



FAIR WEAR AND TEAR POLICY

SITE VEHICLES

DOCUMENT — NAV-POL-FWT-001 VERSION — 3.0 EFFECTIVE — 1 OCTOBER 2025

APPLIES TO — SITE VEHICLE HIRE

01 — PURPOSE AND SCOPE

This policy defines what Nav Rentals considers fair wear and tear on site vehicles at the end of a hire, and what is assessed as damage chargeable to the Customer. It applies to all Nav Rentals site vehicle hires, whatever the hire length.

Fair wear and tear is assessed proportionately to the length of the hire and the kilometres travelled during that specific hire period — not against long-term lease or fleet-ownership benchmarks. Deterioration that would reasonably be expected from normal, authorised use over the hire term is accepted; damage arising from misuse, neglect, impact or unauthorised modification is not.

02 — DEFINITIONS

SITE VEHICLE

Any vehicle fitted with civil or mine-use accessories, primarily used on sealed and well-maintained service roads in and around project or mine sites. Site vehicles must not be used in any mine pit environment.

FAIR WEAR AND TEAR (FWT)

Deterioration that occurs through normal, authorised use of the vehicle for its intended purpose over the hire period, commensurate with the vehicle's age, hire length and kilometres travelled.

03 — CUSTOMER RESPONSIBILITIES

ROUTINE MAINTENANCE

Customers are expected to perform basic routine maintenance during the hire period, including checking and maintaining fluid levels (oil, coolant, brake fluid), tyre pressures, and keeping the vehicle clean inside and out. Customers must contact Nav Rentals to arrange routine services or repairs in line with the vehicle log book service schedule.

NO SMOKING

Smoking is strictly prohibited in all Nav Rentals vehicles. Any evidence of smoking, including odours and burn marks, will result in cleaning and restoration charges.

PETS

Pets must be transported in a pet carrier or with appropriate protective covers to prevent damage to the interior. Cleaning fees may apply if pet-related damage is found.

USE OF THE VEHICLE

The vehicle must only be used for its intended purpose and within the terms of the rental agreement. Unauthorised off-road use, racing, or any other form of misuse may incur charges for damage.

CONDITION REPORTING

A Pre-Hire Condition Report (odometer reading, photographs and any existing damage) is completed and agreed with the Customer at the start of the hire. A Post-Hire (Return) Condition Report is completed at the end of the hire. New damage is assessed against this policy by comparing the two reports, taking into account the length of the hire.

04 — ASSESSMENT MATRIX

The tables below set out how common conditions are assessed at the end of hire.

FWT

Considered fair wear and tear — no charge

NOT FWT

Not fair wear and tear — chargeable damage

04.1 GENERAL

ITEM	CONDITION	ASSESSMENT	NOTES
Keys and remotes	Missing keys or alarm/security remotes.	NOT FWT	
Documentation	Missing service manual or owner's manual.	NOT FWT	All manuals and completed service books must be returned, including radio PIN or security keys.
Tools	Missing or damaged jack or tools.	NOT FWT	
Controls	Missing or damaged lighter, power sockets, knobs, trims or aerials.	NOT FWT	Includes aerials for non-factory equipment such as CB radios.
Accessories	Removal of signwriting or any fitted accessories.	NOT FWT	

04.2 GLASS, LIGHTS AND MIRRORS

ITEM	CONDITION	ASSESSMENT	NOTES
Windscreen	Minor chips, bullseyes, stars and cracks where roadworthiness is not affected for the state of registration.	FWT	
Windscreen	Major chips, bullseyes, stars or cracks.	NOT FWT	Not FWT where they exceed roadworthiness inspection limits.
Headlights and lenses	Non-operational, cracked or broken headlights or other lighting-related lenses.	NOT FWT	Includes glass, polycarbonate and other materials.
Headlights and lenses	Clouding or discolouration of headlights or other lighting-related lenses.	FWT	Where caused by UV or normal environment. Does not include damage by chemical attack.
Headlights and lenses	Minor scratching or surface abrasion of lighting lenses or trims that does not affect roadworthiness or function.	FWT	
Glass, lights, mirrors	Damage to heating elements causing their inoperability.	NOT FWT	
Glass, lights, mirrors	Missing light assemblies, lenses or markers.	NOT FWT	

04.3 TYRES

ITEM	CONDITION	ASSESSMENT	NOTES
Tyres	Damage, excessive wear or degradation that causes un-roadworthiness.	NOT FWT	Degradation of new tyres under 30,000 km is considered excessive wear.
Spare tyres	Missing, damaged, worn beyond tread-wear indicators, or otherwise unusable or unavailable.	NOT FWT	
Tyres	Fitting of non-approved tyres — tyres that do not meet vehicle manufacturer recommendations or would not pass a roadworthiness inspection in the state of registration.	NOT FWT	Where tyre size is the same as, and load and speed ratings are the same as or higher than, the placard, it is considered FWT.

04.4 WHEELS

ITEM	CONDITION	ASSESSMENT	NOTES
Road wheels	Missing, buckling, cracking, dents, splits, bad disfigurement or heavy scuffing.	NOT FWT	
Road wheels	Minor to moderate scuffing or rash.	FWT	
Hubcaps and trims	Missing or badly disfigured, provided the wheel and tyre are not directly affected.	FWT	
Road wheels	Fitting of non-approved road wheels.	NOT FWT	

04.5 INTERIOR

ITEM	CONDITION	ASSESSMENT	NOTES
Auxiliary equipment	Screw holes from radio or phone removal to major interior elements (main dashboard panel, console) in plain view of occupants, in excess of six holes per vehicle.	NOT FWT	
Seats and trim	Burnt, cut, holed, ripped, or showing visible repairs.	NOT FWT	
Seats and trim	Worn through, frayed, distorted, or split at the trim join line.	FWT	Limited to driver and passenger seats.
Seats and trim	Soiling to seats and covers caused by normal use and commensurate with vehicle age and usage, including marks and discolouration from seat covers.	FWT	
Seats and trim	Permanent soiling or stains to seat facings, carpets and floor trims where the base material's form and function are not degraded.	FWT	Excludes damage by resins, glues, tar and similar, which sit proud of the surface and cannot be removed without related damage.
Trim (other than seats)	Rips, cuts, splits or holes to trim including flooring, up to 50 mm in size, to a limit of four in total.	FWT	
Trim and flooring	Marks, abrasions, soiling, scratches, blushing or discolouring to interior trims and flooring such as sills, kick panels and consoles.	FWT	
Controls	Breakages to trim and controls.	NOT FWT	
Controls	Missing or inferior-standard replacement controls.	NOT FWT	
Luggage or cargo area	Torn, split, cracked or severely distorted luggage-area trim panels and floor coverings.	NOT FWT	For commercial vehicles, distortions are allowable up to 20 mm on inner skins or liners.

04.6 PAINT AND BODY

ITEM	CONDITION	ASSESSMENT	NOTES
External	Minor scratches which are shallow, to a maximum of four per panel.	FWT	Shallow: cannot be felt by running an open hand or palm across the scratch, and has not penetrated the top coat.
External	Major scratching more than 50 mm in length and deep enough to penetrate beyond the top coat.	NOT FWT	
External	Minor touch-ups or minor flaking.	FWT	
External	Major touch-ups or major flaking.	NOT FWT	
Panels	Evidence of poor repairs, colour mismatch, or misalignment between panels.	NOT FWT	Colour matches evaluated commensurate with age.

ITEM	CONDITION	ASSESSMENT	NOTES
External	Major abrasions more than 100 mm; damage obvious from use of non-suitable car washes.	NOT FWT	Automatic car washes are allowable; however, paint abraded or significantly dulled by their use and not restorable by detailing is not FWT.
Panels	Dents less than 50 mm in diameter, with no paint penetration to metal, and no more than six per vehicle.	FWT	
Panels	Dents greater than 50 mm in diameter, or where paint penetration to metal has occurred.	NOT FWT	
Panels and trims	Hail damage, buckling or distortion.	NOT FWT	
Panels and trims	Missing badges or decals.	FWT	Any paint damage is assessed in line with paint items.
Paint	Minor stone chipping on bonnet, guards, bumpers, sills, lower doors and wheel guards.	FWT	
Paint	Prominent or extensive stone chipping to exterior surfaces.	NOT FWT	
Panels	Unrepaired or poorly repaired aerial holes.	NOT FWT	Alternatively, the aerial shall be left in place.
Paint	Damage to paint, trim or badges due to the attachment or removal of decals and stickers.	NOT FWT	
Paint	Damage to paint from bird and bat droppings exceeding two isolated locations.	NOT FWT	
Paint	Staining to paint that does not exceed the area limits of dents for the same area.	FWT	
Paint	Minor marking and colour variance in paint related to the fitting and removal of livery.	FWT	
Cabin	Missing or broken cab steps or step pads.	NOT FWT	
Cabin	Minor damage to cab steps or step pads that does not affect their function for safe entry to and egress from the vehicle.	FWT	
Cabin	Damage due to negligent use or abuse.	NOT FWT	
Tailgates and sides	Any tailgate or drop side that requires undue and excessive force to open or close.	NOT FWT	
Load area	Light-commercial tub sides, top rails and tailgate top edge are excluded from paint scratch, scuffing, marking, spoils, surface-corrosion and dent limits, provided damage does not exceed 10 mm variance from surrounding normal areas. The area of limit includes 20 mm from the next edge away from the loading points.	FWT	Example: on tubs, the 20 mm limit extends 20 mm down the outer sides of the tub. On vans it is 20 mm along any door edge, or 20 mm past the projecting plane of any bumper edge.

ITEM	CONDITION	ASSESSMENT	NOTES
Load area	Light-commercial load-tub inner panels and van interiors are excluded from all scratching, denting, marking and surface-corrosion limits, so long as no individual element of damage exceeds 50 mm variance from any adjacent normal area, and no perforation occurs.	FWT	Where damage is visible on outer panels, it is assessed using panel items.
Tray bodies	Major damage — scratching, denting, marking or corrosion that alters the general shape, causes perforation, affects mechanical operation, or impairs tailgate or side functionality.	NOT FWT	
Loading areas	Any panel, moulding, trim or bumper within the vicinity of tub or van-door loading areas is excluded from scratching and denting limits so long as it is not cracked, general shape is retained, and it remains functional.	FWT	

04.7 ANCILLARY BODY — MOULDS, GRILLES, BUMPERS, MUDFLAPS

ITEM	CONDITION	ASSESSMENT	NOTES
Ancillary	Minor parking damage limited to light scuffs and light scratches.	FWT	
Ancillary	Medium or major damage — divots, gouging, dents, cracks, rips, distortions or holes.	NOT FWT	
Ancillary	Missing moulds, grilles, bumpers or mudflaps originally fitted.	NOT FWT	
Bumpers	Damage to the lower edge of bumpers not in normal sight, caused by gutter approach and exit, limited to scrapes and scratches.	FWT	
Bumpers	Dents, distortions, scuffing or scratching, so long as general shape, functionality and attachments are all unaffected.	FWT	

04.8 UNDERBODY AND CHASSIS

ITEM	CONDITION	ASSESSMENT	NOTES
Underbody	Minor dents and deformations.	FWT	Includes tie rails, brackets and underbody equipment, so long as function is not adversely affected.
Underbody	Major impact damage.	NOT FWT	
Exhaust	Leaks resulting from visible impact damage to the system.	NOT FWT	
Equipment	Minor dents, deformations or scratches to underbody equipment that do not adversely affect function.	FWT	Examples: fuel coolers, filters.
Chassis	Minor scratches and chipping of paintwork to exposed areas of the chassis (e.g. wheel-arch area).	FWT	
Chassis	Surface rust to chassis flange or body contact areas.	FWT	
Chassis	Perforation corrosion to any chassis element not covered by manufacturer warranty.	NOT FWT	
Chassis	Minor scuffing, discolouration or fading due to washing or exposure.	FWT	
Chassis	Any significant damage causing integrity degradation, bent or twisted rails, or cracking.	NOT FWT	
Chassis	Modifications to the chassis without an engineer's certificate or the Contractor's authorisation.	NOT FWT	

04.9 MECHANICAL

ITEM	CONDITION	ASSESSMENT	NOTES
Maintenance	Failure to service and maintain the vehicle per manufacturer recommendations, resulting in premature component or assembly failure.	NOT FWT	Examples: engine seizure, metal contact in brakes, transmission and other major component failure.

05 — ASSESSMENT AND DISPUTES

All end-of-hire assessments are made by comparing the Pre-Hire and Post-Hire Condition Reports, with reference to this policy and proportionate to the hire length and kilometres travelled. Where damage is assessed as not fair wear and tear, Nav Rentals will provide the Customer with the assessment and supporting evidence before any charge is raised.

If you disagree with an assessment, raise it with your Nav Rentals account manager or the operations desk. We will review the condition reports, photographs and this policy with you.

QUESTIONS ABOUT THIS POLICY

Contact your Nav Rentals account manager or the operations desk — 24/7.

This policy forms part of the Nav Rentals rental agreement for site vehicles. Nothing in this policy limits any rights or obligations under the rental agreement or applicable law. Nav Rentals Pty Ltd may update this policy from time to time; the version in effect at the commencement of the hire applies.