

Definition of damage

Active Rentals operates a fair wear and tear policy in line with the industry standard as established by the BVRLA (British Vehicle Rental and Leasing Association).

For your benefit, we have listed below what constitutes damage and, therefore, chargeable at the end of your rental.

Vehicle Bodywork

Scratches Over 25mm OR any length when down to the base coat

Dents Over 25mm diameter OR
Any panel with more than two dents of any size

Glass

Repair Stone chips over 2mm diameter

Replace Screen damage greater than the size of a One Pound coin.
Cracks to the glass including front rear and side windows.

Tyres

Repair Where a repair is possible (i.e. the tyre has not been run on flat) only the repair will be charged.

Replace Where a repair is not possible a replacement tyre will be charged e.g. punctures where the tyre has been run on flat. Side wall damage (including bulges) over 20mm including the kerbing band or where tyres cords are exposed.

Ancillary Components

Mirrors Damage to mirrors

Light Cluster Damage to lights including: chips, holes, scratches and cracks

Wheel Trims Structural damage to the trim

Alloy Wheels Scratches or scuffs over 25mm long.

Ancillary Components

Mirrors Damaged or missing parts of the interior trim.

Light Cluster Any missing original equipment as noted.

Wheel Trims Burns, cuts, stains or tears to the seats, carpets, roof lining and material in the glovebox/boot.

Please compare the pre rental damage indicated on the damage sheet of this Vehicle Pre-Rental Inspection Sheet against your vehicle, if you are in any doubt please consult a member of staff who will be happy to help.

We do not accept repairs made by the customer.