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Vehicle Return Guide

To ease the process and facilitate a smooth transition when you return your Vehicle at the end of your contract term.

To create the best experience, we outline our Vehicle Return Guide. Please go through the Guidelines so as to avoid incurring additional charges.

The details of the Guidelines:

1. Vehicle Care Tips
2. Vehicle Return Steps
3. Fair Wear & Tear

1. Vehicle Care Tips

- 1.1 Fair wear and tear refers to the expected deterioration and minor damage that results from normal use, not accidental damage or neglect.
- 1.2 Excessive wear and tear may result in additional charges being imposed to restore the vehicle to a reasonable condition.
- 1.3 Please notify PERODUA if the Vehicle is returned in a condition that does not meet this Guidelines, or has excess mileage usage, PERODUA may reduce the RV by the estimated cost of repairing or restoring the Vehicle to the condition it ought to have been at the end of the contract term.
- 1.4 To avoid a fair wear and tear adjustment being made to the RV, we strongly recommend you follow the following steps:
 - > Kindly ensure all service and/or maintenance works are performed regularly at authorised PERODUA Service Centres.
 - > Regular cleaning of Vehicle's interior and exterior parts.
 - > Regular check on condition of tyres and rims.
 - > Ensure that vehicle does not travel more than agreed kilometres as stated with Facility Agreement.
 - > Refer to our PERODUA Service Centre for assistance if any unusual mechanical noises etc. occurs.

2. Vehicle Return Steps

Time's to decide.

Once you notify PERODUA of your intention to proceed with Trade-in of the Vehicle, the following simple return steps are to be followed.

a) Vehicle Pre-Inspection

PERODUA representatives will be in touch to arrange complimentary pre-inspection. This inspection is important as it helps you to identify damage which is not caused by fair wear and tear.

If proceed with pre-inspection;

- i) PERODUA will arrange a schedule an appointment at your nearest PERODUA Service Centre for inspection.
- ii) Upon completion of inspection, PERODUA will advise the option of repairing any damage which is not caused by fair wear and tear.
- iii) You can request our authorised repairer to replace any missing items and repair any damages before the Vehicle is returned to you.

If do not proceed with pre-inspection

- i) Kindly ensure your Vehicle follow the Fair Wear and Tear Standards and take note on your odometer reading.

b) Return Your Vehicle

- i) PERODUA will arrange the time for you to return the Vehicle to the nearest PERODUA Service Centre on or before the last day of your contract term.
- ii) Final appraisal will be carried out to identify:
 - Any damage that's outside the Vehicle Return Guide.
 - If excess kilometres need to be charged.
- iii) RV may be less upon to the cost of repairing or restoring and/ or excess mileage.

3. Fair Wear and Tear

The following table highlights the Vehicle Standards required for Vehicle returned at the end of the contract term.

Interior

| Parts | Acceptable | Unacceptable |
|------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Includes: dashboard, steering, carpets, upholstery, head lining, seats, floor, door trims, centre console, luggage area etc. | > Minor scratches/markings/scuffs. > Repaired works at high standards. > Normal odours. > Fading caused by normal exposure to sunlight. | > Torn, cracked or ripped fabric. > Severe scuffs, scratches or stains. > Singes or burn holes. > Any marks or holes from removal of accessories. |
| Rubber seals | > Minor damage that reflect normal use | > Crack, tears or visible damage. |

Exterior

| Parts | Acceptable | Unacceptable |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Body and paint | <ul style="list-style-type: none"> > Minor body dents, less than 20mm. Maximum 1 dent per panel and two dents on the Vehicle. > Any chipping or scratch which does not penetrate the Vehicle base coat. > Previous repair work at acceptable standard. | <ul style="list-style-type: none"> > Any chipping or scratch that penetrate the Vehicle base coat which require painting. > Previous repair and paint not at acceptable standard, overspray, ripples or poor colour match. |
| Frame and Unibody | <ul style="list-style-type: none"> > Damage that does not affect the safety or structural integrity of the frame or unibody. > Repair works that follow the manufacturer's recommended methods to restore the Vehicle to its original specification. > Minor scrapes, deformation or dents to the frame or unibody, as long as they have not caused major corrosion. | <ul style="list-style-type: none"> > Damage that affects the safety or structural integrity of the frame or unibody. > Repair works that do not follow the manufacturer's recommended repair methods. > Significant damage or distortion to the chasis and its components. > Severe oil leakage, which should be rectified at the earliest opportunity. |
| Wheels and tyres | <ul style="list-style-type: none"> > Minor scuffs at the surface of rims/sidewalls which can be clean by polishing. > Scratches damage under 25mm to the vehicle alloy or steel rim edge or wheel face. > All tyres tread depth with 5mm or more. | <ul style="list-style-type: none"> > Scratches damage exceeding 25mm to the vehicle alloy or steel rim edge or wheel face. > All tyres tread depth less than 5mm. > Aftermarket wheels. |
| Windshield / Windows / Lights / Mirrors | <ul style="list-style-type: none"> > Minor chips on the windshield that smaller than 5mm and do not affect the driver's field of vision. Maximum of two per windshield. > Minor scratches on the headlight, taillight, turn signal, fog light, etc, > Tinted glass (meet PUSPAKOM Standards). | <ul style="list-style-type: none"> > Chips greater than 5mm. > Scrathes or crack with sign of cracking. > Imcompatible window etchings. |
| Bumpers | <ul style="list-style-type: none"> > Light scuffs or scratches that can be polished out. > Minor dent. | <ul style="list-style-type: none"> > Cracked, loose, gouged, discolour or deeply scratched which required replacement and repainting. |
| Others | | <ul style="list-style-type: none"> > Broken or non-functioning vehicle warning lights, including engine light and brake light. > Removal or replacement of additional equipment with non-standard equipment. > Vehicle wraps or livery. |