

# Damage criteria

## What

This guide explains which wear and damages to your car are considered normal, and which are considered excessive when you return the car.

**Note:** This guide is only that; a guide. It is meant to give you an idea about the possible damages and their criteria, but Lynk & Co reserves the right to assess the damages on a case-by-case basis. Therefore other factors, such as the time you have had the car, the age of the car, and the car's mileage may also be taken into account.

**Note:** These guidelines are subject to changes without prior notifications. "Terms and conditions" is always the governing document.

## Why

You must report all the damages as soon as you have discovered them.

If you have reported damages that are considered normal, as soon as you discover them and followed any instructions you receive from Lynk & Co., you will most probably not be charged. However, you will most probably be charged for unreported damages and damages that are considered excessive when you return the car.

## Damage criteria

**Note:** Damage for each area is considered excessive if one or more of the excessive criteria are fulfilled.

### Body and paint

Wear and Use	Normal	Excessive
Chips	<ul style="list-style-type: none"><li>• three or fewer per panel</li></ul>	<ul style="list-style-type: none"><li>• four or more per panel</li></ul>
Scratches & scuffs	<ul style="list-style-type: none"><li>• do not break the paint</li></ul>	<ul style="list-style-type: none"><li>• break the paint</li><li>• anything that requires the panel to be replaced</li></ul>
Dents	<ul style="list-style-type: none"><li>• do not break the paint</li><li>• 20 mm or less in diameter</li><li>• three or fewer per panel</li></ul>	<ul style="list-style-type: none"><li>• break the paint</li><li>• more than 20 mm in diameter</li><li>• four or more per panel</li><li>• anything that requires the panel to be replaced</li></ul>
Corrosion	n/a	any visible rust and/or corrosion
Grille	minor scratches	broken or cracked
Cleanliness	anything that can be removed when cleaning the exterior	anything that cannot be removed and requires the section to be replaced or repainted

## Damage criteria

### Tires and rims

Wear and Use	Normal	Excessive
Tread depth	<ul style="list-style-type: none"> <li>1.6 mm on summer tires</li> <li>3 mm on winter tires</li> </ul>	<ul style="list-style-type: none"> <li>less than 1.6 mm on summer tires</li> <li>less than 3 mm on winter tires</li> </ul>
Sidewall	minor scratches	cut, torn, or plugged
Punctures	n/a	any puncture
Damage to rims	<ul style="list-style-type: none"> <li>less than 5 cm in length</li> <li>two or fewer per wheel</li> </ul>	<ul style="list-style-type: none"> <li>5 cm or more in length</li> <li>three or more per wheel</li> </ul>

### Glass and mirrors

Wear and Use	Normal	Excessive
Windshield chips	<ul style="list-style-type: none"> <li>not gone through the lamination</li> <li>reported to Lynk &amp; Co</li> </ul>	<ul style="list-style-type: none"> <li>gone through the lamination</li> <li>not reported to Lynk &amp; Co</li> </ul>
Windshield cracks	<ul style="list-style-type: none"> <li>20 mm or less in length</li> <li>not gone through lamination</li> <li>reported to Lynk &amp; Co</li> </ul>	<ul style="list-style-type: none"> <li>more than 20 mm in length</li> <li>gone through lamination</li> <li>not reported to Lynk &amp; Co</li> </ul>
Headlights	chips and scratches that: <ul style="list-style-type: none"> <li>not passed through the first layer of the material</li> <li>do not affect the light image</li> <li>are reported to Lynk &amp; Co</li> </ul>	chips and scratches that: <ul style="list-style-type: none"> <li>passed through the first layer of the material</li> <li>affect the light image</li> <li>are not reported to Lynk &amp; Co</li> </ul>
Mirrors	n/a	any damage

**Note:** When reporting damage to the windshield, specify the length of any chips or cracks, give details of their location, and include the location color using the image below for reference.



### Interior

Wear and Use	Normal	Excessive
Tears	n/a	on carpet, upholstery, or interior
Scratches	on hidden surfaces	on visible surfaces
Burns	n/a	on carpet, upholstery, or interior
Cleanliness and stains	anything that can be removed when cleaning the interior	anything that: <ul style="list-style-type: none"> <li>requires a deep cleaning</li> <li>cannot be removed and requires the interior section to be replaced</li> </ul>
Odors	n/a	<ul style="list-style-type: none"> <li>cigarette smoke</li> <li>mold</li> <li>pet odor</li> <li>other strong smells</li> </ul>

## Damage criteria

Power outlets	fully functional	damaged or malfunctional
Equipment (see "Prepare the car for return")	fully functional	damaged or malfunctional

### Glossary

**Paint chips (A)** Areas where the paint has come away from the panel.

**Dents (B)** Areas where panel no longer retains its original shape.

**Scratches (C)** Individual marks or cuts on or through the paint, typically caused by a sharp object.

**Scuffs (D)** Individual or groups of marks on or through the paint, typically wider than but not as deep as a scratch.

