



Vehicle Return Standards

It is important that you take the time to familiarise yourself with this information, as it will achieve a smooth vehicle return.

cocoonvehicles.co.uk

To reduce the potential for end of contract damage charges and to assist with returning your short term vehicle we've provided a simple guide and some handy tips.

What to expect when your Short Term Vehicle is collected.

At the end of your vehicle's contract, Cocoon requires that the vehicle be returned in a condition that is as close to showroom condition as possible, due to the nature of the Short Term product and the buy back agreements that we have in place.

*Because this is a Short Term facility, the **standard Fair Wear and Tear** policy that comes with our 24 month plus contracts **do not cover these vehicles.***

Having given written notice on Flexible Contracts, or a specified date on a Fixed Contract, our office will confirm with you a date that is suitable for both parties

Please ensure that your short term car:

- Is ready for collection at the time advised by Cocoon
- That the vehicle is clean inside and out to allow for a detailed inspection (a final inspection will be carried out by the supplier at their premises)
- That all tyres are free from any tyre wall damage and are inline with the legal limit (drivers can refuse collection if damage to the tyre is excessive and an abortion fee will be applied to your account)
- If you need to cancel the collection, Cocoon must be notified 48 hours prior to the collection due date to avoid charges

Our Driver/Collecting Agent will:

- On arrival, walk around the vehicle with you to review the car for any readily apparent bodywork damage. You will be asked to approve the Collection Report by signing a Collection/Delivery checksheet and/or an electronic PDA. The Collection Report will highlight any visible damage on the vehicle and any missing items.
- Immediately take the vehicle to the collection agent's premises for the comprehensive assessment. It may also be checked and assessed by the vehicle suppliers again. The final assessments are what we base our End of Contract charges on, and not the appraisal with the customer, as our drivers are not qualified to cost the work involved.
- Provide the vehicle Collection/Delivery checklist to Cocoon and their suppliers within 48 hours of collection.

Cocoon will then arrange for this damage to be invoiced and (where applicable) taken off the refundable deposit held on account along with any collection charges. This whole process can take up to **45 days** from return of the vehicle.

Please ensure that all loose items are returned with your vehicle, see our checklist on the reverse of this brochure!

Return Conditions

It is agreed that all end of term excess mileage and rectification work will be handled and invoiced by Cocoon Vehicles and/or their agent, directly with the Hirer. All invoice costs will be collected by Direct Debit or payment mandate. Should a Direct Debit be cancelled it will incur a £25.00 plus VAT administration charge. The vehicle condition should be within the terms and conditions of the Fair Wear and Tear guide listed below.

DELIVERY:

All vehicles must be checked by the Hirer upon delivery and any defects, damage or missing items noted on the delivery agents paperwork. Cocoon Vehicles must be notified in writing within 1 working day of the vehicle delivery of any faults. Defects, damage or missing items noted after 1 working day from delivery will be deemed the responsibility of the Hirer. Please send photographs.

REPORTING DAMAGE:

Any repairs expecting to cost more than £1,000, or worth more than 10% of the value of the vehicle, either to the bodywork or mechanical must be reported to Cocoon Vehicles prior to the authorisation of the repair. A manufacturer approved repair agent will be required to complete repairs, according to the respective manufacturer's specifications.

Any vehicle that is stolen, deemed to be beyond economic repair or has major damage, the Hirer's insurance agent will be obliged to purchase the vehicle. Major damage shall mean repair or replacement of any internal panels (excluding minor brackets, gusset, rear panels and front panels) and/or sill panels. Any damage noted at de-fleet stage which exceeds £1,000, Cocoon Vehicles reserves the right to insist the Hirer purchases the vehicle within 10 days. Damage resulting in a VCAR condition alert being placed against the vehicle may also result in the Hirer having to purchase this vehicle; this will be at Cocoon Vehicles' discretion.

BODY DAMAGE:

All damage must be repaired as and when it occurs. All work must be undertaken by a **manufacturer approved repairer** to acceptable standards with any anti corrosion guarantees taken into consideration. Proof of repairs and invoices must be provided within 72 hours when requested by Cocoon Vehicles. Vehicles subject to sub-standard repairs, even after inspection, which have not been repaired by a manufacturer approved repairer, may require post collection remedial work and this will be chargeable back to the Hirer along with any loss of revenue, period rentals and/or loss of value.

DENTS:

A maximum of one dent per panel will be accepted providing they are smaller than 10mm in diameter. If the number of dents exceeds one per panel, are greater than 10mm in diameter or have broken the paint, is deemed as unacceptable. Any dent, irrespective of size, on a swage line will be deemed as unacceptable and any remedial work carried out will be chargeable to the Hirer.

PAINTWORK:

Chipping to forward facing surface may be acceptable, notably to the bonnet, grille, valance and front wing, providing they do not exceed 5% of the total area of the affected panel and have not chipped through to the base metal. If stone chipping has penetrated through to the base metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Surface scratching is acceptable on any panel if it has not broken the paint and can be removed by a light machine polishing, although Cocoon Vehicles reserves the right to charge. All previous repairs must be suitably re-rust proofed up to the manufacturer's recommended standards with no colour miss-match between panels, preparation marks, paint contamination, paint overspray, paint running or poorly fitted panels.

BUMPER SECTIONS AND/OR RUBBING STRIPS:

These may not be broken, cracked or deformed. Gouging, multiple chips or cracks, no matter how small, in the bumper material are outside the bounds of fair wear and tear and are not acceptable.

WINDOW GLASS AND/OR WINDSCREENS:

Cracks or damage within the driver's sight line (Zone A) are not acceptable and would require a windscreen replacement. Minor chips elsewhere on the windscreen that are less than 5mm may be repaired using resin impregnation to MOT standards providing there are no signs of crack formation. All remaining glass should be free from any damage. All heating elements should be working correctly. Missing, cracked or damaged door mirrors are not acceptable. If these are heated or adjustable, these must be working correctly.

LAMP GLASSES/LENS:

All lamps must be operational. Any holes, cracks and chips in the glass or plastic covers of lamp units are not deemed acceptable.

INTERIOR TRIM:

The interior should be clean and tidy, with no burns, tears or permanent staining on the seats. Heavy staining will result in a specialist cleaning charge. Wear and soiling through normal use is acceptable, providing that floor protection mats have been used. Gouges or scratching to interior trims are not acceptable. Any missing or broken trim is not acceptable.

LUGGAGE AREA:

Light blemishes that reflect normal use are acceptable, however floor covering and surrounding trim panels should not be torn, split, stained, gouged or have scuffing that detracts the overall appearance. Please ensure that the parcel shelf is in the vehicle on collection.

DOOR APERTURE TREAD AREA:

A minor amount of scuffing to the door, luggage treads and sills is acceptable providing that paintwork has not broken or corroded and aperture seals are not torn.

CONTROLS:

All original controls must be intact and operate correctly. If a replacement has been necessary eg. Due to theft, then the original manufacturer's equipment must be fitted.

RUBBER SEALS:

Normal wear will cause certain amount of damage to the door or other trims, but any evidence of neglect or abuse is unacceptable. Tears are also not acceptable.

WHEELS AND WHEEL TRIMS:

Steel rim damage is acceptable up to 15mm confined to the outer edge only, providing there is no distortion or cracking. Greater degrees of damage or multiplicity of minor damage in a single trim should be assessed on merit, using the tyre bead seating as the most important consideration.

No damage to alloy wheels is acceptable. Should the damaged alloy wheel be refurbished and it does not meet the required manufacturers standards, then a full alloy refurbishment will be recharged. Should the alloy be past the point of refurbishment, then a charge for a new alloy wheel plus fitting will be charged.



TYRE WEAR AND DAMAGE:

All tyres including the spare must be in a legal condition and comply with the vehicles manufacturer's recommendations of tyre type, size and speed rating and should have a minimum depth of 3.0mm across the full width of the tyre. Eg. No uneven wear. There should be no damage to the sidewalls or tread caused by kerbing or any other abuse. All tyres should be of the same type, manufacturer and speed rating. Re-moulds and budget brand replacements are not acceptable.

UNDERSIDE DAMAGE:

Any damage to the vehicles underside is not acceptable. Cocoon Vehicles reserves the right to re-inspect vehicles after collection at the de-fleet centre and check within 30 days for underside damage. Any underside damage found within the timescale will be chargeable.

EXHAUST SYSTEM:

The system should be properly suspended and in efficient working order, with no leaks or evidence of blowing from the exhaust systems joints and in an undamaged condition. The exhaust should be in a condition to meet the MOT requirements in all aspects, particularly if fitted with a catalytic converter.

OIL LEAKS:

Any serious oil leaks must be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil dips are not present. It is the Hirer's duty to ensure that oil levels are kept at the required levels.

BRAKES:

Grooved brake discs caused by metal to metal contact or premature failure due to incorrect driving techniques are not acceptable.



ENGINE AND TRANSMISSION:

Premature failure due to insufficient and incorrect lubricants oils is not acceptable. Excessive engine and/or transmission (including Clutch) wear due to driver abuse or mishandling is not acceptable.

ESTIMATES:

Any vehicle requiring a de-fleet invoice may be subject to an administration charge of £35.00 plus VAT at Cocoon Vehicles discretion. For any vehicle with damage estimated in excess of £1,000 then Cocoon Vehicles reserves the right to insist that the Hirer purchases the vehicle within 10 days. The vehicle may also be subject to rental charges as laid out in the Master Hire Agreement.

VALETING:

All vehicles must be valeted in readiness for return to Cocoon Vehicles or for a collection agent to assess the vehicles. Should the vehicle not be cleaned, the collection agent may insist on the car being cleaned, alternatively the vehicle will be assessed at Cocoon Vehicles along with the comprehensive manufacturer's report. Cocoon Vehicles reserves the right to charge £75.00 plus VAT for a valet.

SERVICING AND DOCUMENTATION:

Unless specifically agreed in writing by Cocoon Vehicles and/or connected suppliers, regular maintenance should be carried out at a manufacturer's franchised dealer according the manufacturer's guidelines using genuine manufacturer's parts. Proof of purchase is required and must be placed in the service book along with the service book being stamped. Any defects of damage that occurs during normal vehicle use should be rectified as soon as authority of repairs has been granted. All vehicle handbooks and fully stamped service records including the service invoice must be in the vehicle at the point of collection or charges may be applied.

SERVICING AND DOCUMENTATION CONTINUED:

Missing proof of services, missed service or late services are chargeable at the cost of the manufacturer main dealer plus the cost to reinstate the vehicle's warranty or to compensate for the loss of residual value as the result of not being serviced as details above. The minimum charge will be £500 plus VAT. If the vehicle also requires additional work carried out to reinstate the warranty this will also be chargeable. No service lights should be visible on the screen.

SERVICE INTERVALS:

It is the Hirers responsibility to ensure service intervals as recommended by the manufacturer is known. It is the Hirers responsibility to service the vehicle should the required interval be reached. Should a service light appear before the end of the term, it is the Hirers responsibility to have the vehicle serviced in accordance with the above.

ADDITIONAL EQUIPMENT:

No additional equipment should be fitted to the vehicle unless written permission is received from Cocoon Vehicles. Any damage caused by the fitting of additional equipment must be refurbished to an acceptable standard, or the cost of rectification including de-installation, will be chargeable.

ANCILLARY ITEMS:

Aerials must be left in place or any holes professionally repaired. All standard equipment must be returned at the end of the contract period. This includes book packs, service packs, charging cables, cigarette lighters, luggage trolleys, removable seating, audio equipment, satellite navigation SD Cards/Discs, luggage nets, audio cables, parcel shelf and any other item delivered with this vehicle. Any item deemed missing, damaged or non-functional at the point of inspection or once the vehicle has been returned, will be chargeable and at the discretion of Cocoon Vehicles an administration charge applied.

BADGES AND LABELS:

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle must be removed. Any damage caused by the attachment or removal should be professionally repaired.

KEYS AND SECURITY:

Keys should be made available along with the locking wheel nuts and required unlocking nut should be made available. If the locking system is remote, the appropriate key fobs must be available and functioning. Return of the master key, which controls the vehicles engine management system, is mandatory. Keys must be made available upon collection or a new security management system will be fitted at the Hirer's expense.

SMOKING:

Smoking in any of our vehicles is totally prohibited. Should any vehicles be returned and have found to have been smoked in, then a valeting charge of at least £125 plus VAT will be applied to the end invoice.

MILEAGE:

The mileage displayed at the time of collection will be considered to be verified by you as warranted. The mileage covered by each vehicle must not exceed the number of miles specified on the rental agreement/schedule. An excess mileage charge will be levied for each mile covered in excess of the contract mileage stated in your rental agreement/schedule. If you exceed the contract mileage by more than 10%, Cocoon Vehicles reserves the right to insist that the Hirer purchases the vehicle within 10 days. Mileage covered during the delivery and/or collection of the vehicle does not form part of the contracted mileage, unless otherwise specified.

LATE RETURNS:

Informal extension / late returns will be charged from the end of contract to the date of the collection, unless otherwise agreed in writing. The first 3 days will be charged at the prevailing daily rates + VAT; this will then increase to 150% of the period rental between 3 and 14 days. If the vehicle is still not collected after 14 days the charge will be increased to 200% of the period rental rate. If the vehicle is still not available to collect after 4 weeks of the term end date, Cocoon Vehicles reserves the right to insist that the Hirer purchases the vehicle within 10 days.

OUTSTANDING WARRANTY ISSUES:

Any warranty work on the vehicle must be completed before return of the vehicle unless with expressed permission of the manufacturers/supplier whereby a view will be taken regarding the nature and severity of the problem and the length of time required to rectify the said problem.

EARLY TERMINATION AND TERMINATION/EXPIRY OF MINIMUM PERIOD OF HIRE:

In the event of Early Termination of the Rental Master Hire Agreement minimum term, the Hirer will be liable for a 150% charge of the period rental agreement as laid out in the vehicle rental agreement/schedule.

FUEL/ELECTRIC LEVELS:

Please ensure that the fuel level at the point of delivery and receipt by yourself is noted. You will be required to return the vehicle with the same level of fuel. Failure to do so will result in refuelling charges, please visit <https://account.cocoonvehicles.co.uk/advice-of-charges/fuel/> for the latest price per litre rate. An Administration Charge may also be levied. Electric/Hybrid vehicles should be charged to at least 90% capacity. Failure to do so may result in charging costs as well as drivers' waiting time charges.

CANCELLATION AND INSPECTION:

Vehicle/s should be made available for collection on or before the termination/agreed date. The Hirer must contact Cocoon Vehicles at the earliest possible convenience to arrange the "off hire" of a vehicle and to arrange a mutually acceptable return and/or collection date/time. Vehicle will be deemed as terminated upon handover to one of our collection agents or Cocoon Vehicles employees. Failure to collect or return the vehicle at the agreed date/time will result in an abortive collection charge of £175 plus VAT plus associated costs.

The collections agent will complete a very basic "walk around" inspection and complete a vehicle condition report (VCR). The VCR is a vehicle movement report and should not be confused with the comprehensive report which is conducted when the vehicle returns to our location.

The report is provided by an external independent company and may take several working days to complete. The report will be made available to you if you require a copy, please email enquiries@cocoon-group.co.uk - Once the report is complete, an invoice for the damage, excess mileage, missed servicing, etc will be raised and emailed to you. You will then have 72 hours to notify Cocoon Vehicles of any charges being contested from the date and time that Cocoon Vehicles sends the condition report and/or invoice.

POLITE NOTICE:

Our Collection Agents are **not** qualified inspectors and will only be carrying out a 'walk around' inspection of your vehicle at the point of collection.

A **final and thorough inspection** will be carried out once returned to the supplier's premises. This final inspection is what the final End of Contract will be based on.

Please ensure the following items are available with your Short Term Vehicle upon return/collection:

- ✓ **All sets of keys supplied**
- ✓ **Locking wheel nuts**
- ✓ **Owners Manual and Service Book**
- ✓ **All Electric Charging Cables**
- ✓ **Radio Code Card (if applicable)**
- ✓ **CD, DVD or SD Card for Sat Nav**
- ✓ **All removable audio equipment**
- ✓ **All iPod/USB media leads supplied**
- ✓ **Other removable items such as parcel shelf, headrests etc**
- ✓ **Emergency equipment such as warning triangle, First Aid kit, jack etc**
- ✓ **Spare wheel, inflation kit and/or tyre mobility set**

RETURN OF PERSONAL BELONGINGS:

Please ensure that you have removed all personal belongings from the vehicle prior to its collection/return.

Should any items be left in the vehicle these will only be posted out upon request and postage will be chargeable. Any items not claimed within 28 days of collection/return will be disposed of.

HOW TO ARRANGE A RETURN/COLLECTION:

A return or collection of your vehicle must be arranged by submitting the Online Return Request Form. Ask a staff member for details.

We require a **minimum 5 working days' notice** from submission of the Online Return Request Form and will be subject to collection/return slots being available (Monday to Friday only, excludes Bank Holidays).

Should you require assistance please contact us on 01332 290173

For out of hours assistance please contact the relevant
service provider detailed below.

Please ensure that you make the service provider aware the
vehicle is owned by Cocoon Vehicles.

Tyre Assistance - Kwik-Fit 0800 222 111

Roadside Assistance - vehicles *less than 3 years old*

Audi 0800 699 999

BMW 0800 777 111

Skoda 0800 526 625

Jaguar 0800 246 844

Jeep 0800 777 146

MINI 0800 777 111

Roadside Assistance - vehicles *less than 2 years old*

SEAT 0800 262 622

Roadside Assistance - vehicles *less than 1 year old*

Volkswagen 0800 777 192

For other manufacturers please call **01332 290173** for more
information



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01332 290173
cocoonvehicles.co.uk

VAT will be applied where necessary at the prevailing rate