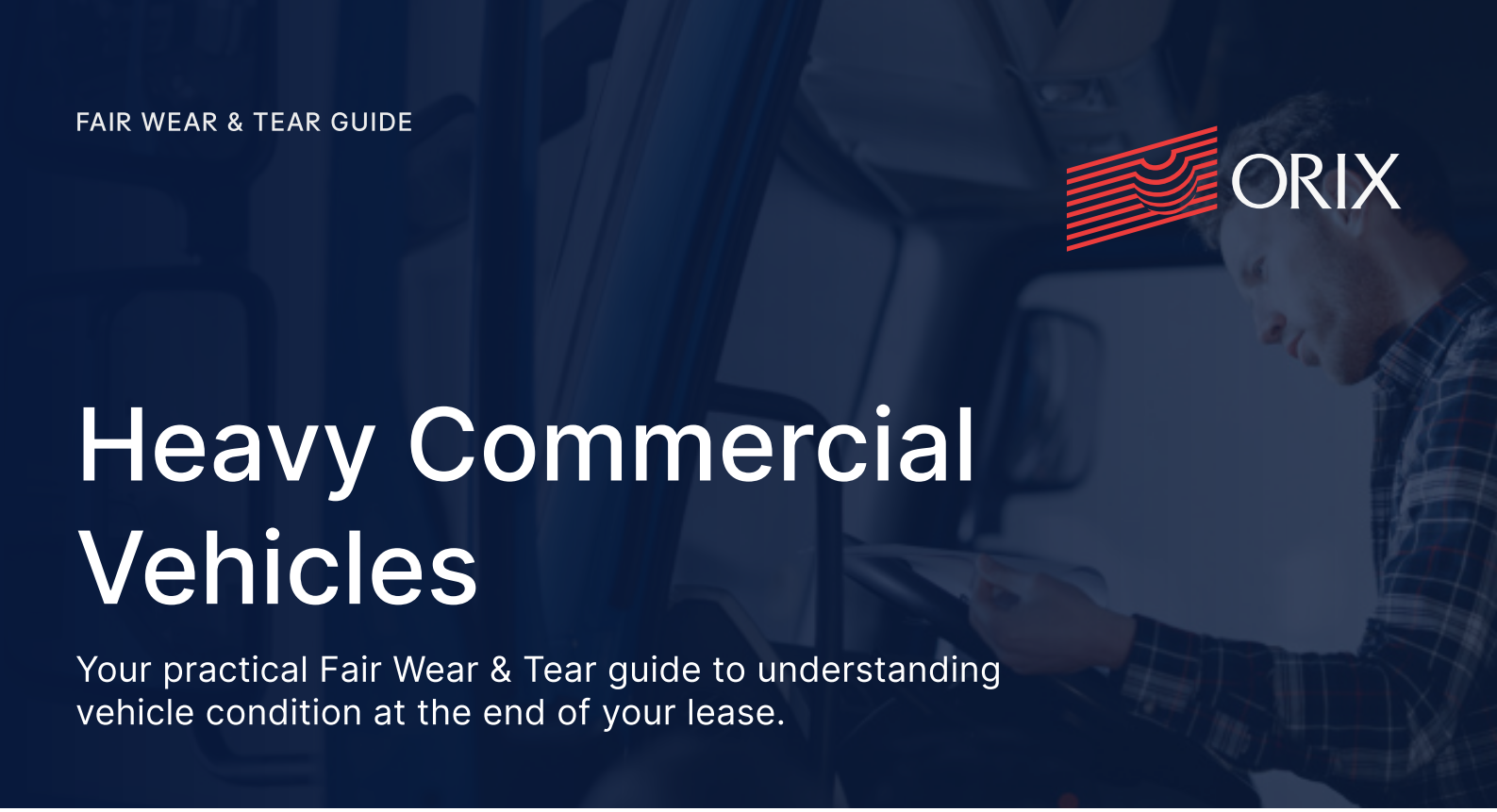
Fair Wear & Tear Guide

Heavy Commercial Vehicles



ORIX NEW ZEALAND



Heavy Commercial Vehicles

Your practical Fair Wear & Tear guide to understanding vehicle condition at the end of your lease.

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Introduction

This Heavy Commercial Vehicle Fair Wear & Tear Guide provides clear, consistent guidelines for assessing vehicle condition at the end of your lease. Each section of this guide focuses on a specific area of the vehicle includes:

- What is considered Fair Wear & Tear
- What is considered Chargeable Damage
- Questions to consider to help minimise risk and cost

The examples provided are not exhaustive but are intended to set clear expectations and support fair, consistent assessments. This guide should be read alongside your lease agreement and maintenance obligations.

If you are unsure whether a particular issue may be considered fair wear & tear, ORIX encourages early discussion with your Account Manager.

Have any questions?

Visit orix.co.nz or call us on 0800 106 749

INTRODUCTION

Defining ORIX Fair Wear & Tear

Fair wear & tear is best described as the gradual deterioration of a vehicle over the course of the lease as a result of everyday use. ORIX's assessment of fair wear and tear at the end of a lease takes into account the vehicle's age, mileage and intended usage.

What is not considered Fair Wear & Tear?

Fair wear and tear does not include damage or deterioration where it results from inadequate servicing or maintenance, overuse, misuse, abuse or improper operation.



Additional Charges May Apply

Vehicles affected by external acts (including Acts of God) may also incur additional charges. Please note that such charges may apply at the end of the lease, even where you are not directly at fault.





GENERAL

Pre-Return Appraisal Tips

To avoid unexpected end of lease charges, here are some practical steps to consider prior to returning assets for appraisal.

→ Maintenance & Servicing Compliance

Maintaining and servicing your heavy commercial vehicle in accordance with manufacturer specifications is essential for safe and reliable operation. Heavy commercial vehicles require servicing and software updates at regular intervals to preserve new vehicle warranty, support overall reliability and reduce the risk of unexpected costs.

Booking in for regular maintenance and servicing and using the correct franchise dealer is critical. The obligations are applicable regardless of if the costs of maintenance and servicing are included in your lease or not.

→ Service History & Certification

For client-managed assets, ORIX requires the full-service history to be provided at the end of the lease. This should include details of all scheduled maintenance, bodywork and accessory servicing (e.g., refrigeration units or cranes), and any relevant certifications.

Failure to provide proper service records or certifications can impact the vehicle's resale value and may result in additional costs for you. All servicing history documentation and certifications must be clear, easy to understand, and include details of parts, labour, and a description of all work performed.

→ Care & Upkeep

Regular care helps extend the life of the vehicle interior and bodywork, while also helping to reduce repair costs.

Issues such as frayed upholstery are often straightforward to repair when identified early but can become costly if left unattended. Ongoing care ensures damage is addressed in an effective & timely manner.

→ Keys & Accessories

Items supplied with the vehicle from new (such as tools, spare keys or remotes, service books, and owner manuals) must be returned to ORIX at the end of the lease.

Any items removed during the lease should be stored safely, as missing items may attract avoidable costs.

→ Tyres

Regularly checking tyre pressure and tyre condition can help to maximise tyre life and assist with safe operation. Where applicable, rotating tyres or turning them on the rim can assist in achieving even wear and reducing costs.



THE INTERIOR

Seating & Upholstery

Heavy commercial vehicles often operate in demanding environments and for longer durations, so taking proactive care of seating and upholstery helps preserve condition and reduce damage.

Fair Wear & Tear

+ Stains that can be removed through valeting or cleaning.
+ Fabric that has discoloured or faded over time due to reasonable UV exposure.
+ Upholstery that has worn or frayed over time as a result of normal use.

Chargeable Damage

+ Cuts, rips, or tears caused by sharp objects, loads, or clothing.
+ Stains that cannot be removed by valeting and require repair.
+ Damage caused by chemicals or solvents.
+ Burns to upholstery, including those caused by cigarettes or chemicals.
+ Worn or frayed upholstery that has been left to deteriorate.

Questions to Consider

– Have suitable seat covers been used where the vehicle operates in harsher environments

– Could sharp objects in pockets, clothing, or tool belts have caused damage to the seating or upholstery?

– Have seats been protected from goods or equipment that could cause damage during storage or loading?

– Has the upholstery been exposed to any substances that may cause staining, wear, or damage?

See examples of chargeable damage:





THE INTERIOR

Dashboards & Interior Trim

Dashboards and interior trim generally require minimal upkeep to remain in good condition. However, regular cleaning with appropriate products will help preserve surfaces and prevent permanent damage.

Fair Wear & Tear

+ Light scratches caused by reasonable contact with everyday items.
+ Stains that can be completely removed through cleaning or valeting.

Chargeable Damage

+ Damage caused by chemicals or solvents.
+ Multiple or extensive scratches including those caused by insecure loads.
+ Trim that has been cut, impacted, torn, or burnt.
+ Holes or damage resulting from the installation or removal of accessories.
+ Missing items such as cigarette lighters or headrests.
+ Damaged electrical or interior components including for example, from spilled liquids.

Questions to Consider

– Have accessories been installed and/or removed appropriately to avoid damage to dashboards or interior trim?
– Have loads and equipment been secured to prevent contact with interior surfaces?
– Are all interior items and components present at lease end?
– Has the interior been cleaned regularly to help prevent permanent staining or soiling?

See examples of chargeable damage:





THE EXTERIOR

Bumpers, Impact Bars & Grilles

Bumpers, impact bars, and grilles are common areas of where damage in excess of fair wear and tear may occur. Commercial vehicle usage, body configuration, payload, and operating environment are all taken into consideration when determining what would be expected fair wear and tear.

Fair Wear & Tear

+ Minor stone chipping from regular vehicle use (not payload-related).
+ Light scratches to bumpers that can be buffed out.
+ Minor dents or misalignments that can be easily corrected.

Chargeable Damage

+ Damage requiring repair or paint rectification e.g. impact damage.
+ Damaged grilles, bumpers, or impact bars.
+ Twisted, badly misaligned, or incomplete bumpers.
+ Missing components such as spotlight covers or reflectors.

Questions to Consider

– Has additional protection been fitted where appropriate for the vehicle's operating environment?
– Have any removed components been stored safely and retained for return with the vehicle?
– Has any accident-related damage been reported and assessed prior to vehicle return?

See examples of chargeable damage:





THE EXTERIOR

Doors, Guards & Upper Body Panels

Assessment of exterior panel fair wear and tear takes into consideration the vehicle's age, mileage and operating environment.

Fair Wear & Tear

+ Minor stone chipping from regular vehicle use (not payload-related).
+ Light scratches to bumpers that can be buffed out.
+ Minor dents or misalignments that can be easily corrected.

Chargeable Damage

+ Paint damage that cannot be rectified through polishing.
+ Significant dents or hail damage not repairable via PDR.
+ Paint damage caused by chemicals, substances, excessive exposure to natural elements or substandard prior repairs.
+ Removal of client-fitted signage requiring paint rectification.

Questions to Consider

– Has the vehicle been cleaned regularly to allow for clear inspection of doors, guards, and body panels?

– Has any damage been identified and addressed promptly, including through insurance where applicable?

– Have any concerns regarding vehicle damage or condition been raised with ORIX prior to vehicle return?

See examples of chargeable damage:





THE EXTERIOR

Wheels & Tyres

Wheel & tyre requirements depend on manufacturer recommendations, operating environment, and client preferences. Tyres represent a significant portion of the maintenance cost, and should be actively managed.

Fair Wear & Tear

+ Tyres above minimum legal tread requirements at lease end.
+ Minor sidewall scuffs where structural integrity is unaffected.
+ Wheels with minor scuffing to outer edges only.

Chargeable Damage

+ Tyres at or below legal limits where the tyre allocation has been exceeded or not included in the lease.
+ Tyres with structural sidewall damage or evidence of being run flat.
+ Tyres not compliant with load index, LTSA, or directional requirements.
+ Wheels with significant scuffing, that are out of round and/or with impact damage.

Questions to Consider

– Are tyre patterns and tyre pressures suitable for the vehicle's operating conditions?
– Do all wheel and tyre fitments meet manufacturer specifications?
– Have tyres been rotated or turned on the rim where appropriate to support even wear?
– Have regular vehicle, site, or yard inspections been carried out to identify tyre or wheel damage?
– Have wheel alignments been performed periodically to support tyre performance and longevity?

See examples of chargeable damage:





THE EXTERIOR

Mirrors, Glass & Lighting

Proactive management of mirrors, glass, and lighting reduces safety risks and avoids unnecessary costs.

Fair Wear & Tear

+ Minor pitting that does not impair vision or legal compliance.
+ Light scratches that can be polished out.
+ UV-related discolouration to polycarbonate surfaces.
+ Deterioration of light reflectors and mirror backings through general use.

Chargeable Damage

+ Windscreen chips or cracks, that require repair or replacement.
+ Pitting that impairs vision or fails legal requirements.
+ Scratches, including those caused by worn wiper blades.
+ Damage to heated elements or integrated aerials.
+ Damaged or non-compliant window tinting.
+ Cracked or damaged vehicle lighting.

Questions to Consider

– Have any windscreen chips or cracks been identified and repaired promptly?
– Has additional protection, such as windscreen stone guards, been considered where appropriate for the vehicle's operating environment?
– Have wiper blades been inspected and replaced regularly where required?

See examples of chargeable damage:





THE EXTERIOR

Rust & Corrosion

ORIX recognises that minor corrosion may occur, particularly on long-term leases or in demanding environments. Rust & corrosion are serious issues that can significantly affect a vehicle's value and safety. Preventative measures are critical.

Fair Wear & Tear

+ Minor corrosion that can be remedied within 1.5 hours.
+ Minor corrosion that does not cause a COF failure.
+ NOTE: All corrosion repairs must involve proper removal and treatment; simply covering or undersealing an area is not acceptable.
+ For more complex cases, clients should consult their ORIX account manager.

Chargeable Damage

+ Corrosion requiring more than 1.5 hours to remedy.

  Corrosion that causes a COF failure.
+ Corrosion affecting the structural integrity or resale value.

Questions to Consider

- Can vehicle use in highly corrosive environments be avoided where possible?
- Is additional rust protection required before the ORIX contract commences?
- Can the lease structure be aligned with the vehicle's operating environment before delivery?
- Are vehicles being washed regularly to remove salt and other contaminants?
- Are corrosion issues being addressed early to help prevent further spread, unnecessary costs and vehicle downtime?

See examples of chargeable damage:





PREPARING FOR RETURN

Moving Forward

Use this checklist to prepare your vehicle, reduce the risk of unexpected charges, and make your end-of-lease inspection straightforward and hassle-free.



Vehicle Area	To Check	Before Return
General Cleaning	Vehicle exterior and interior	Wash, valet, remove dirt, debris, and minor stains
Seating & Upholstery	Seats, fabric, fraying, stains	Repair minor fraying; remove stains if possible
Dashboard & Interior Trim	Dash, panels, trim, accessories	Ensure intact, clean, and free of damage
Bumpers, Guards & Panels	Bumpers, impact bars, doors, body panels	Fix minor dents/scratches; report significant damage to ORIX
Tyres & Wheels	Tyre tread depth, pressure, alignment, wheel condition	Replace non-compliant tyres below lease requirements; rotate/align if needed
Mirrors, Glass & Lighting	Mirrors, windscreens, lights	Repair/replace cracked or damaged items; check functionality
Keys & Accessories	Keys, remotes, tools, manuals, service books	Gather all items supplied with the vehicle; ensure nothing is missing
Rust & Corrosion	Cab, body, accessories	Address minor corrosion; report significant corrosion to ORIX
Documentation	Service history, certificates, repairs	Ensure all records are complete and ready for inspection
Pre-Collection Tip	Overall vehicle condition	Schedule a pre-collection inspection; report incidents early; consult ORIX if unsure



Fair Wear & Tear Guide | Heavy Commercial | 2026

For more information, please contact your Fleet Manager.
Visit orix.co.nz or call 0800 106 749