

Intake protocol

Supershortlease

Supershortlease cars that are returned, always show some form of wear and tear. This is also unavoidable. It is therefore almost impossible to return a car as good as new. In this protocol we show what we mean by age-related wear and what can really be charged as damage. It is important that you treat the lease car as if it were your own car.

Acceptable damage and unacceptable damage

At Supershortlease we make a distinction between user damage (acceptable damage) and damage unacceptable damage). By user damage we mean wear and/or minor damage that can be expected given the age and mileage of the car, and that results from normal use of the car. Unacceptable damage refers to damage that affects the visual condition of the car and/or functionality. This is damage that cannot be attributed to normal use or age-related wear.

Report damage

It is possible that damage occurs to the car during the lease. Always report this damage to Supershortlease, this can be done by sending an email to info@supershortlease.nl or by telephone on +31 (0) 88 99 60 100. If a counterparty is involved, always fill out a European Damage Form (SAF), even if there is no visible damage. Fill in the claim form as completely as possible and do not forget a signature from both parties. At home you can fill in the back of the form.

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Body / paint



Acceptable

- Scratches not through the paint (provided not over a larger surface than 10 cm and a maximum of 2 scratches per body part).
- Scratches at door locks if not through the paint.
- Car wash scratches if not through the paint.
- Stone chips. Provided there is no dent in the sheet metal.
- Scratches at the door, among other things, as a result of burglary.

Unacceptable

- Load and unloading scratches through the paint or that can no longer be brushed away
- Rust and/or holes.
- Burnt bird droppings.
- Stone chips that are disproportionate to the age or mileage of the car or where the paintwork is damaged down to the base material.
- Scratches due to careless brushing or by brushing with abrasive materials.

Grill / Bumper



Acceptable

- Scrape, provided it is not through the paint

Unacceptable

- Abrasion that is through the paint
- Broken or no longer present grill
- Cracks and/or holes in bumper / grill



Glass



Acceptable

- Stickers on the glass on the outside and/or inside, that have not damaged the glass

Unacceptable

- Pit in a windscreen that has ended up in a crack or can no longer be repaired
- Scratches in the window due to, for example, an ice scraper
- Glass damage due to removing stickers

Tyres / Rims



Acceptable

- Damage to rims due to external factors through no fault of the driver, for example oxidation
- Scrapes, scratches and deposits on the wheel cap or rim, only if the wheel cover or rim is not deformed with a maximum of 2.

Unacceptable

- Missing wheel covers
- Missing spare wheel, provided it was present on delivery
- Damage to rims where bites are visible from the rim flange, for example from driving against a curb.

Exterior mirrors



Acceptable

- Scratches, not through the paint with a maximum of 2 damages of maximum 5 cm.

Unacceptable

- Scratches through the paint
- Crack in the mirror glass
- Crack in the mirror housing

Seats / Roof lining



Acceptable

- Stains in upholstery that can be easily removed by means of normal cleaning (warmwater and a brush).
- Damage caused by 'normal' use, for example, wear marks on the chairs.

Unacceptable

- Stains in upholstery that cannot be removed by normal cleaning
- Cracks and/or holes in the roof and/or seat upholstery and side panels
- The seats are dirty and show stains. This is not just about superficial dirt and can not be removed by normal cleaning
- The cover shows material cracks due to careless use