion has developed
- Chips that have properly been touched up prior to corrosion development



Exterior

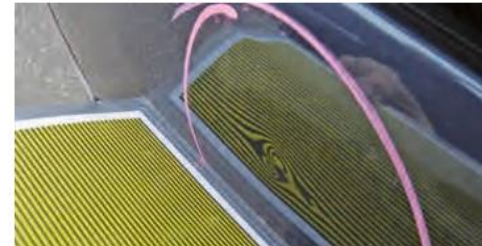
Vehicle Body and Paint



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Unacceptable

- Any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing
- Dents, scuffs and abrasions larger than 2cm
- More than two dents
- Paint chipping, covering more than 25% of the panel
- Incorrect repaint work, showing a colour difference
- Incorrect repair work
- Corrosion development on any type of damage
- Paint discolouration through external impacts, such as incorrect chemical usage
- Hail damage
- Acid and tree sap stains



Exterior

Bumpers and mouldings

Acceptable

- Minor chips and scratches, provided that they can be removed by mechanical polishing
- Small scuffs and abrasions, provided that they can be removed by mechanical polishing
- For non-painted bumpers, scratches and scores up to 10cm are acceptable
- Small dents up to 2 cm, with a maximum of 2 dents
- Discolouration through external impacts, e.g. weather condition



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Exterior

Bumpers and mouldings

Unacceptable

- For painted bumpers: any chips, scratches, scuffs and abrasions, not possible to be removed via mechanical polishing
- Scuffs and abrasions larger than 2 cm
- Dents larger than 2 cm
- More than two dents
- Broken or cracked or deformed grilles and bumpers
- Damage due to incorrect cleaning or chemical products



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Exterior

Tyre Wear and Wheel Rims

Acceptable

- Tyres with a minimum tread of 1.6 mm or tyre treads that meet local legal requirements
- On the face of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 10 cm
- On the border of the wheel trim, rim or alloy: one scratch, scuff or abrasion up to 10 cm



Exterior

Tyre Wear and Wheel Rims



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Unacceptable

- Scratches, scuffs or abrasions larger than 10 cm
- Deformed tyres, e.g. caused by kerbing
- Bulges, cracks or cuts to the tyres
- Damage to the sidewalls or tread
- Tyres penetrated with a foreign object
- Broken or deformed wheel trim, rim or alloy
- Corrosion development on the wheel trim, rim or alloy
- Returns without the original wheel caps, tyre mobility kit and/or spare wheel



Interior



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Acceptable

- Light soiling on seats, interior lining, floor mats or carpets, which can be removed by general cleaning
- Seats showing wear and indentation through general usage
- Panel discolouration through day to day usage and wear



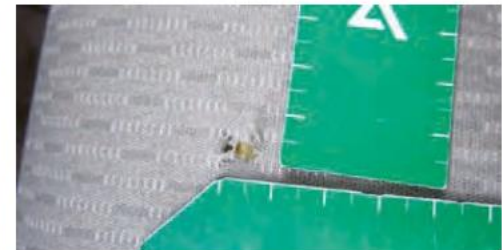
Interior



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Unacceptable

- Soiling and stains on seats, interior lining, floor mats or carpets, which can not be removed by general cleaning, but require specialist cleaning
- Cuts, abrasions, tears and damage to the material of the interior lining, carpets and floor mats
- Holes left in the console as a result of equipment removal
- Cuts, gouges or loose threads on the steering wheel
- Unpleasant odours which require specialist cleaning to remove
- Returning the vehicle with seats missing



FAQs

Is tyre replacement included in my subscription fee?

Yes, for fair usage. The subscription fee budgets for a set of tyres to last 45,000km before the tread is worn below a safe level.

If an EV is returned with tyres that are not in a safe condition, either through damage or excess usage beyond fair wear and tear guidelines, the cost of repair or replacement will be charged.

How much will the repairs to my EV cost?

Repair costs can vary depending on the extent of the damage. To get a better understanding of potential costs of various repairs, please follow the links provided, below.

To ensure the transparency in our repair process, AGL outsources all fair wear and tear checks to a third party and repairs to another third party.

Once your EV is returned it will be assessed. AGL will get back to you with a full breakdown costs, generally within 1-2 weeks of the vehicle's return.

Indicative costs

- [Paint and panel repairs](#)
- [Mechanical repairs](#)

Who pays if my car was damaged or broken into?

If your car requires repairs and you did not get the details of the party responsible, it is classed as an at-fault claim. The cost of the repairs or the excess, whichever is smaller, will be charged to you as the subscription holder of the vehicle.

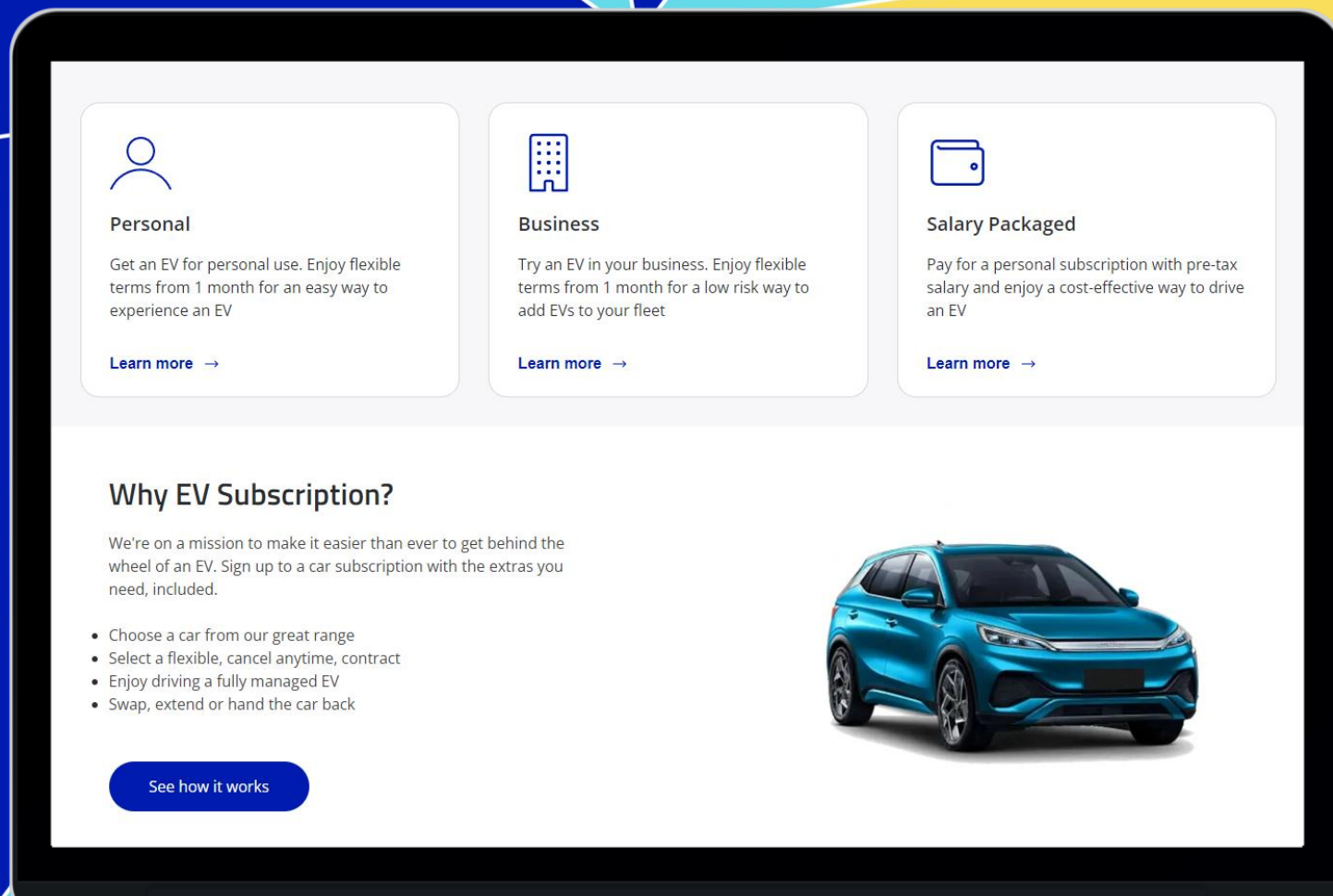
EV Subscriptions

Making it easier to drive electric

More information

If you have further questions about fair wear & tear and your EV Subscription, get in touch. [Contact us](#)

next.agl.com.au/ev-subscription



The screenshot displays a website interface for EV Subscriptions. At the top, there are three main categories, each with an icon and a 'Learn more' link:

- Personal**: Represented by a person icon. Text: "Get an EV for personal use. Enjoy flexible terms from 1 month for an easy way to experience an EV." Link: "Learn more →"
- Business**: Represented by a building icon. Text: "Try an EV in your business. Enjoy flexible terms from 1 month for a low risk way to add EVs to your fleet." Link: "Learn more →"
- Salary Packaged**: Represented by a wallet icon. Text: "Pay for a personal subscription with pre-tax salary and enjoy a cost-effective way to drive an EV." Link: "Learn more →"

Below these categories is a section titled "Why EV Subscription?".

Why EV Subscription?

We're on a mission to make it easier than ever to get behind the wheel of an EV. Sign up to a car subscription with the extras you need, included.

- Choose a car from our great range
- Select a flexible, cancel anytime, contract
- Enjoy driving a fully managed EV
- Swap, extend or hand the car back

At the bottom of this section is a blue button labeled "See how it works".

To the right of the text is an image of a teal-colored electric SUV.