



## What are these guidelines for?

These guidelines give you an idea of how to look after your car so that you avoid any repair costs when you return it.

The basic principle is to keep the car in good condition over time. This means that it won't need repair when you hand it back.

Lynk & Co uses an experienced and certified workshop network to handle car returns. The workshop staff evaluate the level of damage and wear based on these guidelines. This means the criteria are the same for all members.

If the car is damaged in any way, go to "Report Car issue" under "Help & Support in the Mobile App."



### Note

*All damages needs to be reported immediately. You will be held liable for the full repair cost of any damages classified as excessive wear which has not been reported. Your liability for reported damages is limited to one damage handling fee per damage. The damage handling fee is stipulated in the terms & conditions.*

# How to use the guidelines

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These guidelines will help you assess what's acceptable when you return your car, and what isn't. We use photos to show the difference between normal wear and tear and excessive damage. Not all possible kinds of damage are covered in this guide, but it will give you a good idea of the expected condition of the car when you hand it back.

## Objective and thorough

These guidelines are here to support you. Use them to prepare the car before you return it.

Be objective when inspecting the car and do not guess. There may be damage that you think is irrelevant but turns out to be important when you return the car.

Be thorough and go through the whole car, including areas you might not consider at first. For example, don't forget the ceiling and the surfaces beneath the bumpers.

Use a friend to get an objective opinion!

## Clean, dry and in daylight

Inspect the car when it's newly washed and dry. If the car is wet, you may miss some damage.

It's also important to inspect the car in daylight to be sure of finding all defects

## Before you return the car

Everyone benefits from the car getting a little extra love. Here is how to prepare before it is returned.

### Inside

Clean the interior, including removing spots and dirt from the seats and elsewhere. Make sure the floor and mats are also free from stains and dirt.

Return the car free from smells. If you've had pets in the car, you need to make sure all traces of hair and smell are gone.

Any sign of smoking in the car will be regarded as excessive wear.

We will review and assess visible damage according to the guideline pictures in the following section.

### Outside

The surface must be clean. Spots and stains that can't be removed in a regular car wash, such as from fuel or bird droppings, need to be cleaned off by hand.

We will review and assess visible damage according to the guideline pictures in the following section.

### If something needs to be fixed

If the car is damaged in any way, to "Report Car issue" under "Help & Support" in the Mobile App.

Make sure to report min 3 days ahead of the return.



#### Note

*All damages needs to be reported immediately. You will be held liable for the full repair cost of any damages classified as excessive wear which has not been reported. Your liability for reported damages is limited to one damage handling fee per damage. The damage handling fee is stipulated in the terms & conditions.*



## Return the car

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Think about the following things when you return your car. Leave equipment belonging to the car, but don't forget to take your personal stuff with you.

### Leave the car stuff

Remember to return all the car's keys.

Leave equipment belonging to the car, such as:

- Safety vest and warning triangle
- Mini Guide and legal documents
- Tire repair kit
- Charging cables
- Towing hook

### Take your personal stuff

Don't forget your sunglasses. Check the:

- Glove compartment
- Tunnel console
- Door panels
- Luggage compartment

# Pet hair and smell



## Pets

When bringing your pet along for the ride, make sure they travel safely inside a pet cage.

Animal hair in seats is regarded as excessive wear, requiring additional cleaning.



## Smoking

Any sign of smoking in the car is regarded as excessive wear, requiring additional sanitation.



## Smell

A bad smell in the car caused by e.g. leftovers or smoke is regarded as excessive wear, requiring additional cleaning.

# Body and varnish

## Normal wear and use



Scratches and paint chips that do not break the paint.



Minor dents **no larger than 20 mm**.  
Three or fewer dents per panel.

## Excessive wear and use



Excessive number of dents, taking into account the car's age and mileage.



Paint chip which where corrosion has occurred.



Bodywork damage, e.g. dents or scratches where the varnish is damaged down to primer.



Dents and bodywork damage **larger than 20 mm**.

# Bumper and bumper grille

## Normal wear and use



Scratches and chafing marks that do not go down to the base coat.



Chafing marks that can be improved with brush.

## Excessive wear and use



Scratches, chafing marks and deformation where the paint is damaged down to the base color.



Broken or cracked grill.

# Mirrors and exterior parts

## Normal wear and use



Minor scratches on rear-view mirror that can be removed with polishing.

## Excessive wear and use



Deformed or damaged mirror housing.



Deformed or damaged mirror housing.



Deeper Scratches that do not go away with standard polishing.



# Interior

## Normal wear and use



Wear and chafing marks at pedals from normal use.



Wear on steering selector and gear shift with respect to the car's age and mileage.

## Excessive wear and use



Tears or holes in the interior material.



Discoloration or mold in the interior material.

# Ceilings

## Normal wear and use



Slightly soiled ceiling, after normal use.

## Excessive wear and use



Heavy duty stains and dirt.



Rips and damage to the material.

# Upholstery

## Normal wear and use



Wear on the upholstery after boarding and disembarking.

## Excessive wear and use



Stains, discoloration and dirt that cannot be removed with detergent.



Tears, holes or rips in the material.

# Dashboard, panels and display

## Normal wear and use

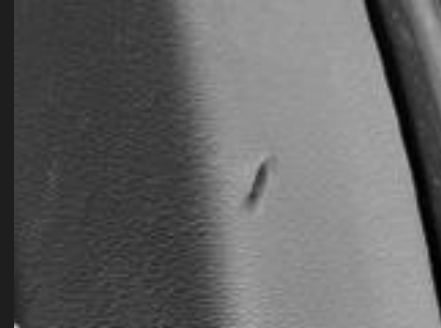


Minor scratches that are hidden and not exposed.



Minor scratches that are hidden and not exposed.

## Excessive wear and use



Holes and other damage after removal of equipment on visible surfaces. Holes after removal of equipment on non-visible surfaces are acceptable



Jack and other injuries sustained, for example, in the transport of various objects in the car



# Tyres

## Normal wear and use



Tread depth of 1.6 mm on summer tyres and 3 mm on winter tyres.



Worn dubs or lack of dubs up to 50% on winter tyres.

Normal wear and use on tires is considered to be 1,5-2,0 mm per 10,000 km.

## Excessive wear and use



Cut, torn or plugged sidewall.



Puncture or leakage that makes the tyre inoperable.

Wear **exceeding 4mm at 10,000km** is considered as excessive.

# Rims

## Normal wear and use



Minor chafing marks up to 25% of the rim is considered normal wear.

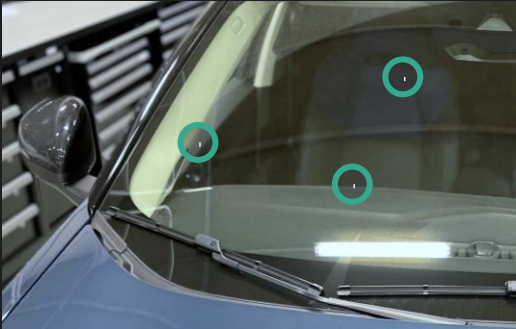
## Excessive wear and use



Cut, torn or plugged sidewall. Marks on more than 25% of the rims.

# Glass

## Normal wear and use



Any glass chips shall be reported to Lynk & Co upon occurrence.

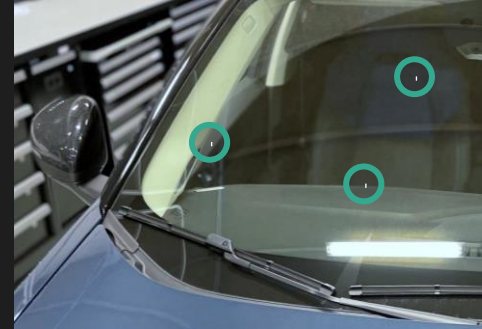


Place a piece of clear tape on top of chip to avoid moisture and dirt.

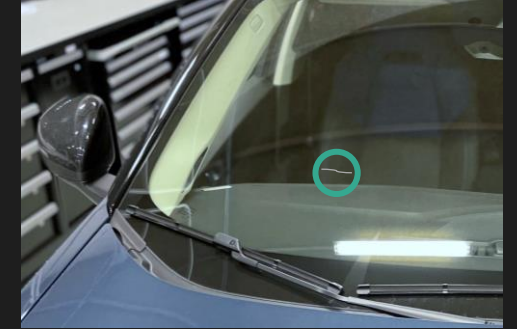


Glass chip report shall state size of chip (mm) as well as in which field, green/yellow/red, chip is located.

## Excessive wear and use



Chips, stars or scratches on the windshield which has not been reported and protected by tape at occurrence.



Cracks **>20mm** is considered excessive.

# Wear on consumables

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## **Charging cable**

Charging cables shall be checked for any damage and tested for functionality and safety.

## **Floor mats**

The mats shall be checked for any holes or other excessive use.

## **Brake pads**

Brake Pads normally lasts for 30,000km. Brake Pads that wears down before 10,000km is considered as excessive.



# General information

## List of market required accessories

Accessory	Netherlands	Germany	Sweden	France	Spain	Italy	Belgium
Mini guide	x	x	x	x	x	x	x
HV-Charging cable	x	x	x	x	x	x	x
Safety vest		x	x	x	x	x	x
First aid kit		x					x
Fire extinguisher							x
Tire repair kit					x		
Snow Deflectors			x				
Warning triangle (extra)					x		