

Fair wear and tear occurs when normal use causes acceptable deterioration to the motorcycle's/scooter's condition at the end of a contract or finance agreement.

Fair wear and tear is not to be confused with damage, which occurs as a result of a specific event or series of events. These include impact, harsh treatment, negligent acts or failure to service the motorcycle/scooter in accordance with the manufacturer's recommendations and any applicable warranty.

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What is acceptable use?
A guide for Motorcycles and Scooters

FAIR WEAR & TEAR

HONDA
Financial Services

EXPERIENCE THE JOY OF NEW

Now that you’ve chosen the perfect Honda, and decided how to finance it, you can relax in the knowledge that owning a Honda is an enjoyable experience.

At Honda we want you to love your Honda as much as we do, which is why when you return your Honda at the end of your term, we won’t charge for general wear and tear as long as you keep up with the servicing and providing that you return your vehicle in-line with our terms outlined in this document.

PURPOSE OF THIS GUIDE

When you reach the end of your agreement, you may choose the option of handing back your motorcycle/scooter.

By entering into the credit agreement, you will have agreed to keep your Honda in good condition to prevent any additional charges being incurred, for example; to cover the costs of repair, or returning the vehicle to the same aesthetic state in which it was sold to you.

You will therefore need to know what constitutes “acceptable” use, and what would be deemed as “unacceptable” and chargeable. This guide explains the difference and what you need to be aware of during an inspection.



THE DEFINITION

Fair wear and tear happens naturally over time as you use your motorcycle or scooter. It's the normal, acceptable deterioration that occurs by the end of your contract or finance agreement. When assessing this, we consider the age of the motorcycle/scooter, the mileage and how it's been used.

Damage is different. It results from specific incidents or neglect, such as accidents or impacts, harsh or careless treatment, not servicing the motorcycle/scooter as recommended by the manufacturer or ignoring warranty requirements.

Fair wear and tear is expected and acceptable. Damage may lead to additional charges.



RETURNING YOUR MOTORCYCLE/SCOOTER

When you instruct us of your intention to handback your vehicle, we will arrange for a qualified inspector to inspect and collect your motorcycle/scooter.

Upon return or collection, the motorcycle may be appraised in your presence. Any visible damage will be noted at that time. Please keep in mind that the first inspection is not done under specialist lighting or conditions, so some issues may not be visible. A full inspection will then take place at our nominated auction facility. This detailed check uses controlled lighting and professional standards, which may reveal additional damage or wear that wasn't identified during the initial inspection. If further issues are found, they will be included in the final report. We will calculate the cost to bring your motorcycle back to a condition that's appropriate for its age and mileage. If you wish to dispute the final assessment, you can arrange an independent inspection (e.g. AA or RAC) at your own cost within the specified timeframe. If the independent report shows a lower amount, we will use that. If it shows a higher amount, we will proceed with our original figure.

Either during or at the end of the Agreement if the Motorcycle is to be returned to us and you require us to collect it, a Goods Return Fee of **£90.00 Plus VAT** may be charged (**£280.00 Plus VAT** if the Motorcycle is not roadworthy and/or cannot move under its own power).

At any point in your Agreement if you choose to return the Motorcycle, you should ensure that the mileage travelled by the Motorcycle does not exceed the Agreed Mileage (if any) within the duration of the contract, otherwise you will be liable to pay us an Excess Mileage Charge for each mile travelled over the Agreed Mileage. Please note mileage is calculated annually on a pro rata basis for the duration of your Agreement, and the Excess Mileage Charge will include VAT at the current rate.

SERVICING, DOCUMENTS, KEYS AND ACCESSORIES

Your motorcycle/scooter must be fully serviced to comply with the manufacturer and/or warranty specification, as outlined in the terms and conditions of your agreement.

You will need to return the completed servicing record and any items or documents that came with your motorcycle/scooter, such as the registration document or spare keys. If you no longer have any of these, the value of the motorcycle/scooter may be reduced and you may be liable for the cost of replacing them.

General appearance and mechanical condition

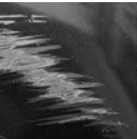
The motorcycle/scooter should have no signs of misuse and should be free from rust and corrosion.

Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish and poorly matched paint is not acceptable, hence you will be expected to correct these flaws to return the vehicle in the same condition as it was sold to you.

The motorcycle/scooter should be returned in a safe, legal and reliable mechanical condition, with a valid MOT (where applicable). Any damage as a result of customer neglect, e.g. engine damage from ignoring warning signals or brake damage from worn out pads or discs will be deemed as unfit to drive and subject to repair charge(s).



FAIR WEAR AND TEAR CRITERIA



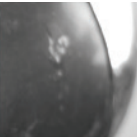
Scratches

- ✗ Scratches or scuffs more than 25mm are unacceptable.
- ✗ Scratches or scuffs that expose primer and/or bare metal are unacceptable.



Dents

- ✗ Dents more than 10mm in diameter are unacceptable.
- ✗ Dents less than 10mm that expose primer or bare metal would also be unacceptable.



Chips

- Small areas of chipping, provided that the base coat has not been penetrated would be considered acceptable.
- ✗ If there are multiple chips in one area that require a whole panel to be repaired or repainted, this would be deemed unacceptable.



Screen

- ✗ Chips and any critical damage, cracks or holes that prevent normal use of the screen are unacceptable.



Mirrors

- ✗ Holes or cracks in the mirrors are unacceptable.



Seat

- There should be no stains on the seat.
- ✗ Tears, burns and/or scratches that have cut through the seat material are unacceptable.



Lamps and Lenses

- All lamps and lenses must work when fitted with bulbs.
- ✗ Holes or cracks in the glass or plastic covers are unacceptable.



Tyres

- All tyres must be of an approved fitment with equal or greater specifications than the OEM tyres, and within legal limits.
- ✗ Cuts and gouges to sidewalls and/or tread is unacceptable.



Wheels / Alloy Rims

- ✗ Cracks and deformities due to collision are unacceptable.
- ✗ If the surface of the alloy becomes bubbled/cracked due to weather damage from significant chips or scratches, this would also be unacceptable.

Motorcycle/scooter appraisal tips

We recommend carrying out an appraisal of the motorcycle/scooter 10-12 weeks before the motorcycle/scooter is due for return. This will allow you to arrange to have any unacceptable wear and tear rectified.

- ▶ **Wash and dry the motorcycle/scooter before self appraisal as water and dirt can mask damage.**
- ▶ **Make sure you assess the motorcycle/scooter in good light.**
- ▶ **Assessments carried out in poor light may mean you miss something.**
- ▶ **Be objective and assess the motorcycle/scooter as honestly as you can.**

THINGS TO REMEMBER ON THE DAY OF RETURN

Please ensure that the following items are returned with the motorcycle/scooter or there may be a charge.

- ▶ Any accessories supplied on delivery (including any item shown on the original purchase invoice)
- ▶ Spare and master keys, including luggage keys (if applicable)
- ▶ Immobiliser key (if applicable)
- ▶ Operating manual
- ▶ Completed service book
- ▶ Registration documents excluding section 4 of the V5 which should be completed and returned to the DVLA
- ▶ Original Manufacturer Equipment or equivalent road-legal number plate
- ▶ Original Manufacturer Equipment or equivalent road-legal exhaust



Personal items and data

Please make sure that you have checked for and removed personal effects from the motorcycle/scooter such as phone kits, portable Sat Nav, trackers, parking permits etc.

You must ensure any necessary repairs to the wiring system are undertaken if you remove a Sat Nav kit or heated grips (or any hardwired device) from your motorcycle.

You will need to return the completed servicing record and any items or documents that came with your motorcycle/scooter, such as the registration document or spare keys. If you no longer have any of these, the value of the motorcycle/scooter may be reduced and you may be liable for the cost of replacing them.