VOLVO

Care Instructions & Guidelines for Lease Cars

How to take care of your Volvo and return it at the end of the lease

Level 2: For cars with a mileage of 5000-20.000 km or an age of 6-12 months

Thank You for Choosing to Lease a Volvo

We hope that you will be really pleased with your car and that it will give you many wonderful driving experiences. In this guide you will find information on how to take care of your Volvo in the best way, what applies during the leasing period and when you return the car.

Please read the guide and the lease agreement carefully. Do not hesitate to contact your local salesperson if you have any questions.

To Keep in Mind During the Lease Period

Take Care of Your Volvo

The agreed monthly cost is based on the wear and tear that, according to this guide, is considered to be normal. Abnormal wear and tear are charged, in addition to the lease fee. To avoid unnecessary repair costs when you return the car, it is important that you take good care of your Volvo throughout the entire lease period, inside out.

Service According to the Car's Service Plan

To avoid costs in addition to the lease fee, it is also important that service is performed within the correct time frame. Service must be performed according to the car manufacturer's service plan and always at an authorized Volvo dealer. As a lessee, it is your responsibility to book time for service according to the service plan.

In Case of an Incident

The car must be returned in a condition where repairs are not necessary. Any damage that occurs during the lease period must be repaired continuously.

Should the car be damaged during the contract period, contact the insurance company to report the damage. To repair any damage, then contact an authorized Volvo dealer. Repair of any damage is paid for by the lessee / insurance company unless the damage / fault is covered by warranty.

It is important that you report a damage to your insurance company, to avoid unnecessary costs associated with the return of the car. The Volvo dealer has no insurance to cover the damage, which is why you as the lessee are charged the full amount for a possible repair, instead of just paying the deductible on the insurance.

Driving Distance

If you stay within the agreed mileage, you avoid an additional cost for the excess miles. That is, if the actual mileage exceeds the agreed mileage, a cost will be added.

When It Is Time to Return the Car

- The car must be returned at the agreed time and place. If the car is returned earlier or later than in accordance with an established agreement, this can lead to increased costs for the lessee.
- All costs associated with the car during the agreed lease period must have been paid.
- Any damages must be reported to the insurance company before the car is returned. ***Please note that all claims must be reported to the insurance company as soon as possible, but no later than 30 days from the time when the damage occurred. When the report to the insurance company is being made, make an appointment for damage repair in the workshop as well.***
- The inside and the outside of the car must be cleaned and washed:
  - All interior, seats, floor and carpets must have been cleaned from dirt and stains
  - If you have had a pet in the car this must be conveyed at the return of the vehicle and all traces from animals, like hair for example, must have been removed
  - ***Note that stains from fuel, birds and other that cannot be removed through normal cleaning must be removed immediately when discovered, otherwise the paint might be damaged and need paint repair***
- All keys must be included, for the car and for various accessories such as towbars and roof racks.
- Make sure that all vehicle documentation belonging to the car are included, such as service book and owner's manual.
- All equipment that was included in the delivery and belongs to the car must be returned in good condition, such as: removable towbar, visibility protection, load securing net, roof racks, charging cable, locking sleeve for wheel bolts, warning triangle, first aid kit, tire repair kit, reflective vest etc.
- Summer- and winter wheels are returned and they must be securely packed on the folded seats, to avoid personal injury or damage to the interior when driving.
- Delete all saved addresses and connected phones from the navigation system as well as media / phone, for your own privacy.
- Make sure that all compartments such as glove compartments, centre consoles, door panels and luggage compartments are emptied of personal belongings, such as SIM-cards, phone chargers and sunglasses.
- Any stripes such as logos or other decals must be removed before returning the car.

Normal or Abnormal Wear and Tear

The following pages describe what is normal and what is abnormal wear and tear.

Test at Trade-in

When the lease period is ending and it is time to return the Volvo, the car undergoes a trade-in test. The car is assessed on the return, by staff who are trained in assessing the car based on the guidelines presented in this guide. In connection with the assessment, a test protocol is drawn up. The protocol reports any damage in addition to normal wear and tear and the cost for repairing the damages, which is paid by the lessee.

What Is Normal/Abnormal Wear and Tear?

When you use the car, some wear and tear will occur. This guide contains descriptions of wear and tear that can be considered normal or abnormal, for a car that is returned after the end of the contract period. Keep in mind that equipment, accessories, keys and other things that should accompany the car must also be returned. Missing things that belong to the car will be viewed as abnormal wear and tear and charged the lessee.

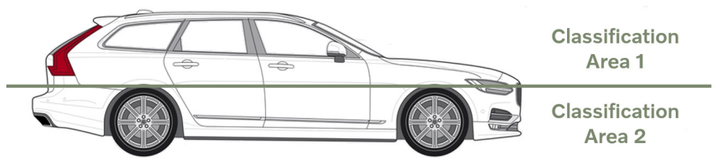
Does the Assessment Take Age and Mileage into Account?

Yes, absolutely. A car that is three years old and has a mileage of 100 000 km is not assessed in the same way as a car that is one year old and has a mileage of 15 000 km. The car's age and mileage affect the assessment of:

- Scratches on the car body
- Stone chips
- Wear and tear on upholstery and the interior
- Wear and tear on steering wheel and gear lever

Regardless of age and mileage during the lease period, all equipment included in the delivery must be returned and be in good condition. There must not be any collision damages, tears in the upholstery or similar damages - that is always considered abnormal wear and tear.

The car is divided into two different classification areas (Classification Area 1 and 2, see image below). This means that the assessment of what is normal or abnormal wear and tear may differ, depending on whether the damage is in the upper or lower classification area.



Body and Paint

Normal Wear and Tear

- Superficial, polishable scratches that has not reached the base coat
- Single dent or impact dent in classification area 2, less than 20 mm, possible to fix without paint repair
- On bumper, grille and mirrors:
  - Scratches and marks that has not reached the base coat
  - Superficial scratches, less than 10 mm, on top of the rear bumper, from loading and unloading

Abnormal Wear and Tear

- All dents in classification area 1
- All dents in classification area 2 that requires paint repair
- Scratches down to base coat
  - Make a test by moving your nail over the surface, if the nail hooks into the scratch it is too deep
- Car body damage where paint is missing down to base coat
- On bumper, grille and mirrors:
  - All cracks, deformations or scratches down to base coat

The image shows examples of two different types of damages.

Interior

Normal Wear and Tear

- Superficial dirt, stains or wear and tear on seats from normal use, without tears or similar damages, and can be removed with basic reconditioning
- Wear and tear where paint is missing on the upholstery, due to stepping in and out of the car
- Sagging and wrinkled leather without cracks
- Pressure marks in the upholstery from a child car seat, but there are no damages
- Slightly soiled ceiling that can be fixed with basic reconditioning
- Marks in door panels that can be fixed

Abnormal Wear and Tear

- Deep tears and holes in upholstery, ceiling, luggage compartment or other interiors
- Wear and tear from child car seat where the upholstery has not been protected
- Stains, paint, discoloration on the upholstery, heavily soiled upholstery, ceiling or other interiors (including odour or hair after animals) that require mechanical cleaning
- Odour and wear and tear after smoking
- On door panel / in doorway:
  - All damages in classification area 1
  - All dents in classification area 2
  - All scratches down to base coat

The images show examples of two different types of damages.

Tires and Rims

Normal Wear and Tear

- At least 4 mm tread depth for summer tires
- At least 5 mm tread depth for winter tires
- Worn studs or lack of studs up to 50 % on studded winter tires
- Scratches or scratch marks on a total surface less than 10 mm (max. 1 damaged rim)

Abnormal Wear and Tear

- Damaged tires with jacks, tears or bumps
- Puncture, screw or nail in the tire or anything else that makes the tire unusable
- Material missing on the rim
- Scratches or scratch marks on a total surface larger than 10 mm (max. 1 damaged rim)

The images show examples of normal wear and tear and a damage.

Glass

Normal Wear and Tear

- Stone chips in the windscreen, up to three pieces, which:
  - Are less than 5 mm
  - Have not gone through the lamination
  - Are not in the driver's field of vision
  - Are protected from damp conditions
- Stone chips in the headlight glass that has not passed through the first layer of the material, and do not affect the light image

The colours in the image below show which areas of the windscreen may be repaired and which may not. Stone chips in red areas must not be repaired.

Abnormal Wear and Tear

- Stone chips that have passed through the first layer of the material, regardless size
- Stone chips in the red field as shown below
- More than 5 sandblast spots in the wind-screen in an area of 1 dm2, seen from the driver's seat
- Sandblasts affecting the driver's field of vision (red area)
- Wear and tear after wiper blades or a bad window scraper on front or rear window
- Cracks in the headlight glass from stone chips or other exterior factors
- Scratched or sandblasted headlights in relation to the car's mileage

Note that irregular scratches, for example from a window scraper, must not be visible from a distance of 1,5 meters. When sitting in the driver's seat and looking back, the view through the rear window must not be affected by any scratches.

Electric Cars

To Think About During the Leasing Period and When Returning Your Electric Car

We have previously mentioned what is important to keep in mind during the leasing period to avoid unnecessary costs when you return the car. In this section, we address what is particularly important to keep in mind when it comes to electric cars, in addition to the other guidelines in this guide.

Keep in mind to:

- Take good care of the car's charging cables and avoid damage by storing the cables in a safe place where they will not be damaged when not in use.
- Reduce wear on the car's battery by preconditioning the car with the charging cable connected to the mains before departure.
- For hybrid cars: if both the starter battery and the hybrid battery are discharged, both batteries must be charged. In such a case, charging only the hybrid battery first is not possible. In order for the hybrid battery to be able to be charged, the starter battery must have a certain degree of charge.
- Return all charging cables you received with the car.

Normal Wear and Tear

- Dirt and stains on charging cable after normal use

Abnormal Wear and Tear

- Cracks on charging cable or damage where material is missing on charging cable
- All damage to the charging cable that makes it unusable
- Lost charging cable

Good Luck with Your New Volvo!

We hope that you will be really happy with your car and that it gives you many wonderful driving experiences in the future. Do not hesitate to contact your salesperson if you have any questions.

Have a nice drive!

Date & Signing

Date: ..... Name of Lessee: .....

Date: ..... Name of Seller: .....

Vehicle Registration Number: .....

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