



NORTHGATE
for all vankind

RENTABLE STANDARDS CHARTER









At Northgate we take pride in maintaining a high standard of vehicles on our fleet, helping to protect not only our company image but yours too.

Our Rentable Standards detail the condition you can expect our vehicles to be in when you receive them and, unless otherwise stated, these standards are also what we would expect on return.

We want to help you avoid unnecessary charges when you return our vehicles so please read on to understand how you can avoid charges for damage repair.

Vehicle Interior




| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|--|---|--|
| Driver and passenger area seats, interior trim, and dash controls to be free from odours, tears, rips, burns, heavy soiling and stains. |  | |
| All controls, including audio equipment and accessories to be present and fully functional. |  | |
| No deposits of tarmac, paint, or concrete in the cab. |  | |
| Bulk heads, rear wheel arches and floors to be free from damage or deviation from the original shape. |  | |
| No damaged or missing load area ply lining, including door panels and wheel arch covers. |  | <p>I received a vehicle with ply wheel arch covers in the rear, but they have gone missing, will I be charged?</p> <p>Yes, we will need to replace them prior to giving the vehicle to the next customer.</p> |
| Relevant in cab information including; <ul style="list-style-type: none"> • Breakdown support number. • Next event due dates and mileage. • Vehicle height for 3.5t GVW and above and high roof vehicles. |  | |

Glass & Mirrors

| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|---|----------------------------------|--|
| <p>No chips, cracks, or deep scratches outside of MOT pass standards. No missing, distorted or cracked mirrors.</p> <p>Chips will comply with MOT Standards. No chip greater than 10mm in Zone A or larger than 40mm in the swept area (Zone B).</p> <p>Zone A Damage larger than 10mm in the drivers line of vision, marked zone 'A' - will fail an MOT.</p> <p>Zone B Damage larger than 40mm in the swept area marked zone 'B' - will fail an MOT.</p> | | <p>My vehicle was delivered with a less than 10mm chip in Zone A, but now there is another one – what will I be charged for?</p> <p>Any additional chips over 10mm in Zone A or over 40mm in Zone B will be chargeable.</p> <p>My vehicle had a chip at 35mm in Zone B at delivery and a crack in another area on return, do I have to pay for the full windscreen?</p> <p>Yes – the damage that has been caused whilst on hire to you means the vehicle would now fail an MOT, so must be replaced.</p> |






Mechanical Condition

| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|--|----------------------------------|--|
| Services up to date and within current service schedule. | | <p>Do I need to contact you if the service countdown appears on the vehicle?</p> <p>Yes, please contact us as soon as possible so we can arrange a date that's convenient to you.</p> |
| All legal and safety events completed, e.g. inspections, MOT, safety recall notices etc. | | <p>Will you notify me when these are due?</p> <p>Yes, we will make contact using the details on your account and booking, so please ensure these are up to date.</p> |
| All relevant vehicle fluid at appropriate levels, e.g. engine oil, coolant, AdBlue, screen wash etc. | | <p>Do I need to fill up the AdBlue?</p> <p>Yes, ad-blue, oil, screen wash etc are all part of maintaining the vehicle, for which you are responsible whilst the vehicle is on hire to you, this will ensure there are fewer issues with your vehicle.</p> |

| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|--|---|--|
| All electrics fully operational, including interior and exterior lights. |  | My headlight has stopped working, what do I need to do? Please contact us and we can arrange for you to visit one of our nationwide Northgate workshops. |
| No warning lights illuminated. |  | |
| Brakes, steering, seat belts and air bags all in good working order. |  | |

We're on hand throughout the duration of your hire to support all mechanical events. It's important you help us keep the vehicle's planned maintenance up to date and immediately report any defects which may occur. This will help avoid any recharges associated with these events and potential inconvenience in the case of a breakdown.

Wheels & Tyres




| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|--|---|---|
| 3mm minimum tread depth across the width of all tyres. |  | |
| No tyre bulges or distortion, no sidewall damage, and no punctures, including the spare. |  | |
| The appropriate full spare wheel, space saver spare, or inflation kit will be available (variable by manufacturer and model). |  | |
| The vehicle jack, locking wheel nut and tools, where applicable, for vehicles up to 3.5t GVW, intact, stowed properly and in good working order. |  | |
| The main body of the wheel free from damage. Wheel trim may be missing. |  | A wheel trim was missing when the vehicle was delivered and another was missing when it was returned, will I be charged for the additional wheel trim? Yes, one wheel trim would be chargeable. |

Bodywork



| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|--|---|--|
| All paint chips permitted. | <p>We'll only claim damage charges from you for additional chips if under 10mm if corrosion is evident.</p> <p>All additional chip repairs over 10mm are chargeable.</p> | <p>Why do we release vehicles with damage and then charge for further damage?</p> <p>Our goal is always to listen to customer feedback. You have told us that vehicle availability is the key area you want us to focus on.</p> <p>At our option, we may elect not to repair damage, but if we elect not to carry out such repairs at that time we reserve the right to charge you an amount equal to the cost of the repair works that would otherwise be required and which we may carry out in the future.</p> <p>By addressing our cosmetic damage issues at the most appropriate time, we can make sure we retain the ability to service all of our customers by minimising the number of vehicles we have in repair across the UK and maximising what you have available to rent.</p> |
| <p>CARS ONLY</p> <p>Dents and scratches of any size provided there is no structural damage.</p> | <p>We'll only claim damage charges from you for additional dents or scratches under 25mm on cars if bare metal is showing.</p> <p>All additional dent and scratch repairs over 25mm on cars are chargeable.</p> | |
| <p>LCV ONLY</p> <p>Dents and scratches of any size provided there is no structural damage.</p> | <p>We'll only claim damage charges from you for additional dents or scratches under 50mm on Light Commercial Vehicles if bare metal is showing.</p> <p>All additional dent and scratch repairs over 50mm on Light Commercial Vehicles are chargeable.</p> | |

| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|---|--|-------|
| No cracked, punctured, or broken bumpers. | Repairs to cracked, punctured or broken bumpers are all chargeable, including any texture damage. Colour coded bumpers with this type of damage will be treated as a body panel repair. | |
| Roof racks supplied and fitted on request | All over loading damage to gutter rails and roof skins is chargeable, including corrosion associated with metal-to-metal contact. | |

Specialist Bodied Commercial Vehicles

| What you can normally expect from Northgate | Do we expect the same on return? |
|---|---|
| Tipper bodies free from heavy deposits of tarmac, paint, or concrete etc. No deviation of metal from its original shape on floors, dropside panels, tail gates, posts, and catches. |  |
| Tail lifts, load rails and shutter doors free from large indentations with no distortion of metal from its original shape, particularly caused by unsecure loads. |  |
| Tail lifts and shutter doors should be in full working order with no distortion of metal from its original shape, particularly lower shutter panels, runner channels and tail lift platform panels. |  |

Electric Vehicles

| What you can normally expect from Northgate | Do we expect the same on return? | FAQ's |
|---|---|--|
| Charging cable present and fully operational. |  | |
| Vehicle fully charged. |  | Does the vehicle need to be fully charged when it's collected? Yes, we treat electric in the same way as fuel, so if not full, it is chargeable. |

Should you have any comments regarding the standard of your vehicle please share this with us at customerfeedback@northgate.co.uk