



Defining What's Fair in Wear & Tear

There have been many instances of dispute over what is acceptable Wear & Tear. From our own experience and feedback from our hirers, we have created the following "wear and tear" guidelines, which should ensure hassle free vehicle return.

By taking reasonable steps to ensure that your vehicle is properly cared for during your hire, you will be helping to maintain its quality and could also be avoiding any potential "damage related" costs when you return the vehicle.

At C&P, we are committed to providing all types of saloon cars and commercial vehicles to the highest possible levels of customer satisfaction.

We strongly recommend you take the time to inspect the vehicle before leaving the location. Our staff have carried out pre-delivery inspection checks and recorded all existing damage. This report will be used to check against the exterior when you return the vehicle. All new damage will be borne by the Hirer so please make sure you are satisfied with the report before you leave, to avoid any disputes.

Keys & Remote Devices

All keys and remote devices are supplied with your vehicle. These must be returned at the end of the rental period. Please note that the costs of replacing these items are significant.

Accessories

There are many items of accessories in the car. Some are standard manufacturer items and some provided by C&P. Please ensure that all items are returned. Common items that are missing are umbrellas, road directory, road tax decal, CD changer, cigarette lighter, breakdown signs and extinguishers.

Mechanical Breakdowns

In the unlikely event of a roadside breakdown, C&P provides a guaranteed 2 hour response to any breakdown on Singapore Island to minimise disruptions. For assistance, call our roadside assistance hotline at 9736 6666.

- Acceptable
 - Light Staining – provided it can be vacuum cleaned and the seat fabric is not permanently damaged.
 - Fading or discolouring – provided it has been caused by exposure to sunlight and through contact with inappropriate substances (Eg: corrosive cleaning solvents).
 - Veins or surface cracks appearing on leather seat vehicles due to ageing or normal usage
- Unacceptable
 - Damage to electric power seats that causes seats to be jammed.
 - Any staining that permanently damages the texture of the seat fabric. Cause: oil, paint, chewing gum.
 - Cuts, rips or tears. Cause: carrying inappropriate items on seats or clawing by pets.
 - Burns. Cause: cigarettes
 - Any damage to seat structure (internal or external). Cause: Carrying inappropriate items on seats, imposing excessive force on seats, failing to inform us that worn fabric requires remedial repair, removing seats that have not been designed to facilitate temporary removal.
 - Damage caused by bird droppings (this can eat through the upholstery if not cleaned immediately).



Staining which has damaged fabric texture.



Burns to seat fabric.



Cuts, rips or tears.

Flooring, Luggage Areas

- Acceptable
 - Any wear that is due to ageing or normal usage.
 - Staining and dirt on carpets and lining fabrics - provided that vacuum cleaning would remove it satisfactorily
- Unacceptable
 - Cuts, rips or tears to carpets or lining fabrics.
 - Burns to carpets or lining fabrics. Cause: cigarettes.
 - Permanent staining on carpets or lining fabrics – which would not be removed satisfactorily by vacuum cleaning. Typical causes: oil, grease, paint.

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DASHBOARD, FASICA, TRIM

- ✓ Acceptable
 - Light scratches, glue marks or pen marks – provided it can be removed by general cleaning

- ✗ Unacceptable
 - Cuts, tears, dents, deep scratches. Cause: carrying inappropriate loads (eg. Tools and equipment).
 - Holes made to accommodate any accessories – (eg: car phone, navigation aid).
 - Removal of any item or accessories supplied with the vehicle (eg: stereo, CD changer, DVD monitor, Bluetooth charger)
 - Excessive damage caused by the removal or repositioning of any accessory – including car phones and navigation kits.
 - Burns. Cause: cigarette
 - Any stains that cannot be removed by general cleaning. Cause: oil, grease, paint.
 - Removal of any item or accessories – unless done with our prior written approval (eg glove box, astray, coin holder, cup holder, ERP device)



Holes. Missing items including radios.

ACCESSORIES

- ✓ Acceptable
 - Removal of any accessory fitted at the customer's expense (eg bicycle holder, external sirens, corporate logo stickers) – provided that any damage caused by its removal is made good.

- ✗ Unacceptable
 - Any damage caused thro incorrect fitting of an accessory (eg. Roof rack, bicycle holder, window film, side skirts)
 - Removal of any items that was supplied with the vehicle or subsequently fitted at our expense



Damaged aerials. Any missing item.

BODYWORK

- ✓ Acceptable
 - Faded color due to old age of car
 - Occasional chipping of paintwork that can be attributed to normal usage – (eg. Chips caused by stones flying off road surfaces, chips on door edges and surrounds).
 - Isolated dents under 50mm in diameter – provided the paintwork or other surface finish is unbroken and there is no perceptible crease in the dented panel.
 - Any isolated scratches under 50mm in length that can be removed by buffing or polishing.

- ✗ Unacceptable
 - Any dent over 10mm in diameter.
 - Multiple dents under 10mm in diameter within a localized area
 - Any dent where primer or bare metal is exposed.
 - Any scratch over 50mm in length that penetrates to bare metal or primer
 - Multiple scratches under 50mm in length – if several in a localized area to penetrate to bare metal or primer
 - Any tear or rip
 - Sub-standard panel/paint repairs including the use of inappropriate or unapproved products – (eg Duton/lacquer paint).
 - 'SandBlasting' at Shipyards. All affected vehicles must be made good at the end of hire.



Excessive chipping of paintwork around door lock (caused by driver negligence).



Isolated scratches over 50mm in length which penetrate to metal or primer.



Excessive chipping of door edge or surround.



Multiple scratches in a localised area where bare metal or primer is exposed.



Dents over 10mm in diameter.



Significant scratching which exposes bare metal or primer.



Any dent where bare metal or primer is exposed.



Multiple dents in a localised area.



Inadequate retouching or repair work.

OVERHEAD OR ROOF DAMAGE

- ✗ Unacceptable
 - Any dents that are visible on the exterior. Cause: collision or impact damage caused by unsecured loads, use of roof racks.
 - Paneling that is bent or otherwise misshapen. Cause: carrying inappropriate loads.
 - Any damage that is above the top of the windscreen line on any vehicle and regardless how minor.



BUMPERS, RUBBING STRIPS, NUMBER PLATES

- ✓ Acceptable
 - Areas of scratching and scuffing that are under 100mm in length – provided that there are no cracks or dents and the basic structure is unchanged.
 - Isolated dents under 10mm in diameter – provided the paintwork or other surface finish is unbroken and there is no perceptible crease

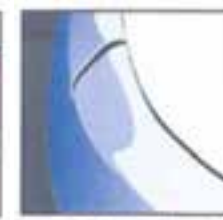
- ✗ Unacceptable
 - Any area of scratching and/or scuffing that is over 100mm in length – where primer or material is exposed.
 - Any dent over 10mm in diameter
 - Multiple dents over 10mm in diameter within a localized area.
 - Any bumper, rubbing strip or number plate that is missing or incomplete.



Bumper with excessive scuffing.



Dents over 10mm in diameter.



Bumpers or rubbing strips that are cracked, broken, missing or severely deformed.

WHEELS, TYRES (including trim, tools & spare tyres)

- ✓ Acceptable
 - Light damage to wheel rims eg. scuff markings

- ✗ Unacceptable
 - Any significant damage to the rim or main body of a wheel – including the spare.
 - Any missing item – including the spare wheel, tools, breakdown sign and wheel trims.
 - Any puncture to sidewalls of tyres. Cause: kerbing.
 - Replacement tyres that do not meet the recommendations of the vehicle manufacture re: type, size, thread and speed rating.
 - Replacement wheels that do not match those originally supplied with the vehicle



Damage to sidewalls of tyres.



Wheel trims that are badly damaged or missing.

GLASS, LAMPS, MIRRORS

- ✓ Acceptable
 - Light scratching and/or minor chipping of any windscreen or window glass – provided it does not interfere with the driver's line of sight and no heating elements are affected.
 - Light scratching and/or minor chipping of any lamp glass – provided it remains watertight.

- ✗ Unacceptable
 - Windscreen damage including cracks and chipping that would constitute a vehicle defect notice.
 - Any damage that affects a rear screen.
 - Any hole or crack in a lamp glass or lens
 - Any damage to mirror glass or surround.



Any chip in windscreen, in the drivers line of sight (or any crack in the screen).



Any crack or hole in lamp glass that allows water to penetrate.

GLASS, LAMPS, MIRRORS (cont.)



Any crack in lamp glass.

Any damage to mirror glass or surround.

GENERAL

Your vehicle has been detailed with care and is a smoke free vehicle. Although we understand it will never be returned in the exact same condition as the start, we do expect that you exercise some care. Should the vehicle be returned in an unreasonable condition, a cleaning fee may apply.

- ✓ Acceptable
 - Normal particles and day to day debris

- ✗ Unacceptable
 - Pet hair of any kind, thick coating of soil, mud or sand all through the vehicle, anything spilt on the floor or upholstery which will require steam cleaning. Typical, milk or vomit. Smoking in vehicles.
 - We also ask that you note the correct fuel the vehicle takes prior to filling the vehicle. Should a vehicle be filled with diesel when it is a petrol vehicle or vice versa, the hirer will be fully liable for all rectification works.
 - Any smell that is pungent that cannot be easily removed by airing of car (eg. Thinner, paint, durian, smoke)

IN THE EVENT OF AN ACCIDENT

- Non Injury Accident
 - Move your car to the side and do not obstruct the traffic.
 - Note down the following :
 - Registration number
 - Name and NRIC / Driving licence number
 - Telephone numbers
 - Insurance company
 - Names of roads and landmarks
 - Brief description of the damages
 - Take pictures of the accident (if possible)
- Accident with Injury
 - Do not move your car.
 - Contact the Police and Ambulance immediately.
 - Render assistance to the injured but do not attempt to move them.
 - A Police Report must be lodge within 24-hours.
 - Note down the seven points in 1(b). In addition, weather and road conditions during accident and particulars of witnesses.