



CITROËN

FAIR WEAR &
TEAR GUIDE

WELCOME TO THE CITROËN GUARANTEED FUTURE VALUE¹ PROGRAM

When it's time to upgrade your Citroën at the end of your loan agreement, ensuring that it's in the best possible condition will help preserve its value.

This Guide is to be used in conjunction with your Guaranteed Future Value (GFV) contract to help outline the condition your vehicle is expected to be in should you choose to return it at the end of your agreement.

These guidelines have been written to take into account the condition that your vehicle is expected to be in, as determined by us, given its age and the kilometres travelled as at the end of your loan term.

For full details of the Fair Wear & Tear standards applied to your Citroën Guaranteed Future Value agreement please refer back to your GFV contract.

TIPS TO PREVENT UNNECESSARY WEAR

There are some basic steps that you can take to avoid unnecessary damage or wear to your Citroën.

- Regularly check your vehicle for damage.
- Fix damage and defects as and when they occur. Repairs should be done by suitably qualified repairers.
- Always service the vehicle in line with the service schedule.
- Regularly clean your Citroën inside and out. Clean off any bird or bat excrement as quickly as possible.
- Regularly check your fluid levels and top them up as necessary.
- Regularly check your tyres and wheels for damage. Check tread depth and tyre pressure.
- Don't tow beyond the vehicle's capacity.
- If your vehicle starts making unusual noises or is running poorly investigate immediately and refer to your Citroën Retailer for assistance if required.



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SERVICING

You need to ensure that your Citroën is properly maintained by a suitably qualified repairer in accordance with Citroën's guidelines. Approved parts and lubricants must be used. If there are any defects or damage that have occurred during normal use make sure that you get them fixed as soon as possible.

MECHANICAL CONDITION

Your Citroën needs to be in good working condition. There can't be any signs of misuse or neglect such as;

- grooved brake discs
- a seized engine
- transmissions that are slipping, noisy, changing gears erratically, slipping clutches or ineffective synchromesh
- batteries that no longer charge or operate efficiently
- showing signs of oil leakage.

CLEANLINESS

In order for us to be able to properly inspect your Citroën on its return it needs to be suitably clean inside and out. You should be regularly cleaning your Citroën through the course of its life to keep it in good condition.

KEYS & DOCUMENTATION

Don't lose your keys or vehicle related documentation (eg.your Owner's Manual) as we're going to need those back (including any radio codes). We'll also need the service books with all the service records in them.

The keys/remotes need to be in full working order and if your Citroën was originally supplied with a security system then that needs to be working too with the appropriate remotes returned. Any non-standard security system that has been fitted must have been installed professionally, with due care and skill.

ADDITIONAL EQUIPMENT

If you've installed any accessories such as phone holders they must be removed and any holes or damage must be repaired to a professional standard. All standard equipment and fittings supplied with the vehicle must be intact, in good working order and returned with your vehicle.

BADGES, LABELS & ADVERTISING

Any non-standard badges, labels or advertising need to be removed before you return the car. Any damage or holes caused by their removal need to have been repaired to a professional standard.

There can't be any fading of the paintwork due to the attachment of advertising and you should never paint advertising directly onto the vehicle.

PAINTWORK

In general, the exterior paintwork should be of good gloss and colour. It should be free of abrasions greater than 25mm in length that might be caused by things such as automatic carwashes or bird droppings.

DENTS, CHIPS & SCRATCHES

Some minor dents, minor chips and minor scratches are acceptable (refer to your contract for details on how many of each are acceptable).

- A minor dent is a dent that is less than 20mm in diameter where no bare metal is visible or any corrosion has set in.
- A minor chip is any chip that has not gone down to the bare metal or caused corrosion.
- A minor scratch is anything less than 25mm in length that has not gone down to bare metal or caused corrosion.
- Larger dents, chips and scratches must be repaired and any marks that revealed bare metal should be repaired immediately to prevent corrosion.

BUMPERS & MUDFLAPS

Bumpers must not be cracked or deformed and mudflaps that were fitted to your Citroën can't be broken or missing.

BODY REPAIRS

Any repairs done to bodywork undertaken must be done to a professional standard, suitably rustproofed and must meet Citroën Australia's standards. Colour mismatch or poorly fitting panels aren't acceptable.

WINDSCREEN & GLASS

Your windscreen needs to be able to pass a roadworthy inspection.

- If your Citroën is fitted with windscreen mounted cameras, there cannot be any cracks or chips in front of the cameras.
- Any replacement windscreens must meet manufacturer standards.
- Other windows should not be cracked and should not have damage in the driver's line of sight.

LAMPS

All lamps must be in working order. Cracked or damaged glass or plastic covers of lamp units are not acceptable.



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INTERIOR TRIM

The interior should be clean with no burns or permanent stains. Stitching must not be split or be coming apart and floor covers should not be split or worn.

DOOR WELLS & LUGGAGE AREAS

The paintwork, treads, sill and seals in the door wells and luggage areas must not be worn or torn.

ELECTRONICS

All original controls and electronic fittings need to be intact and in good working order. You should delete all personal information stored in the infotainment head unit.

UNDERSIDE & EXHAUST SYSTEMS

The underside of your Citroën should be free of any rust, corrosion or significant damage. The exhaust system should be intact and working efficiently.

WHEELS & TYRES

All the wheels (including the spare) must be intact with only minor cosmetic scuffing. Cracks or dents are unacceptable. Spare wheels, jacks and any other wheel tools must be present and stowed properly.

All tyres (including the spare) must meet roadworthy requirements and comply with the manufacturer's speed rating size and tyre type. There must be no signs of damage to the sidewalls or treads. Both front tyres and both rear tyres must match.



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*Approved applicants only. Terms, conditions, fees and charges apply. Finance is provided by IFSA Pty Ltd ABN 39 651 319 774 trading as Citroën Financial Services, managed by Allied Retail Finance Pty Ltd ABN 31 609 859 985 Australian Credit Licence 483211. Available at participating Citroën Financial Services Retailers only. 1. The Guaranteed Future Value (GFV) is the minimum future value of your vehicle as determined by Citroën Financial Services (CFS) and set out in your contract. At the end of your term, you can select from the three options: (1) upgrade your vehicle by trading it in; (2) retain the vehicle by paying the GFV, which is a lump sum owed at the end of the loan term after all monthly repayments have been made; or (3) exercise the option to return the vehicle. If you decide to return your car at the end of your term, CFS, or another entity appointed by CFS, will purchase the vehicle from you for the GFV, subject to agreed kilometres and fair wear and tear conditions being met, which will be put against amounts outstanding under your Loan.