

# Damage Catalogue

Distinction between normal wear and chargeable damage  
for passenger cars and commercial vehicles (LCV)

## Scope of this Catalogue

This damage catalogue forms part of the contractual relationship and supplements the provisions of the General Terms and Conditions (T&C) of Carrivo GmbH.

It serves to provide a structured and transparent overview of typical signs of wear and damage-relevant conditions within the contractual relationship.

The rights and obligations of the contracting parties are governed exclusively by the provisions of the T&C. This applies in particular to obligations relating to:

- careful handling of the vehicle
- compliance with maintenance intervals
- proper damage reporting and claims handling
- return procedures
- the contractually agreed liability provisions

## Notice

The following examples illustrate typical cases and are not exhaustive.

The binding distinction between contractual wear and tear and chargeable damage, as well as the specific assessment in each individual case, shall be determined solely on the basis of a professional and objective inspection by an externally appointed independent expert, in accordance with the contractual provisions.

This damage catalogue is based on industry-standard assessment criteria, including recognised reference works (e.g. DEKRA damage catalogues), without fully adopting them or defining them as the sole binding assessment standard.

Customer liability is governed exclusively by the provisions agreed in the T&C. This damage catalogue does not establish any independent liability.

## Contents of the Catalogue:

 Tyres & wheels

 Rims

 Paint condition

 Bodywork

 Front and rear bumpers

 Windows & glass

 Lighting

 Interior & seats

 Instruments

 Boot / trunk (incl. “frunk” for electric vehicles)

 Technical components

 Engine compartment

 Underbody

 Maintenance

 Supplementary provisions for commercial vehicles (LCV)

## Accepted

Minimum tread depth: down to 3 mm

With proper use, normal wear up to this limit, in accordance with the agreed mileage, is considered included

Minor contact marks on the tyre sidewall

## Not Accepted

Visible or safety-relevant tyre damage (e.g. cuts, cracks or severe abrasion)

Uneven tread wear caused by improper use

## Accepted

Minor corrosion or paint deterioration caused by road salt with an extent of <20 mm

Minor scratches and/or scuffs <20 mm on the rim without material removal

## Not Accepted

Visible or safety-relevant damage to rims (e.g. kerb impact damage)

Corrosion damage and/or abrasion exceeding 20 mm

Material removal from alloy wheels

Cracked or broken rims

## Accepted

Scratches that can be removed through polishing

Mileage-related stone chips with a maximum diameter of 2 mm

Minor scratches on roof rails caused by mounting or removing roof racks (e.g. for bicycles)

Paint scuffs  $\leq$  20 mm on door edges

## Not Accepted

Previous improper paint repairs

Paint damage caused by substances such as bird droppings

Paint damage penetrating through primer/base coat to the metal

Paint damage where corrosion prevents proper repair

Paint damage or colour differences caused by adhesive films or stickers or paint detachment caused by removal of adhesive films

High-density stone chips:

more than 5 chips per 10 × 10 cm,

more than 10 chips per 10 × 10 cm on bumper covers, grille or spoilers

## Accepted

Minor dents or dings resulting from normal use that do not require paint repair

Dents with approx. 1 mm depth and  $\leq 20$  mm diameter, without paint damage

Maximum two dents per body panel

## Not Accepted

Hail damage

More than two dents on one body panel, even if smaller than 20 mm.

## Accepted

Minor rubber abrasion on unpainted trim or bumpers without visible deformation

Minor polishable scratches <20 mm (up to 100 mm on loading edges)

Minor paint transfer from other vehicles removable by polishing

## Not Accepted

Damage requiring repair, replacement or repainting (e.g. cracks, dents, deformation)

Damage around integrated parking sensors

Missing attachments or components

Non-polishable paint damage

Scratches exceeding 20 mm (100 mm on loading edges)

## Accepted

Minor surface scratches on the windscreen that do not obstruct the driver's vision

Stone chips  $\leq 2$  mm outside the driver's field of vision

Minor scratches on side or rear windows

\*Driver's field of vision: The central strip of the windscreen approx. 30 cm wide, located in front of the steering wheel axis and within the wiper sweep area

## Not Accepted

Cracks or other damage to the windscreen

Stone chips  $> 2$  mm within the driver's field of vision

Stone chips that cannot be repaired (e.g. within a 100 mm edge zone)

Significant scratches or chips on side or rear windows

Broken mirror glass

Damage affecting road safety

## Accepted

Minor superficial scratches on lighting units.

## Not Accepted

Damage such as cracks, fractures or stone chips

Broken bulbs

Any damage affecting road safety

## Accepted

Fading of seats or interior trim

Minor wear on seat contact areas

Light soiling removable by standard cleaning

Minor scratches and scuffs <20 mm (e.g. on rear seat backs)

Normal wear on seats, seatbelts and trim

## Not Accepted

Burn holes in seats or trim

Damaged seatbelts or seatbelt locks

Mould, abnormal odours or contamination requiring professional cleaning

Tears in headliner or flooring (excluding floor mats)

Broken or heavily scratched interior trim panels

Adhesive residues that cannot be removed

Missing components (e.g. floor mats)

## Accepted

Display malfunctions that qualify as warranty cases.

## Not Accepted

Visible external damage to instrument clusters or displays

Display malfunctions caused or worsened by the customer (e.g. pixel defects)

Reduced functionality of switches, buttons or controls

## Accepted

Scratches on unpainted components <100 mm (max. two scratches)

Up to three scratches or scuffs within 10 × 10 cm

## Not Accepted

Scratches exceeding 100 mm

More than three scratches/scuffs exceeding 10 × 10 cm

Broken fixing cords for the luggage cover

Non-functional luggage cover

Missing components (e.g. luggage cover)

## Accepted

Normal wear that is acceptable during technical inspection (HU)

Minor oil moisture without dripping

Brake wear within manufacturer limits

## Not Accepted\*

Fluid leaks (engine, gearbox, differential)

Broken suspension components (e.g. springs)

Damage to engine, gearbox, turbocharger or drivetrain

Leaking shock absorbers or steering components

Excessive brake wear

Unauthorised modifications or tuning

\*unless covered by manufacturer warranty

## Accepted

Normal mileage-related contamination

## Not Accepted

Missing or damaged covers

Damaged insulation mats

Rodent damage (e.g. wiring or insulation)

Excessive contamination

## Accepted

Minor scratches on underbody panels

Normal use-related signs (light dirt, deposits, surface rust)

Surface rust on the outer layer of exhaust components

## Not Accepted

Broken, heavily scratched or deformed underbody panels

Damaged heat shields

Heavy contamination or deposits

Perforation corrosion of exhaust components

Leaks caused by corrosion or cracks

## Accepted

All manufacturer-required maintenance performed according to manufacturer specifications

## Not Accepted

Warranty loss due to missed maintenance

Unreported warning messages or technical faults (e.g. brake or airbag warnings)

## Accepted

Minor scratches on steel wheels or hubcaps

Minor corrosion on steel rims

Minor scratches on loading edges or door edges caused during loading/unloading

Minor polishable surface scratches or discoloration on flatbed bodies or tarpaulins

## Not Accepted

Broken or missing hubcaps

Damage in the cargo area visible from outside

Cracks in the cargo area

Drill holes from attachments