EVALUATION CRITERIA | The fair vehicle evaluation VMF®

www.vmf-fuhrparkmanagement.de
The cheapest contract in the beginning is not always the most favorable in the end. Particularly in such cases it will become clear whether even the smallest stone chips are taken into account in order to cover the costs or whether in a generous way only damage caused due to the actual usage will be taken into account.

„The fair vehicle evaluation VMF®“ - which only the members of the VMF offer in its original form - stipulates already in the beginning how the damages caused during use will be settled in the end. This allows you as a demanding fleet manager to set the right course immediately.

The fair final settlement of leasing returns for VMF-members

Often, damages are simply accepted free of charge. For many damages, only the significantly lower depreciated market value will be stated. This is the amount by which the market value of the vehicle is reduced due to the damage. The value evaluator always considers the vehicle age and vehicle performance. In case of safety-related damages or accident damages repaired non-professionally or not properly, the full repair value is always charged.

The following catalog lists the criteria for the damage settlement for VMF-members. You will notice yourself: this is fair, efficient and transparent.

The VMF, as a federation, sets fleet and mobility standards

VMF, the renowned industry network of manufacturer-independent mobility service providers and fleet management companies, is the independent pointer (compass) in the heterogeneous mobility market of the present and the future. The VMF-members, all manufacturer-independent companies, offer you quality and security as well as orientation in the heterogeneous mobility market. Here you are in the best hands. Counselling and conduct of the VMF-members are independent of manufacturers, focussed entirely on the needs of the customer, with the neutral expertise that your fleet needs.

Fair, economical and transparent.

For more information on VMF, the quality standards and valuable fleet management tips please refer to:

www.vmf-fuhrparkmanagement.de.
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

- Summer tires ≥ 2mm
- Winter and all-weather tires ≥ 4mm
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Summer tires < 2mm
- Winter and all-weather tires < 4mm

Invoicing
100%

Damage of individual tires that affects road safety such as:
- Crack
- Bump
- Erosion
- Sawtooth tire wear pattern
- Unilaterally worn tires and pertaining costs for wheel alignment
- Wrong tires

100%
Accepted, i.e. will not be invoiced (damages in accordance with the mileage log)

Rims and wheel covers

- Scratches and scrapes
- Rust (salt)
- Damaged paint surface
<table>
<thead>
<tr>
<th>Damage Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steel rims</td>
<td>Deformation, Deformation on the rim flange</td>
</tr>
<tr>
<td>Aluminium rims</td>
<td>Strong abrasion, chipping, breakage, Ramming damages, Deformation such as a dented rim (kerb damage), Missing parts</td>
</tr>
</tbody>
</table>

**Invoicing**

- Steel rims: 100%
- Aluminium rims: 100%

Not accepted, i.e. will be invoiced (damage not in accordance with the mileage log)
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

• Slight stone chips, provided they cover less than 1/4 of the component
• Paint damage, scratches, scratches and signs of wear and tear, which do not reach to the primer, up to a length of 10 cm
• Paint changes and scratches on the surface
• Car wash damages
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Paint damages that require blending, e.g. scratches and paint chippings
- Rust spots that go down to the primer
- Damage to paintwork due to resin and acid exposure, e.g. bird droppings
- Color differences as a result of partial painting and stickers

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Invoicing

- Stone chips provided they cover more than 1/4 of the component
- Paint damage, scratches, marks and signs of wear with a length of > 10 cm
- Paint damage requiring a touch-up (scratches and paint chips)
- Rusty spots reaching to the primer
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

Up to 2 bumps and/or dents without chipped paint comprising a diameter of up to 2 cm per component
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Hail or chestnut damages, etc.
- Any damage not rectified or not professionally repaired
  (expert opinion, cost estimate)

- More than 2 bumps and/or dents without chipped paint comprising
  a diameter of up to 2 cm per component
- One or more bumps and/or dents without chipped paint, greater
  than 2 cm in diameter per component

Invoicing

A

100%

TRANSPORTER
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

Damages not directly affecting the operation and/or traffic safety
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

Visible damage not directly affecting the operation and/or traffic safety (applies to front, side and rear windows as well as lighting)

Damage to the front, side and/or rear windows as well as the lighting affecting the operation and/or traffic safety, e.g. stone chips, fissures, cracks, scratches, lighting
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

- Small boreholes, which are not within the field of view
- Functional equipment which has subsequently been professionally installed

- Signs of wear and tear that do not affect traffic safety
Signs of wear and tear that do affect traffic safety, e.g.:

- leaks
- worn tie rods, wishbones or
- broken springs

Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Changes that cannot be restored any more into the original state
- Boreholes in the field of view, which cannot be covered

Invoicing

100%
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

- Color changes
- Worn-out seats
- Abrasion of the seats, panels and steering wheel due to wear and tear
• Contamination and/or damage as well as signs of wear requiring a cleaning, an exchange and/or a repair such as burn-holes, other holes, cracks
• Clearly perceptible odors such as odors of animals, tobacco or mold
• Broken plastic holders in the interior
• Worn floor coverings and trim components
Scratches, marks and/or deformations in the load compartment, provided these do not impair the function of the doors and are not visible from the outside.

Signs of wear, dents and bumps on the loading sills or the walls of the loading area, provided they do not impair the load compartment and are not visible from the outside.

Accepted, i.e. will not be invoiced (damages in accordance with the mileage log)
• Deformation of the wheel arch and signs of improper loading or insufficient securing of loaded goods
• All dents, scratches and marks in the loading area where development of corrosion is detected
• Holes or severe deformations in the floor of the loading area
• Damaged, dented or broken interior trim resulting in impaired use of doors, windows and fixtures
• Deformation of parts of the body, partition walls, doors or windows, which affect the functionality of the load compartment
• Damage in the load compartment which is visible from outside
• Missing interior trim or partition walls
• Cracks, holes or missing parts in the floor or the lining in the loading area

Not accepted, i.e. will be invoiced (damage not in accordance with the mileage log)
Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

- All scratches, marks and abrasions up to a length of 10 cm, which can be removed with mechanical polishing
- Dents of <= 2 cm in size. Maximum two dents per bumper or radiator grille
- Discoloration due to external influences, such as e.g. weather
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Broken, cracked or deformed radiator grille or broken, cracked or deformed bumper
- Dimension of dents > 2 cm
- More than 2 dents per radiator grille or bumper
- Damage due to improper use of chemicals

Invoicing

100%
Door sill
Door seal

Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

- Abrasions or scratches on the sill of the load compartment, provided they do not affect the functions of bumpers, headlamps, etc.
- Wear on the door sills, on the lateral sides or at the back of the load compartment, provided these do not affect the function of the doors
**Not accepted, i.e. will be invoiced**
(damage not in accordance with the mileage log)

- Damage that caused deformation of door sills
- Scratches, marks, or signs of wear on the door sill of the load compartment, which may impair the function of bumpers, headlights and the like
- Signs of wear on the door sills, on the sides or the back of the load compartment, which impair the function of the doors
- Damages on the door seals
- Distortions on the door hinges

**Invoicing**

100%
• Abrasions, scratches and marks up to a length of 5 cm
• Equipment with intact tow bars and bolts
• Signal lamps and headlights subsequently and properly installed are fully functional and undamaged.
• The headlamps do fully comply with the legal requirements and are - if provided by the laws - registered in the vehicle documents
• Antennas or roof installations mounted later are fully functional. They comply with the traffic safety regulations and are approved for the vehicle type
Not accepted, i.e. will be invoiced
(damage not in accordance with the mileage log)

- Cracks, fissures, scratches and marks longer than 5 cm
- Deformation of the mirror and/or mirror housing
- Mounted signal lamps that have damaged the vehicle structure through their installation or removal
- Damaged, broken or corroded roof racks and/or tow bars

Invoicing

100%
EVALUATION CRITERIA | The fair vehicle evaluation VMF®

Accepted, i.e. will not be invoiced
(damages in accordance with the mileage log)

Wear and tear without compromising road and driving safety

Technology

Proportionally

THE FAIR VEHICLE EVALUATION VMF®

08/2019
The subsequent charges are only applicable if there is no other agreement with your lessor, e.g. in the service segment „maintenance & repair“:

- Inspection not carried out => invoicing of the next inspection
- Technical defects, for example, on the brake system, the engine, the transmission, in case of oil loss an the like
- The general inspection (TÜV/HU) and the necessary repairs have not been made
- Defective navigation device or defective entertainment system
- Impairment of the functioning of equipment features such as air conditioning, airbag, engine, tire pressure monitoring systems etc.

Missing parts according to the scope of supply, for example:

- Service book / board documents
- Keys (locking system must be replaced, if required)
- Navigation Disk
- Tire-Fit / spare wheel
- Tires
- Rim locks including keys
- Seat and cover part (e.g. luggage compartment cover, head restraints)
- Vehicle tool kit

Supporting documentation missing:

- Original receipts of the results of the general inspection (TÜV/HU)
- Inspection certificates in case of digital service documentation
All VMF-members are certified for “The fair vehicle evaluation VMF®“

MOBILITY CONCEPT