

## Definition of damage

We operate a fair wear and tear policy in line with the Australian Finance Industry Association Code of Practice.

Please check the vehicle's condition against the 'pre-existing condition notes' listed in the Vehicle Condition Report supplied at the start of your rental. If there are discrepancies please see one of our representatives and we will update our records accordingly.

You are invited to take a time-and-date-stamped photograph of the relevant pre-existing damage before leaving the rental location.

In the event of poor weather conditions or bad light, you can take a photograph within 60 minutes of leaving our rental location.

If you take a photograph please ensure you show a Hertz representative on return.

**For peace of mind we have listed below and on the reverse side, what constitutes damage (as opposed to fair wear and tear).**

### Vehicle Bodywork

- Scratch or Scrape over 20mm long and over 1mm wide with paint surface penetration.
- Dent over 20mm diameter or paint surface penetration or multiple dents.
- Bumper scratch/scrape over 20mm in diameter with paint surface penetration.
- Lower front bumper scuffing or scrapes above the first 50mm of the lower front bumper or above the lower front bumper first crease line.

### Tyres

- Where a repair is possible (i.e. the tyre has not been run while flat) only the tyre repair will be charged.
- Where a repair is not possible, a replacement tyre (including the cost of fitting) will be charged, pro rata to the original tyre's tread; e.g. a tyre with 75% remaining tread would be charged at 75% of the new tyre price. If you buy a replacement tyre, its type, make and rating must exactly match the other existing tyres.
- Tyre damage examples are:
  - unrepairable punctures
  - tread and sidewall damage making the tyre un-roadworthy, e.g. cuts, bulges, gouges and abrasions
  - misuse e.g. tyre flat spots caused by burnouts.

*Glass and Tyre pricing can be found under "About Hertz – Terms & Conditions" on [www.hertz.com.au](http://www.hertz.com.au)*



## Ancillary components

- Damage to mirrors.
- Damage to lights including: chips, holes, scratches and cracks.
- Wheel trims cracked, broken, missing, mismatched or not original.
- Alloy wheels cracked, buckled, gouged, mismatched or not original.

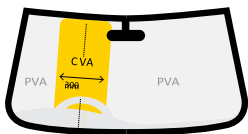
## Vehicle Interior

- Any missing original equipment.
- Trim damage or missing parts of the interior trim.
- Upholstery burns, cuts, stains or tears to the seats, carpets, roof lining and lining in the glovebox or boot/trunk.
- Excessively dirty or smelly vehicle.

## Windscreen Repair or Replacement?

- Repair – If 2mm to 20mm within primary vision area (PVA) only,
- Replacement – If over 20mm in primary vision area (PVA) – OR – If over 2mm in critical vision area (CVA).

The primary vision area (PVA) is anywhere more than 90mm from the top and sides of the screen or more than 65mm from the bottom.



**Note:** If you notice a chip within 60 minutes of driving away at the start of your rental, take a time-and-date-stamped photograph and present it to us on your return.

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In the event of an accident or collision – See full Terms & Conditions Complete Vehicle Incident Report available from our staff or online at [www.autorent.com.au/vir](http://www.autorent.com.au/vir)

## Damage Process

