

Ford Credit Wear and Tear Standards

Customer Information and Current Charges

If you're approaching the end of your Ford Options or Ford Options Cashplan agreement and are considering handing your vehicle back, here's a reminder of our 'Fair Wear and Tear' standards and current charges.

A copy of the "A Guide to Your Ford Options Agreement" can be downloaded from the Ford website at www.ford.co.uk/myaccount

If you decide to return your vehicle at the end of your agreement, please keep an eye on your mileage and check your vehicle carefully prior to handing it back. So long as your vehicle meets the fair wear and tear standards detailed in the "A Guide to Your Ford Options Agreement" and its mileage is within the agreed mileage band, you will have nothing further to pay.

In the event that you decide to return your vehicle at the end of the Agreement, a vehicle appraisal will be completed in your presence.

Fair wear and tear

Fair wear and tear means that, for its age and mileage, the vehicle should be in good working order, condition and repair.

Ford Credit uses a points method to help calculate any damage charges if you are handing back your vehicle. Points are determined by the severity of the damage, or if parts are missing.

The vehicle inspector will allocate points depending on the following criteria, high value items incur a higher number of points, up to a maximum of 6:

- Minor damage that can be fixed by smart repair.
- Severe damage repairable without replacement parts.
- Damage needing replacement parts or for missing items.

The vehicle inspector will note any items that are in an unsatisfactory condition according to the wear and tear standards, or where parts are missing or broken. The total number of damage points will then be multiplied by the "Per Damage Point" charge detailed below.

Where the vehicle is extensively damaged or in very poor condition Ford Credit may elect to commission an independent report before finalising charges payable.

Charges - Per damage point

£30 + VAT per damage point.

Charges - Excess Mileage

Please see your finance agreement.

In addition, you are asked to ensure that you return all keys and documentation. Missing items may be charged in accordance with the table below:

Missing V5	Current Driver and Vehicle Licensing Agency (DVLA) Rate plus an administration fee of £12*
Missing MOT	Current Driver and Vehicle Standards Agency (DVSA) Rate plus an administration fee of £12*
Missing or incomplete service records	£320*
Any missing / broken original equipment	At current manufacturers' recommended retail price

(* VAT inclusive)

If you have any questions regarding the calculation of damage / mileage charges, please contact your Ford Dealer or call us on 0345 712 5490. You can also request a call back from our Customer Service Centre by visiting www.ford.co.uk/myaccount