

DAMAGE CATALOGUE

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GENERAL TERMS

DEAR SIXT PARTICIPANT,

When returning your vehicle, please consider all documents and accessories that you received at vehicle hand-over, such as:

- Vehicle registration documents;
- Registration plates;
- Manufacturer‘s service booklet;
- Accessories such as multimedia, netting, instruction manuals, etc.;
- Storage devices such as CDs, DVDs, SD cards and USB sticks for navigation;
- Original rims and tyres, inner rims of road wheels;
- All vehicle keys inc. emergency key;
- Charging cables for electric vehicles;
- Fuel and other service cards (if available).

Vehicle should be returned in the condition which is not worse than that when it was received, taking into account its normal wear and tear. Upon return Vehicle shall be clean, odorless and with same level of fuel in tank, or with the same level of battery as the Vehicle has been handed over to the Participant.
Missing accessories will incur costs that will be invoiced.
If you hand in accessories which were not present during the inspection at a later date, we reserve the right to charge you for any damage retrospectively.
Over the following pages, you will find examples of acceptable and unacceptable damage. Based on these examples, you will be able to roughly predict what your vehicle’s evaluation will be upon return.
In case of unacceptable damage, we will inform you about the type and extent of the damage with a written notification.
If you do not agree with our damage assessment, we will seek a solution.

Sincerely,
SIXT team

EVALUATION CRITERIA

WHAT CRITERIA ARE TAKEN INTO ACCOUNT DURING A VEHICLE'S EVALUATION?

The technical condition of the vehicle is assessed by determining the difference between normal wear and tear (acceptable damage) and damage for which the costs shall be borne by the Participant (unacceptable damage).

ACCEPTABLE DAMAGE

✓ This is damage caused by normal usage of the vehicle that does not negatively influence the general appearance of the vehicle. Acceptable damage will not be invoiced.

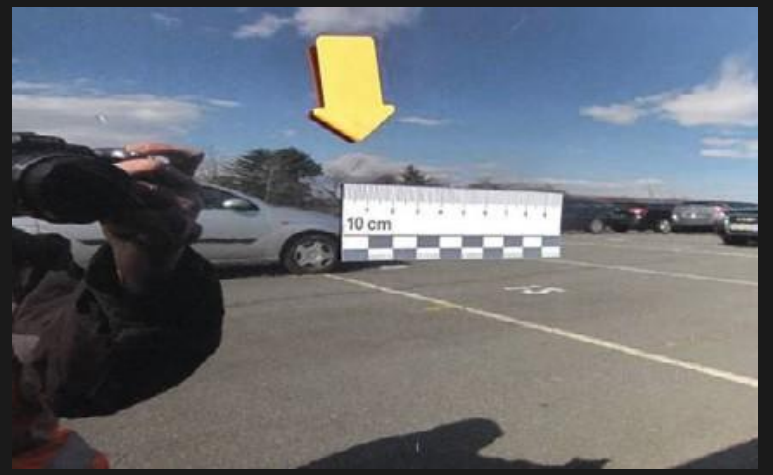
UNACCEPTABLE DAMAGE

× Damage caused by accidents or impact is not attributed to normal usage and thus will be invoiced. Here, we distinguish between damage that will be invoiced 100% and damage that will be invoiced proportionately based on vehicle age, mileage and usage. The former consists of damage caused by accidents or improper repairs, missing parts and damage that affects operational and road safety. The latter includes damage that impairs the appearance and functional state of the vehicle. Unacceptable damage reduces the resale price of a vehicle.

BODY (EXTERIOR)
ACCEPTABLE DAMAGE

- ✓ Small dents that do not damage the paintwork
- ✓ Not deeper than 1 mm and not bigger than a 1 € coin (max. 20 mm)
- ✓ Max. 3 dents per component
- ✓ Appropriate and professional maintenance





BODY (EXTERIOR)

UNACCEPTABLE DAMAGE

- × Dents that cause damage to paintwork
- × Dents that are deeper than 1 mm and bigger than a 1 € coin (> 20 mm)
- × More than 3 dents per component
- × Inappropriate and/or unprofessional maintenance
- × All kinds of accident damage
- × Damage caused by hail





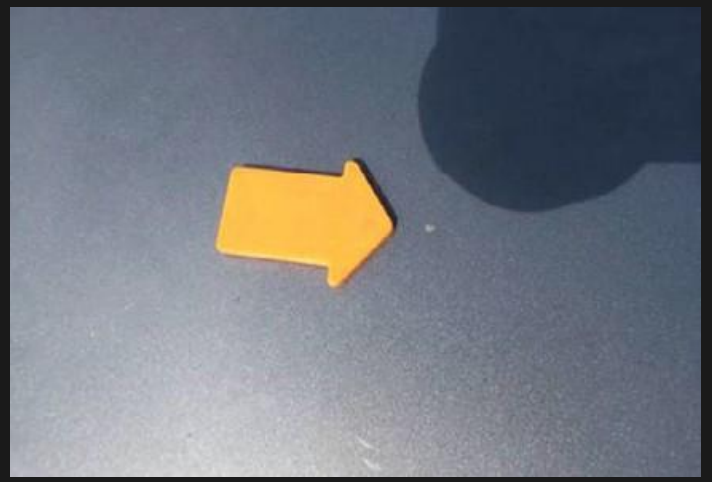


PAINT

ACCEPTABLE DAMAGE

- ✓ Damage caused by environmental impact that can be removed by polishing.
- ✓ Small stone impacts – 1 to 4 dents on one part of the bodywork.
- ✓ Traces left by car wash systems, smears or other dull paint spots that can be removed by polishing.
- ✓ Small scratches on the paint surface (e.g. on door edges).



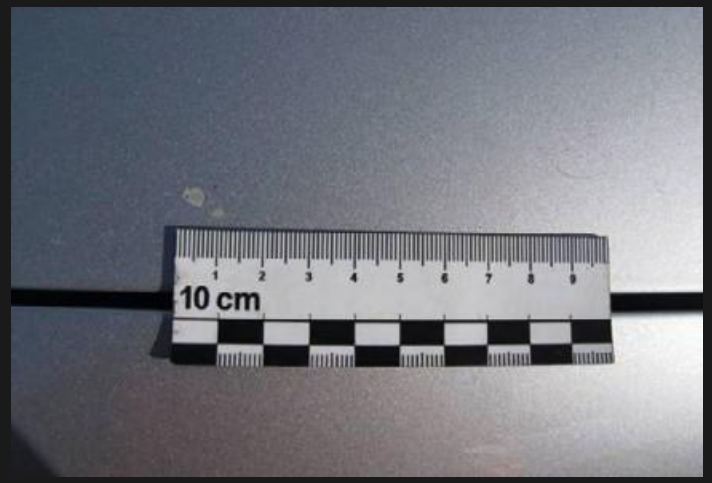


PAINT

UNACCEPTABLE DAMAGE

- × Damage caused by environmental impact that can’t be removed by polishing
- × A dense concentration of stone chipping marks – 5 or more dents on one part of the bodywork.
- × Rusted or corroded stone chipping marks
- × Damage to paintwork that cannot be removed by polishing
- × Parts of stickers or labelling film remaining on the vehicle
- × Inappropriate or unprofessional repainting (e.g. painting over dust, paint runs, smears or different shades of paint)



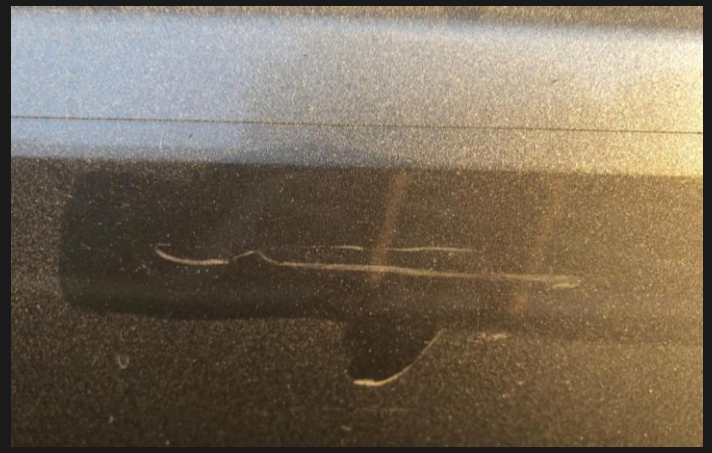


BUMPERS, FENDERS, DECORATIVE LININGS

ACCEPTABLE DAMAGE

- ✓ Small paint abrasions or scratches that can be removed by polishing
- ✓ Small stone chipping marks and small scratches that are not visible and are in line with vehicle age and mileage
- ✓ Small stone chipping marks – 1 to 4 dents on one bumper or fender detail





BUMPERS, FENDERS, DECORATIVE LININGS

UNACCEPTABLE DAMAGE

× Damage that requires replacement, maintenance or painting. For example: cracks, scratches, peeling paint, pressure marks, compressions and deformations, as well as inappropriate and/or unprofessional maintenance

× Dense concentration of stone impacts – 5 or more dents on one bumper or fender detail





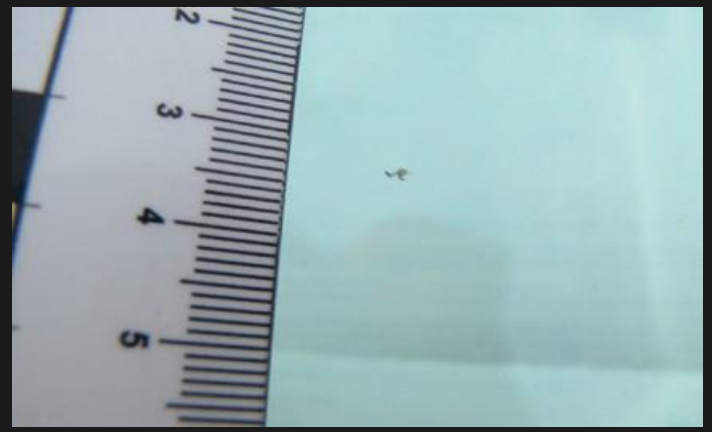


GLASS AND LIGHTS

ACCEPTABLE DAMAGE

- ✓ Small stone chipping marks on the surface that are not immediately visible and that do not affect road safety
- ✓ Windscreens that have been maintained in accordance with the local Road Traffic Permit Act (in the case of visible defects caused by maintenance, a value reduction will apply)





GLASS AND LIGHTS

UNACCEPTABLE DAMAGE

- × Damage that affects road safety
- × Breaks or cracks in the glass
- × Chipped glass components
- × Inappropriate and/or unprofessional maintenance/repair of air locks, etc., soiling of maintained parts, unfilled cracks, warping, chipped parts or breakages
- × Scratches
- × Leaking and/or broken lights (such as headlights, rear lights, etc.)



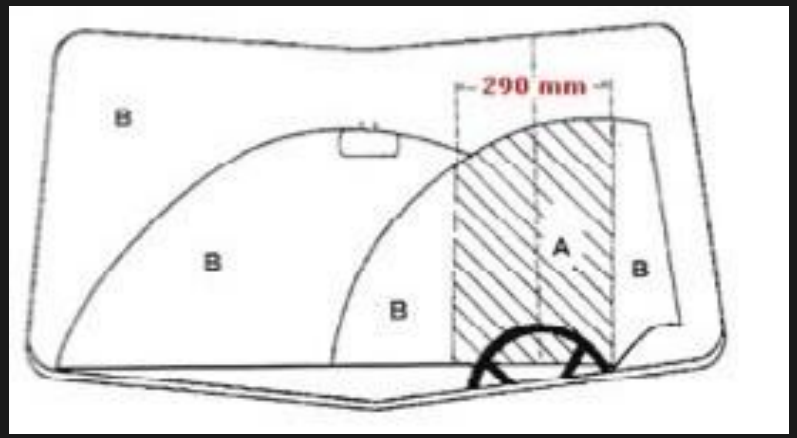


GLASS AND LIGHTS

CONDITIONS FOR REPAIRING LAMINATED GLASS WINDSCREENS

- ✓ Windscreens may be repaired only if:
- ✓ damage is on the outer surface. The inner surface or plastic sheeting must not have been damaged.
- ✓ the repair takes place as quickly as possible. Neither liquids nor dirt can have entered the damaged area
- ✓ the diameter of the chipped area isn't bigger than 5 mm
- ✓ chippings must be at least 10 cm away from the edge of the window
- ✓ stone chipping marks must have been repaired

In the case of passenger cars or other vehicles up to 3.5t:
It must be guaranteed that the driver has a sufficient field of view in all weather conditions.
This field of view is measured from the middle of the seat – 29 cm in width – and ends at the upper and lower region of the wiper area.



A = hatched area = no repair works allowed
B = repair works allowed

GLASS AND LIGHTS

ACCEPTABLE DAMAGE

REPAIRED STONE CHIPPING MARKS, VISUALLY AND TECHNICALLY OK



BEFORE REPAIR



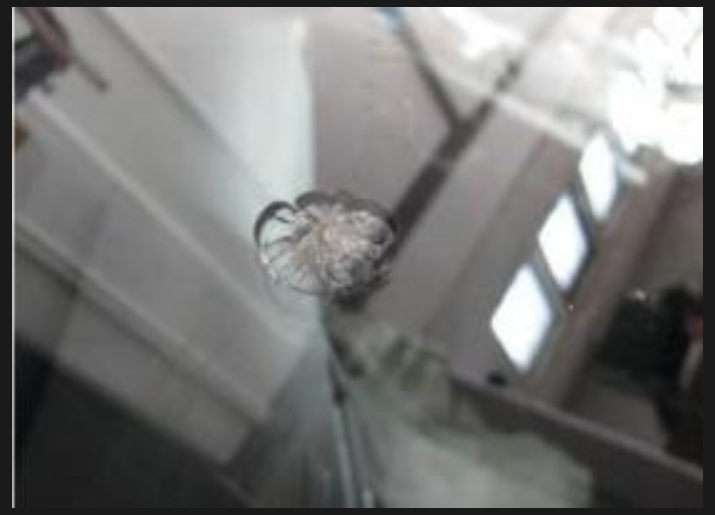
AFTER REPAIR

GLASS AND LIGHTS

UNACCEPTABLE DAMAGE

× Repaired stone impact, visually not ok: a value reduction is applied

× Repaired stone impact, technically not ok: a replacement is required



BEFORE REPAIR



AFTER REPAIR

TYRES

ACCEPTABLE DAMAGE

- ✓ Tread depth (measured from main rolling area) min. 2 mm with summer tyres or min. 4 mm with winter or all-season tyres
- ✓ Small abrasion marks on tyre side walls that have not damaged the tyre cord and have no bearing on road safety





TYRES

UNACCEPTABLE DAMAGE

- × Tread depth (measured from main rolling area) less than 2 mm with summer tyres or less than 4 mm with winter or all-season tyres
- × Tyres worn on one side or tyres damaged by external impacts
- × Wheel alignment necessary (uneven tire tread wear)
- × Wheel/tyre combinations that are not authorized by the manufacturer
- × Damage that endangers road safety (cracks, porosity, foreign objects in tyres, etc.)







RIMS AND HUBCAPS

ACCEPTABLE DAMAGE

- ✓ Signs of corrosion (such as due to gritting salt), that have not occurred after mechanical damage.
- ✓ Small scratches and abrasions on rim flange with a maximum size of 20 mm and depth of 1 mm that may be repaired. (This paragraph does not apply to rims whose manufacturing technology prevents repair).
- ✓ Abrasions on hubcaps that are smaller than 100 mm





RIMS AND HUBCAPS

UNACCEPTABLE DAMAGE

- × Cracks, deformation or breakages
- × Abrasions that are bigger than 20 mm and deeper than 1 mm, including visible material abrasion. (This paragraph does not apply to rims whose manufacturing technology prevents repair)
- × No original spare parts
- × Corrosion damage that is bigger than 20 mm
- × Abrasions on hubcaps that are bigger than 100 mm, and/or damaged lining anchorages



INTERIOR AND SEATS

ACCEPTABLE DAMAGE

- ✓ Fading colour, slight and even discolouration caused by normal usage and wear
- ✓ Normal wear of floor cover in line with vehicle age and mileage
- ✓ Small scratches or corrosion caused by normal usage
- ✓ Easily removable stains, the cleaning of which does not require the use of chemical cleaning products









INTERIOR AND SEATS

UNACCEPTABLE DAMAGE

- × Heavy soiling, significant discolouration changes
- × Holes, cracks, cuts and general damage of any kind
- × Soiling that can‘t be removed at all or soiling that is very difficult to remove
- × Unpleasant smells of any kind (caused by smoking, keeping animals, mould, etc.)
- × Missing parts







DAMAGE TO ACCESSORIES

UNACCEPTABLE DAMAGE

- × Small drill holes that are in the field of view of the driver or vehicle occupants, e.g. on the dashboard, central console, door panels, etc.
- × Changes that can’t be restored to their original condition
- × Damage that can be attributed to accessory fittings, such as cuts in the parcel shelf or door panels, stickers or markings
- × Scratches on displays, such as the navigation display

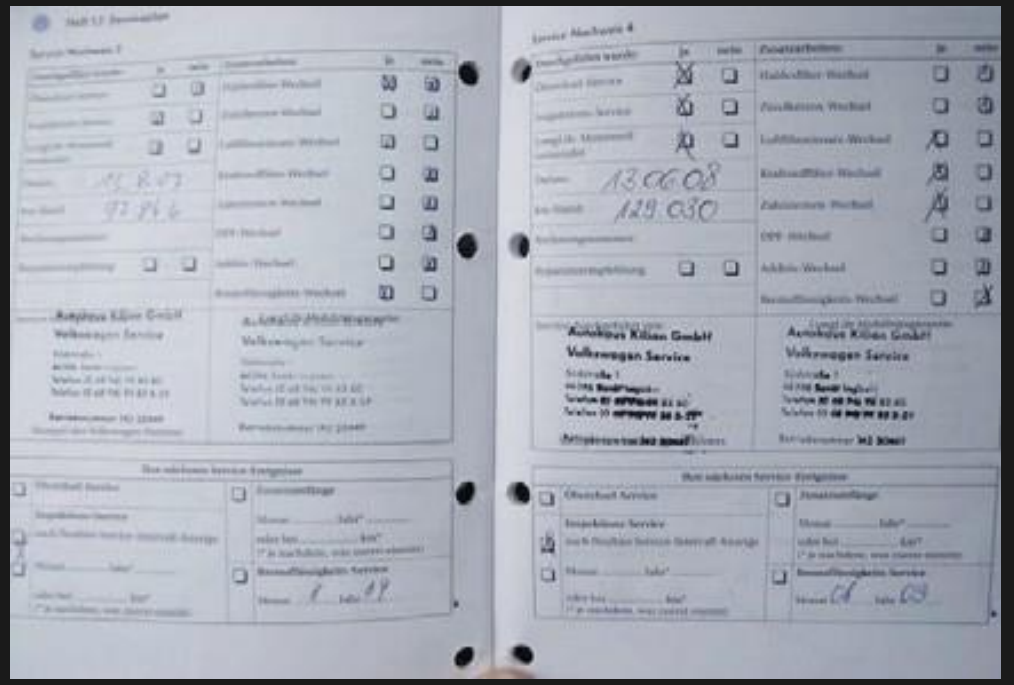




TECHNICAL COMPONENTS*

ACCEPTABLE DAMAGE

- ✓ Normal wear that does not affect road safety or operational safety
- ✓ Complete evidence of all regular maintenances / servicing works



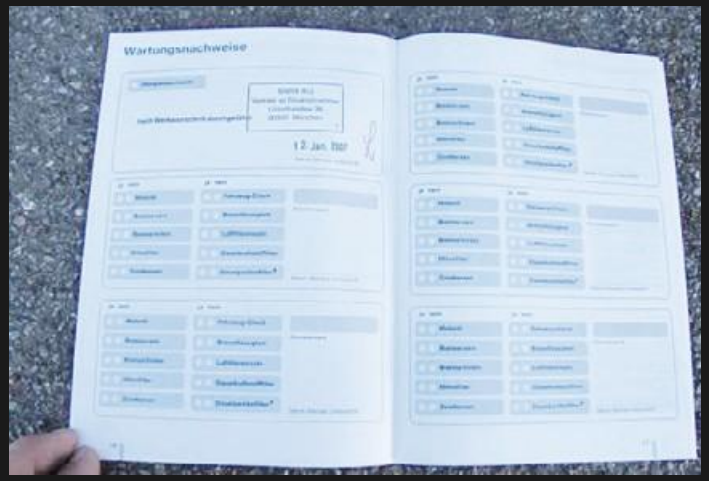
*Technical components: engine, transmission, gear mechanism, axles, steering mechanism, brakes, etc.

TECHNICAL COMPONENTS

UNACCEPTABLE DAMAGE

- × Damage affecting road safety or the operational safety of the vehicle (e.g. motor space, rolling parts, steering gear, other sub-assemblies and protective devices not resulting from normal wear - passed on to an object, sidewalk, etc.)
- × Inspections/servicing not performed in accordance with the manufacturer's instructions, Road Traffic Regulations or performed at unauthorized repair/maintenance sites
- × Missed inspections or inspections not carried out in accordance with the manufacturer‘s specifications and any resulting damage or defects
- × Functional damage to locks, fittings, attachments, etc.







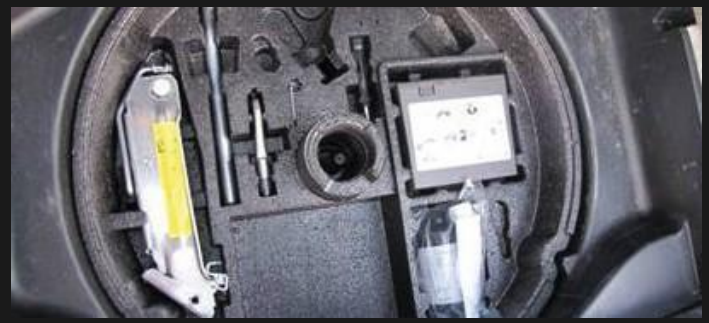
MISCELLANEOUS

UNACCEPTABLE DAMAGE

- × Missing parts of original equipment of the vehicle (e.g. original and/or second set of discs/tyres and tyre anchorages, all standard and additional accessories and equipment, all vehicle keys (requiring replacement of locking systems), radio code card, alarm remote, tools supplied, safety vest, first aid box, service booklet, user guide, navigation CD or video disc, storage devices, flash memory cards SD, USB, navigation devices, registration certificate, roadworthiness label, charging cables for electric vehicles etc.)
- × Technical modifications (e.g. chip tuning, lower suspension setting, etc.)







THANK YOU!



In case of further assistance feel free to contact our customer service by:

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