VEHICLE RETURN

MANUAL

HedefFilo

Sen var diye biz varız

ABOUT THE VEHICLE RETURN MANUAL

Assessment of damages and wear and tear that occur beyond the normal use and affect the appearance and technical functionalities of the vehicles at the end of their leasing term is carried out by an independent expertise organization during the return of the vehicle.

This Manual is prepared to assist you in;

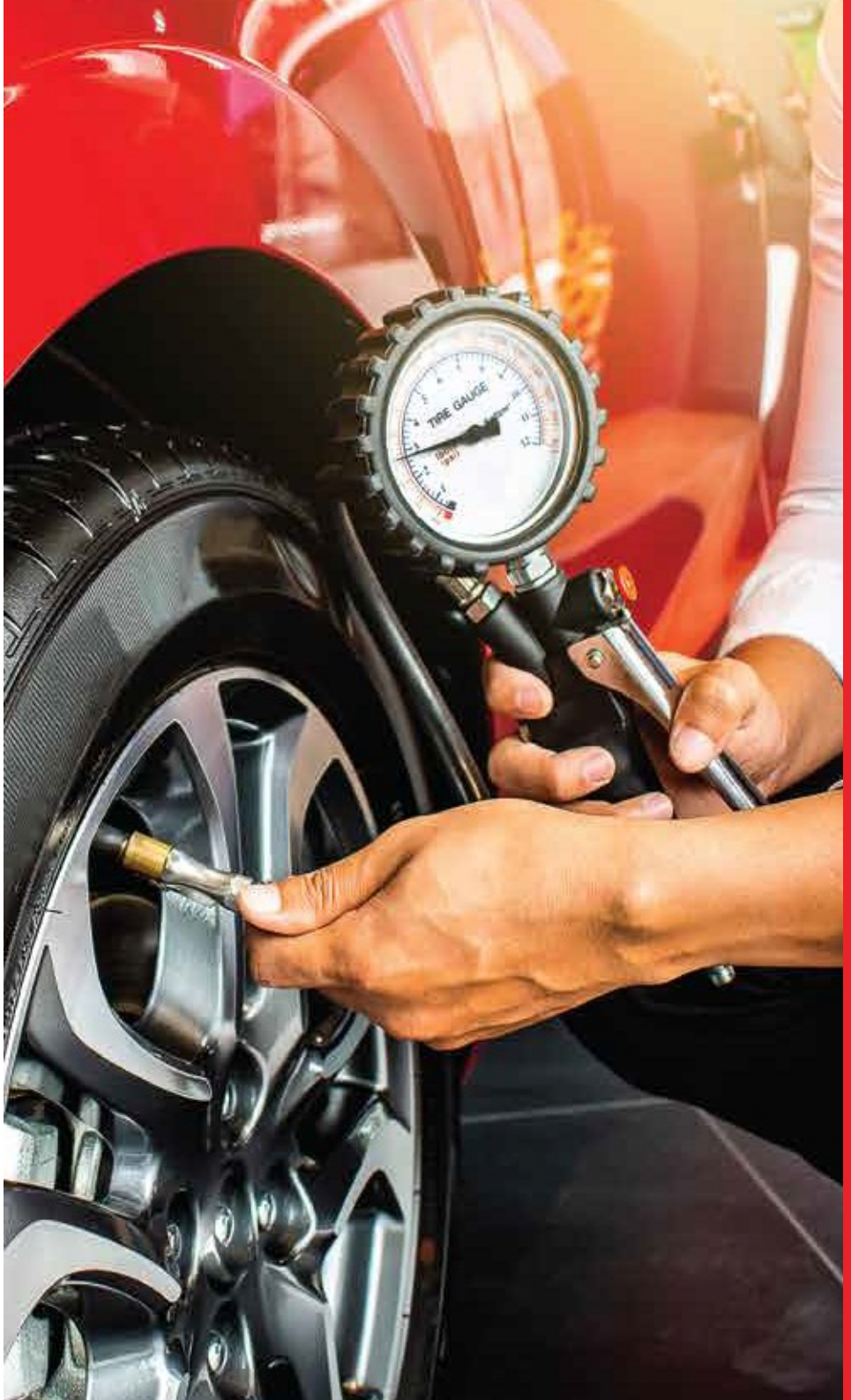
- Identifying and assessing any damage during the vehicle return process,
- Determining acceptable wear and tear in accordance with the wear and tear policies,
- Reducing any costs incurred for vehicles returned at the end of their leasing term.

FAIR WEAR/TEAR

The acceptable level of wear and tear that occur on the vehicles' bodywork to the mechanical parts, the electronic equipment and internal cleanliness based on the mileage and conditions of use over the period of the agreement is called the fair wear and tear.

The main causes of abnormal wear and tear that on occur on the vehicles are crashes, improper use and lack of maintenance.

The lessee company covers any costs in connection with abnormal wear and tear, and repair and maintenance as determined during the return of the leased vehicles.



OUR RECOMMENDATIONS TO THE DRIVERS

- Have your vehicle's periodic maintenance made regularly within periods determined by the manufacturing company (otherwise, your vehicle will be out of warranty)

- Have your vehicle's interior and exterior cleaning made regularly.

- Have your vehicle's oil, water, brake fluid, tire pressure and other such controls regularly checked out. In case of any abnormalities, please contact our Solution Center (444 1 433).

- Do not carry loads that exceed the carrying capacity of your vehicle.

HedefFilo
Sen var diye biz varız

WHAT TO CHECK BEFORE RETURNING THE VEHICLE

We recommend making an assessment by taking into consideration the "Acceptable/Unacceptable Damages" at least 6 weeks before returning your leased vehicle. Making this assessment will save time in cases where the vehicle requires repair and prevents you from encountering unexpected costs.

While making this assessment;

- Make sure that your vehicle is in a brightly lit environment,
- Try to be as objective as possible while assessing damage,
- Make sure the interior and the exterior of the vehicle is clean and dry,
- Walk around and carefully inspect the bodywork of the vehicle (doors, fenders, roof, hood, trunk and bumpers)
- Check whether or not the windows, headlights, mirrors and stop and signal lights of the vehicle are broken, scratched, cracked or missing
- Identify, if any, areas inside the vehicle with cigarette burns, holes, tears and fractures
- Check whether or not the equipment delivered with and requested upon the return of the vehicle is present and in good condition,
- Ensure that any logos, labels and advertisements are removed prior to the vehicle's return.

HedefFilo
Sen var diye biz varız

ACCEPTABLE DAMAGES

These are damages resulting from normal vehicle utilization that does not affect the originality and visual appearance of the vehicle.

UNACCEPTABLE DAMAGES

These are damages that require repair resulting from abnormal vehicle utilization due to driver's error that does affect the visual appearance and technical function of the vehicle and will delay the sale of the vehicle.

IMPORTANT

Any information and examples provided regarding acceptable and unacceptable damages herein are for informative purposes and does not constitute an exhaustive list of damages that may occur on the vehicles.

Assessments carried out during the Return Process can be grouped in under 3 main categories;

1. Exterior

- Bodywork
- Bumpers and Plastic Components
- Windows, Mirrors and Antenna
- Lighting and Warning Equipment
- Advertisement Logos and Stickers
- Rims, Hubcaps and Tires
- Spare Tire Equipment (Jack, Spare Wheel, Lug Wrench, Repair Kit, etc.)
- Accessories

2. Interior

- Upholstery (Seats, interior part of the doors, roof, floor and trunk mats)
- Steering Wheel / Shift Knob / Safety Belt and Safety Belt Buckles
- Mechanical / Electrical

3. Equipment and Items Delivered to You

EXTERIOR BODYWORK

ACCEPTABLE DAMAGES

- Any scratches on the vehicle's bodywork smaller than 10 cm that are not oxidized, does not require repainting and can be removed by wax polish
- Up to 2 minor dents on each part of the vehicle
- Minor dents caused by gravel stones that can be retouched considering the vehicle's mileage
- Minor scratches that may occur in car wash services

UNACCEPTABLE DAMAGES

- Any scratches on the vehicle's bodywork bigger than 10 cm that are oxidized, does require repainting and cannot be removed by wax polish
- More than 2 minor dents in each part of the vehicle
- Dents caused by gravel stone visible from 1 meter
- Any previous damage that are not reported to Hedef Filo
- Any repair of the vehicle carried out by the driver without the knowledge of Hedef Filo, which is determined to be faulty and improper during the return of the vehicle
- Any stains, chips in paint/varnish or discoloration caused by birds, tree sap or chemicals

EXTERIOR
BUMPERS AND PLASTIC COMPONENTS

ACCEPTABLE DAMAGES

- Scrapes and scratches smaller than 10 cm on the unpainted bumper and plastic parts of the vehicle
- Scrapes and scratches not visible from 1 meter on the unpainted bumper and plastic parts of the vehicle
- Wear and dents on the plastic parts that do not affect the durability or the appearance of the vehicle

UNACCEPTABLE DAMAGES

- All plastic parts and rims that are broken, cracked or exposed to excessive friction
- Damages that are bigger than 10 cm and visible from 1 m
- Fractures, cracks, holes and peeled off paints due to excessive friction on the grid and bumpers

RECOMMENDATION

Please get detailed information from our Solution Center about what do to in the event of an accident.
Park your vehicle visibly and in a manner that other vehicles and pedestrians can easily pass by.
Keep an adequate distance from other vehicles during parking.
Have your vehicle cleaned immediately when exposed to salt water, bird droppings, tree sap, etc.
Identify any visible holes on the vehicle during the mounting or dismounting of tools such as Parking Sensor, Tow Bar, etc.
Don’t follow other vehicles too closely

WARNING (PROCESS)

Cracks, fractures, holes and other damages on the vehicle's bodywork shall not be considered acceptable damages regardless of their size, as well as unauthorized interventions (such as mounting/dismounting Parking Sensor, Tow Bar, etc.) carried out without approval.

EXTERIOR
WINDOWS / MIRRORS AND ANTENNA

ACCEPTABLE DAMAGES

- Small stickers on the windows placed by the driver and/or company
- Cracks and scratches that are 1 cm in length and diameter and visible from 1 m, which do not affect the ease of driving
- All scrapes up to 5 cm on the interior and exterior driving mirrors of the vehicle

UNACCEPTABLE DAMAGES

- Window films installed on the vehicle windows pursuant to the legal legislation and without Hedef Filo's permission
- Cracks and scratches on the windows that are 1 cm in length and visible from 1 m on the windows which affect the driver's visibility
- All cracks and fractures on the interior and exterior driving mirrors of the vehicle

RECOMMENDATION

The most prominent cause of damage to the windows is following too closely behind another vehicle. You can prevent such damage by simply adjusting your following distance.
Park your vehicle visibly and in a manner that other vehicles and pedestrians can easily pass by.
Ensure that your wing mirrors are closed during parking.

EXTERIOR
LIGHTING / WARNING EQUIPMENT

ACCEPTABLE DAMAGES

- Minor dents caused by gravel stones on the headlights, fog lights and signal and tail lights, which do not affect their function and originality
- Defects of headlights, fog lights, signal and tail lights

UNACCEPTABLE DAMAGES

- Cracks and fractures on all lighting / warning equipment not reported to insurance and will affect their originality
- Foggy and/or moist headlights, signal and tail lights due to any crack

RECOMMENDATION

The most prominent cause of damage to the lighting and warning system is following too closely behind another vehicle. You can prevent such damage by simply adjusting your following distance.

EXTERIOR
LOGOS AND STICKERS

ACCEPTABLE DAMAGES

- All stickers placed on the windows (up to 5O cm2)

UNACCEPTABLE DAMAGES

- All logos and stickers placed on the vehicle (which shall be removed by using special applications without damaging the vehicle paint)

WARNING (PROCESS)

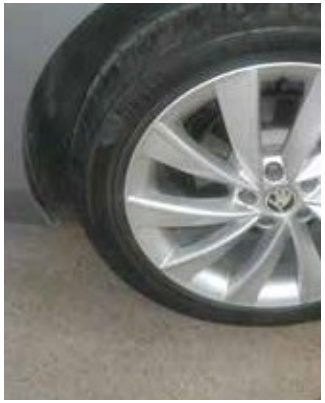
Logos and all other stickers placed on the vehicle must be removed!
All logos, stickers, etc., regardless of their size and location, must be removed completely before returning the vehicle.

Any window films must be removed before returning the vehicle.
We would like to remind you that you may face additional invoices if the above mentioned cleaning processes are not carried out as specified.

EXTERIOR
RIMS, HUBCAPS AND TIRES

ACCEPTABLE DAMAGES

- Minor damages that do not affect the appearance of hubcaps, minor scratches on the rims and hubcaps
- Normal deformation of the tires when taken into account the mileage travelled from the date of tire replacement to the vehicle return date



UNACCEPTABLE DAMAGES

- All fracture, cracks, excessive deformation, major scratches, etc. on the rims
- Any deformation, cuts, cracks, etc. on the sides of the rims

RECOMMENDATION

Wheel rims are vehicle parts designed and manufactured to withstand both vertical and lateral loads, and the forces related to driving and braking. They do not have a typical lifespan when the vehicles are used pursuant to the road conditions.
Possible causes of rim curve damage include driving over bumps fast, impacts, incorrect tire pressure or driving the vehicle with excessive load, all of which can be prevented when paid attention to.
Tire deformation (swelling) occurs in the tread / side area of the tires due to the loss of tension of the cords in the tire. Scraping the tires against and getting on the sidewalk, driving over bumps fast, etc. are among the predominant reasons that may cause such damage. You can prevent any unforeseen costs by driving your vehicle carefully. Tire pressure is important for the performance and safety of the vehicle and the lifespan of the tires. Ensure that your tires' pressure meets the relevant standards.

WARNING (PROCESS)

Tires provided by Hedef Filo during the leasing term must be returned to Hedef Filo at the end of the leasing term. Please do not dispose of your tires without gaining prior approval from our authorities.
If your vehicle is delivered with a set of winter or summer tires, you should return your vehicle with a set of summer or winter tires respectively.
You should return your leased vehicle along with the tires appropriate for the relevant season.

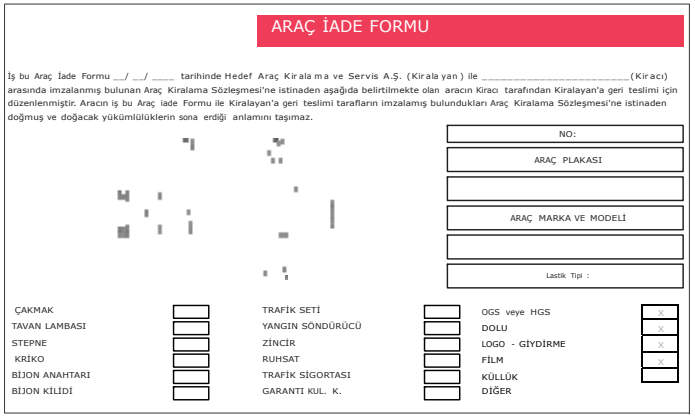
SPARE TIRE EQUIPMENT
(JACK, LUG WRENCH, SPARE WHEEL, REPAIR KIT, ETC.)

ACCEPTABLE DAMAGES

- Fair wear and tear due to normal use

UNACCEPTABLE DAMAGES

- Missing spare wheel, repair kit, lug wrench, etc.
- Non-functional jack



ARAÇ İADE FORMU

İş bu Araç İade Formu __/ __/ ____ tarihinde Hedef Araç Kirala ma ve Servis A.Ş. (Kirala yan) ile _____(Kira cı) arasında imzalanmış bulunan Araç Kiralama Sözleşmesi'ne istinaden aşağıda belirtilmekte olan aracın Kiracı tarafından Kiralayan'a geri teslimi için düzenlenmiştir. Aracın iş bu Araç iade Formu ile Kiralayan'a geri teslimi tarafların imzalamış bulundukları Araç Kiralama Sözleşmesi'ne istinaden doğmuş ve doğacak yükümlülüklerin sona erdiği anlamını taşımaz.

NO:

ARAÇ PLAKASI

ARAÇ MARKA VE MODELİ

Lastik Tipi :

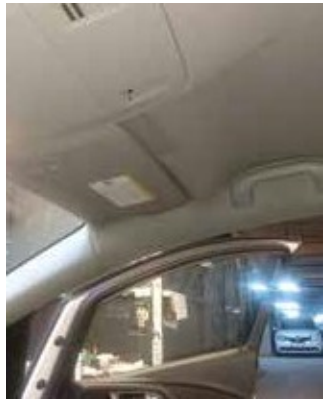
ÇAKMAK		TRAFİK SETİ		OGS veye HGS	X
TAVAN LAMBASI		YANGIN SÖNDÜRÜCÜ		DOLU	X
STEPNE		ZİNCİR		LOGO - GİYDİRME	X
KRİKO		RUHSAT		FİLM	X
BİJON ANAHTARI		TRAFİK SİGORTASI		KÜLLÜK	
BİJON KİLİDİ		GARANTI KUL. K.		DİĞER	

HedefFilo
Sen var diye biz varız

INTERIOR
UPHOLSTERY – ROOF / FLOOR / SEATS / DOORS

ACCEPTABLE DAMAGES

- Minor abrasions on seats, roof, floor and door due to normal use
- Uncleanliness that can be cleaned and discoloration not caused by normal use
- All burns that do not need to be repaired or the relevant parts replaced



UNACCEPTABLE DAMAGES

- Uncleanliness that cannot be cleaned. All cigarette burns and tears on the floor, roof, seat and doors that affect the appearance of the vehicle. Tears on the floor mats
- All tears that cannot be repaired
- Returning the vehicle without removing any logo placed by the lessee company.

RECOMMENDATION

A significant portion of the damage to the vehicle's upholstery is caused by smoking. Please, do not smoke inside your vehicle.
We would like to remind you that sliding the windows even partially lower during rainy weather causes rainwater to enter into the vehicle, which may cause wet spots.
Keep your windows closed in dusty and dirty environments.
Do not carry liquids inside the vehicle or the trunk.
Do not lean heavily on the seats of the vehicle while getting inside or outside of the vehicle.
You can prevent additional costs by taking precautions such as avoiding to carry items in the cabin and on the parcel shelf.

INTERIOR
UPHOLSTERY – ROOF / FLOOR / SEATS / DOORS

ACCEPTABLE DAMAGES

UNACCEPTABLE DAMAGES

RECOMMENDATION

Do not drive your vehicle without a floor mat to prevent damage to the vehicle carpet. Do not carry any liquids inside the vehicle or the trunk,
Do not lean heavily on the seats of the vehicle while getting inside or outside of the vehicle. Take care not to carry items in the cabin and on the parcel shelf.
You can prevent possible damages by avoiding driving the vehicle with a piercing or cutting object in your pocket and taking the necessary regarding items that can damage the vehicle's upholstery such as metal locks, buckles, etc.

INTERIOR
STEERING WHEEL / SHIFT KNOB / SAFETY BELT AND SAFETY BELT BUCKLES

ACCEPTABLE DAMAGES

- Light wear and tear usual for the vehicle use period
- Stains that can easily be cleaned and normal color changes due to vehicle use

UNACCEPTABLE DAMAGES

- Defects on the steering wheel and shift knob such as excessive wear, tear, cuts, holes, etc.
- Tears and rips on and breaks in the mechanism of the safety belts,

RECOMMENDATION

A significant portion of the damage to the vehicle's upholstery is caused by smoking. Please, do not smoke inside your vehicle. Do not carry any liquids inside the vehicle or the trunk. Clean any spillage as soon as possible.
Plastic parts must be cleaned with water and a neutral, non-abrasive detergent. Alcohol, spirits, etc. should not be used while cleaning. When it is necessary to mount an accessory to the vehicle, the screw holes should not be visible. Please obtain Hedef Filo's approval prior to installation. Please take into consideration that odors and accessories installed to the vents may damage the ventilation grilles.
Accessories such as metals, buckles, etc. may cause damage to and peel off the coating of the steering wheel and the shift knob.
Please take into consideration that looping the safety belt around the seat's rear, sitting on the safety belt or using the safety belt as a buckle, etc. may cause damage.

MECHANICAL / ELECTRICAL

ACCEPTABLE DAMAGES

- Normal wear and tear related to mechanical parts of the vehicle
- Consumable materials that can wear out over a certain period of time or over time depending on usage, such as tire treat depth worn in line with the tire replacement period, clutch set that passed 100,000 km, etc.

UNACCEPTABLE DAMAGES

- Parts of the vehicle specified in the warranty and driver's manual, non-compliance to which may result in damage such as injector and piston wear and tear caused by using a fuel that is not compatible with the vehicle.

ÖNERİ

The operating manual provided with the vehicle contains important information for you to drive your vehicle in the safest way possible. Please read driver's manuals carefully. You must have the periodic maintenance of your vehicle carried out at the mileages specified in the relevant warranties so as to drive your vehicle efficiently in the most cost-efficient manner. Keep in mind that failing to carry out your vehicle's periodic maintenance may void your guarantee.
You can benefit from Hedef Filo Vehicle Identification system in order to prevent any problems that may arise due to the use of improper fuel and to keep your costs under control.

EQUIPMENT AND ITEMS DELIVERED TO YOU

All items and equipment delivered to you are specified in the "Vehicle Delivery Record" that is signed mutually on the vehicle delivery date and a copy of which is provided to you

(For example: spare keys, registration, traffic policy, inspection documents, operating manual, radio player code cards, warranty document, spare tire/tire repair kit, tool kit, etc.)

HedefFilo
Sen var diye biz varız

VEHICLE RETURN PROCEDURES

- Hedef Filo Vehicle Return Team will provide the vehicle return date to your fleet manager and request you to book a reservation.

- The independent expertise company will carry out the standard controls (interior and exterior of the vehicle, starting up, driving, etc.) with the driver returning the vehicle on the day and hour of your booked reservation.

- The “Acceptable / Unacceptable Damages” specified in the Vehicle Return Manual will be assessed together with the driver and reported on the Hedef Filo Vehicle Return Form, which will signed mutually. A signed copy of the form will be provided to the driver returning the vehicle.

- Following the completion of the Vehicle Return Procedure, the “Unacceptable Damages” specified in the mutually signed Hedef Filo Vehicle Return Form will be priced out pursuant to their current market values and the costs for damages will be determined.

- Documents such as Return Form containing damage costs and photos of the damage to the vehicles can be viewed by the fleet manager via Hedef Filo “Hedef Net” system accessible from https://hedefnet.hedeffilo.com/#/login

2ND HAND VEHICLE SALE TRANSACTIONS

You can purchase the leased vehicle at the end of the leasing term for yourself or your relatives.

You can purchase the leased vehicle for your individual needs.

What you need to do is very simple;

- Contact with your Portfolio Manager,
- Contact with 2nd Hand Sales Department by mail or phone call;

ikinciel@hedeffilo.com
0212 368 42 84

Sending an electronic mail to ikinciel@hedefilo.com and specifying the current mileage information of the vehicle 1 month before the end of the agreement date will be sufficient.

RETURN REPAIR WORKMANSHIP

NEW PRICE LIST

Front Bumper	6.430 ₺
Engine Lid	7.038 ₺
Front Fender	6.787 ₺
Front Door	7.382 ₺
Rear Door	7.382 ₺
Rear Fender	6.668 ₺
Tailboard	7.263 ₺
Roof Panel	15.479 ₺
Rear Bumper	6.430 ₺
Rocker Paner	6.311 ₺

EXTERNAL PROCEDURES

Detailed Interior Cleaning	5.670 ₺
Wax Polish	5.670 ₺
One-Piece Logo Removal	810 ₺

VAT NOT INCLUDED

HEDEF FİLO CONTACT INFORMATION

İstanbul Main Office
Merkez Mah. Cendere Cad. No.22 Kat.12-13
Kağıthane/İstanbul
T: +90 (212) 368 32 00 F: +90 (212) 468 31 03

Bursa Office
Ata Bulvarı Gizemer Plaza 3 No.5 D.40 Nilüfer/Bursa
T: +90 (224) 441 08 15 F: +90 (224) 441 08 55

Ankara Office
Kızılırmak Mah. Muhsin Yazıcıoğlu Cad. No.39
D.126-127 A Blok Protokol Plaza Çankaya/Ankara
T: +90 (312) 220 23 46 F: +90 (312) 220 23 49

İzmir Office
Ankara Cad. No.85 Bayraklı Tower 8.Kat D.46 Bayraklı / İzmir
T: +90 (232) 461 89 98 F: +90 (232) 461 48 84

HedefFilo

Sen var diye biz varız

www.hedeffilo.com

7/24 444 1 433