



## **Fair Wear & Tear Policy**

[hellocars.com.au](https://hellocars.com.au)

## About this policy

At HelloCars, we constantly strive to provide vehicles of the highest quality to meet the expectations of our customers. We believe some Wear and Tear is to be expected in the everyday use of any vehicle and as such, this policy outlines the acceptable level of Wear and Tear which a subscription vehicle can incur without financial penalty.

During check-in and check-out, HelloCars will perform an inspection of the vehicle to identify any new and pre-existing damage to the vehicle. It is the responsibility of the subscriber to also perform their own inspection and notify HelloCars of any pre-existing damage not noted in the inspection report before collecting the vehicle.

This policy is not intended to be exhaustive and will be implemented at the complete discretion of HelloCars.



# Paint & Finish

## Acceptable Wear & Tear

Scratches less than 25mm that don't penetrate through the clear coat

Isolated dents less than 10mm in diameter that have not damaged the paint surface

Isolated stone chips less than 2mm in diameter

## Unacceptable Wear & Tear

Any scratch that penetrates through the clear coat

Dents on wheel arches, style lines, door sills or door edges

Multiple dents or stone chips on a single panel, regardless of size



✗ Damage to the paint finish that will require repainting



✗ Scratch has penetrated through the clear coat. Scratch exceeds 25mm

# Wheels & Tyres

## Acceptable Wear & Tear

Light scratches and scuffing

Normal wear of the tyre tread depth

## Unacceptable Wear & Tear

Any damage to the wheel rim or hubcap

Any scratches or scuffing to a wheel rim or hubcap that is black or polished

Any damage to the tyre sidewalls, punctures or flat spots

Removal of any items such as the spare wheel, tools and wheel dressings



✗ Damage to the wheel rim



✗ Damage to the wheel rim and face

# Windscreen & Glass

## Acceptable Wear & Tear

An isolated glass chip up to 5mm in diameter

## Unacceptable Wear & Tear

An isolated glass chip above 5mm in diameter

Multiple glass chips on a single surface, regardless of size

A glass crack of any size



✗ Large windscreen chip



✗ Windscreen crack

# Interior, Upholstery & Trim

## Acceptable Wear & Tear

Light scuffing, marks, soiling or debris that can be removed by general cleaning

## Unacceptable Wear & Tear

Any soiling, stains or damage caused by an animal or other prohibited use

Any offensive odours, including pet or animal odours, smoking or e-cigarette odours and food or beverage odours

Any tears, cuts, scratches, holes or burns

Any scuffing, marks, soiling or debris that cannot be removed by general cleaning

Any rubbish or foreign matter that must be disposed of



✗ Vehicle heavily soiled



✗ Rubbish left in vehicle

# Accessories & Keys

## Acceptable Wear & Tear

All keys, remotes and accessories provided with the vehicle must be returned fully operational and in the original condition

## Unacceptable Wear & Tear

Lost or damaged keys, remotes or other accessories

Keys, remotes or other accessories not provided directly to a HelloCars staff member or when directed, in a secure lock box

Damaged caused by incorrect fitting of an accessory such as bicycle rack or snow chains

Removal of any items or accessories permanently or loosely attached to the vehicle, such as ashtrays, 12V power ports, etc.

# Returning your vehicle

You are welcome to return your vehicle any time after the minimum term of your chosen plan by first providing 30 days written notice to HelloCars. The vehicle can only be returned by prior appointment in the presence of a HelloCars team member, and you must be present for the vehicle return inspection.

Please ensure the vehicle is returned cleaned and with the same level of fuel as you received it otherwise you will be charged an additional fueling and cleaning fee. Any belongings should be removed from the vehicle and while we will try to accommodate the return of any forgotten items, HelloCars does not take any responsibility for items left behind in the vehicle.

Any damages incurred above this Fair Wear & Tear policy will be charged through your subscription account and as a deduction of your refundable security deposit. To dispute any charges, you should do so in writing to [subscription@hellocars.com.au](mailto:subscription@hellocars.com.au) within seven days.

