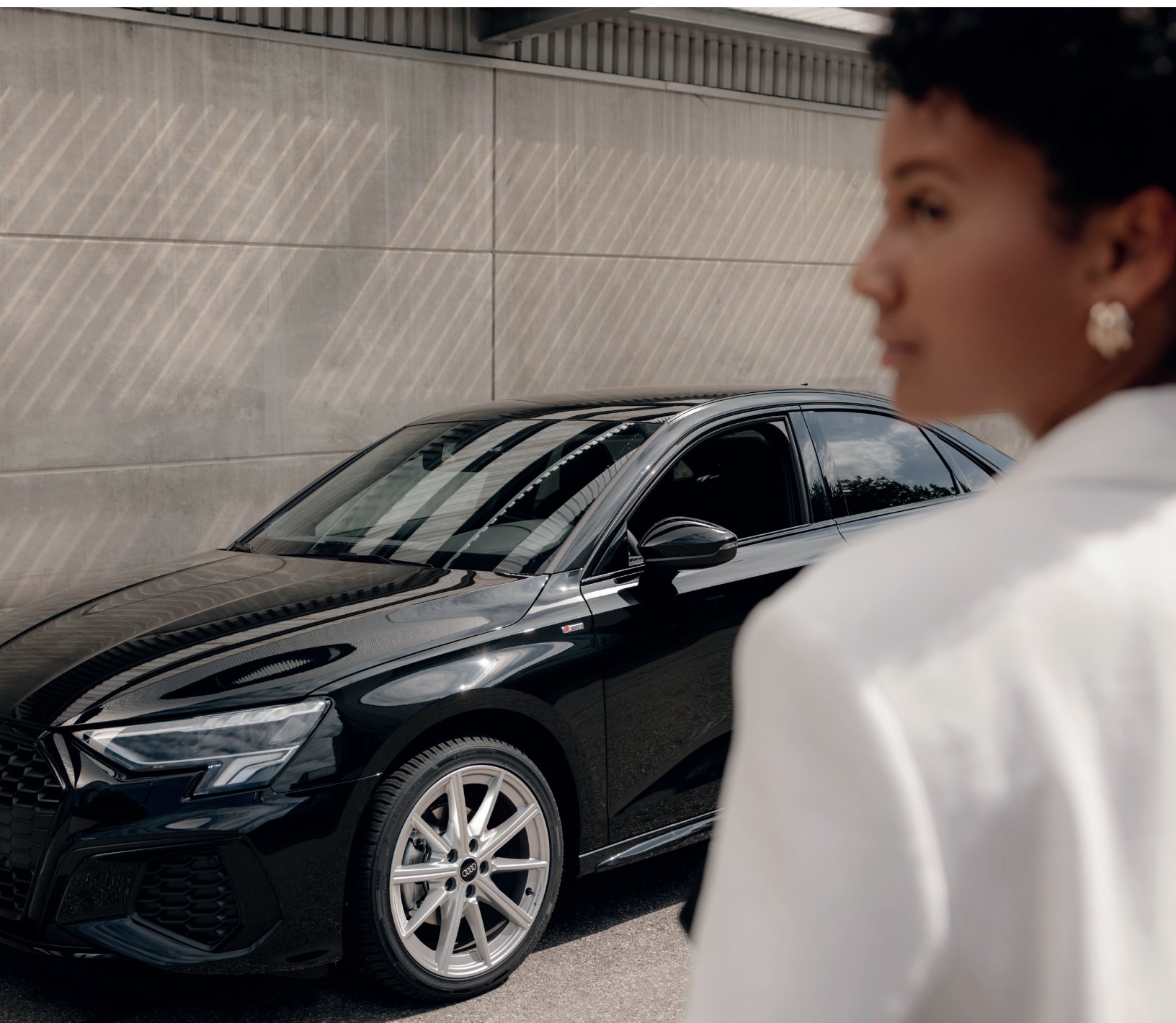


FINN

Guidelines on excess wear and damage



Introduction

A safety and quality check is performed after each subscription. The items on the checklist include oil, coolant, windscreen washer fluid, functional testing of seatbelts, lights, brakes, and tires, plus a visual inspection of bodywork and glass parts.

A vehicle used in daily traffic is subject to normal wear and tear and will exhibit signs of this. This guide has been produced to serve as an aid for our customers and partners in an effort to visualize what is considered both normal and abnormal wear and tear for FINN subscription vehicles and is intended for use in an assessment by an experienced observer.

Normal wear and tear is noted on the return of the vehicle when it would not be reasonable to apply an extra charge. However, a charge will be applied for wear and tear that is considered abnormal and affects the car's value. This includes any unreported damage on the vehicle upon return. Abnormal wear and tear is determined at FINN's discretion.

When we refer to normal wear and tear of vehicles, we mean wear and tear that we would expect to find on the vehicle that is consistent with the vehicle's age and mileage.

When they are returned, the vehicles must also contain the same or equivalent equipment (if no note was made previously) as when they were new. This includes but is not limited to any keys, chargers, and adapters that came with the initial vehicle subscription.

In addition to what is set out below, extreme dirt, tobacco and animal odors or other severely abnormal odors are classified as abnormal wear and tear and costs, meaning that the cost of deep cleaning may be added.

Any ongoing repair and servicing must be carried out by a manufacturer-authorized workshop according to the manufacturer's recommendations and be approved by FINN in advance.

The following pages provide examples of what is considered normal and abnormal wear and tear..

Glass parts

Normal wear and tear

Abrasions/chips **smaller than 2 mm** that have not turned into a crack and do not significantly affect visibility.



Abnormal wear and tear

Stone chips up to 1.5 cm will be repaired. However, the windscreen will need to be replaced in cases where the stone chip is in the driver's field of vision or near the edge of the windscreen where the strength of the glass can be affected (red area). Replacement is also required if there are **heavy scratches** from e.g. ice scrapers or other objects that noticeably **affect visibility and appearance**.



Bodywork

Normal wear and tear

Scratches smaller than 2 cm that have gone through the clear coat but not into the metal. Scratches that have not gone through the vehicle's clear coat and **can be removed by polishing**. Minor door scuffs and dents **smaller than 3 cm** where the paint is not cracked, max. 2 per part.* Deposits (e.g. bird droppings) that can be removed by polishing.

** One part = a hood, a door, a roof, etc.*



Abnormal wear and tear

Scratches larger than 2 cm that have gone through the vehicle's clear coat. **Dents larger than 3 cm**. Dents where the paintwork has cracked and needs to be fixed. Deposits (e.g. bird droppings) that have burnt/eaten into the paint. Chips or scratches where rust has come through. **Abnormal amount of abrasions/chips per part.**



Bumpers and plastic parts

Normal wear and tear

Painted surface: Single scratches up to 5 cm plus scratches that can be polished off.

Unpainted surface: Single scratches up to 10 cm.

Scratches in the loading zone (so-called loading scratches) are considered normal **if the paintwork is not scraped off in several places**. Minor indentations in the plastic up to 2 cm in diameter are also considered to be normal.



Abnormal wear and tear

Painted surface: Scratches larger than 5 cm that go down through paintwork to the underlying material.

Unpainted surface: Scratches larger than 10 cm.

Scraped surfaces, larger nicks and cracks in the plastic. Indentations in the plastic **more than 2 cm in diameter**. Scratches in the loading zone where the paint is scraped off in an abnormal number of places.



Tires and wheel rims

Normal wear and tear

Scratches up to 5 cm on wheel rims **without any material missing**. Tires meeting applicable legal requirements for dimension, load rating, speed code and tread depth.



Abnormal wear and tear

Wheel rims with scratches, deep nicks, material missing or **scrapes larger than 5 cm**. Unevenly worn tire or illegal tread depth. Bulge or scratch in the sidewall. Damage that caused a puncture.



Interior

Normal wear and tear

Smaller scratches and nicks in panels, **max 1 cm with material still in place**. Faint scratches in seats whose appearance can be significantly improved by cleaning and polishing.



Abnormal wear and tear

Holes, cracks or scratches **larger than 1 cm in panels and dashboard** or where material is missing. Scratches on the steering wheel. Holes and burn holes in seats, ceiling and other interior surfaces.



3 tips to ensure a smooth handover

1: Take a look at your subscription vehicle.

Walk around the vehicle, check its condition and look for any existing damage. Please let us know if you find any discrepancies and report any identified damages to us via our hotline at **(888) 296-3688**.

Remember that you are responsible for the vehicle for the entire subscription period.

2: Remember that we do not pay any fines you may incur.

Drive carefully, keep to the speed limit and follow parking instructions.

3: Do a final check.

If possible, fill up with fuel and take a final walk around the car before you return it. It's a good idea to take some pictures of the subscription vehicle to document its condition when it was returned.

