

Return Conditions DAF Used Trucks



Dear Customer,

We are delighted that you have chosen DAF Trucks and/or PACCAR Financial.

When a vehicle is returned to PACCAR Financial / DAF Trucks, the vehicle(s) should be returned according to the 'Return Conditions' described in this document. A failure to return a vehicle in Return Conditions will result in a financial charge by PACCAR Financial and/or DAF Trucks, which may be set off against any claim, under any circumstances, of PACCAR Financial and/or DAF Trucks against the customer.. The inspection report performed on a vehicle following the return of the vehicle will be the basis for determining the financial charge to be applied. In order to avoid the possibility of incurring a financial charge, it is recommended that you ask your DAF Dealer, prior to return to inspect your vehicle and to carry out the necessary work to bring the vehicle to 'Return Conditions'. A DAF Dealer has the necessary knowledge and skills to carry out this work, to ensure that when the PACCAR Financial / DAF Trucks Inspection is carried out, there is no resulting Financial Charge.

This brochure is your guide for proper and adequate handling of the return of your vehicle. Please also see the detailed 'conditions' at the end of this booklet.





It contains illustrative examples of 'normal wear and tear' which will not lead to reclamations on your return of vehicle. Moreover, it depicts examples of damages to the vehicle which in any case must be prevented and repaired by an authorized dealer before your vehicle is returned.

More information on proper maintenance of your vehicle can be found in the manual. Certainly, your nearest DAF dealer will gladly advise you about it.







Vehicle - exterior cab

Acceptable	Repairs needed		
<p>Light scratches, surface scratches due to daily use. Scratches up to 30mm are acceptable with a maximum of 3 scratches per panel.</p>		<p>Cracks and dents caused by accident. Scratches longer than 30mm are not acceptable.</p>	
<p>Striping need to be removed professionally, so no paint or glue residue remain.</p>		<p>All stickers must be removed. Any damage as a result of this must be expertly restored.</p>	

Vehicle - exterior cab rear

Acceptable	Repairs needed		
<p>Light scratches on the rear of the cab. Scratches up to 30mm are acceptable with a maximum of 3 scratches on the rear of the cab.</p>		<p>Dented back.</p>	

Vehicle - exterior aerodynamics

Acceptable

Light scratches, surface scratches on spoiler.



Repairs needed

Cracks and fracture in spoiler.



Light scratches, surface scratches on fenders.



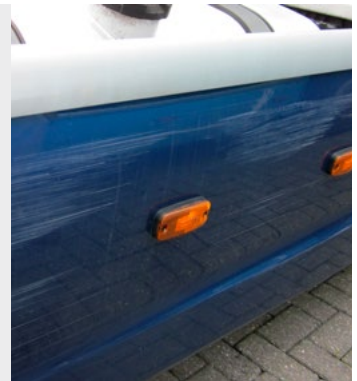
Cracks and fracture in fenders.



Light scratches, surface scratches on side-skirts.



Deep and severe scratches, cracks and any fracture in the side skirts.



Light scratches, surface scratches on the outside of the air deflectors.



Deep and severe scratches, cracks and fracture on the air deflectors.



Vehicle - exterior chassis

Acceptable	Repairs needed
<p>Light scratches and surface scratches due to daily use.</p>	<p>Deformed chassis.</p>
<p>Surface scratches on stairs to platform.</p>	<p>Deformed or bent stairs.</p>
<p>Surface scratches due to daily use of platform.</p>	<p>Deformed/dented and loose platforms.</p>

Vehicle - exterior step

Acceptable	Repairs needed
<p>Light scratches, surface scratches caused by everyday use.</p>	<p>Cracks and/or breaks in the step.</p>

Glass, mirrors and lamps

Acceptable

Surface scratches on lamps due to daily use. Headlamp unit is clear, no condense and dirt is able to penetrate.



Repairs needed

Cracks and holes in glass lamp or a bent lamp holder.



Surface scratches on the mirror.



Tear and / or cracks in the mirror. Damage to mirror housing and shields.



Surface scratches on the combi-light due to daily use. Combi-light unit is clear, no condense and dirt is able to penetrate.



Cracks and holes in the combi-light unit.







Windscreens



Front window, side windows must be free of any damage, chips, cracks and holes.





Vehicle - exterior bumpers/grill

Acceptable	Repairs needed
<p>Light scratches and scrapes, which will not lead to distortions and belong to normal wear.</p>	<p>Dented, bent or deformed bumpers.</p>
	
<p>Minor damage due to stone chippings.</p>	<p>Damage and cracks on grille.</p>
	







Vehicle - exterior under ride

Acceptable	Repairs needed
<p>Minor damage and corrosion due to normal wear and tear so that the safety and efficacy not adversely affected.</p>	<p>Bent or distorted under ride, including associated support.</p>
	

Vehicle - exterior tail lift

Acceptable	Repairs needed
<p>Minor damage and corrosion due to normal wear and tear so that the safety and efficacy not adversely affected.</p> 	<p>Bent or distorted tail lift, including associated support.</p> 


Vehicle - exterior cargo space

Acceptable	Repairs needed
<p>Light scratches on the body, caused by normal use.</p> 	<p>Holes or cracks in the body which are covered up with plates, filled up or refinished in a sloppy manner.</p> 
<p>Slight damage to the corners of the container base whereby primer is not visible.</p> 	<p>Corner of cargo loading dented and loading edge bent.</p> 
<p>Light scratches inside of the cargo on the floor and side walls.</p> 	<p>Holes or cracks inside of the cargo on the floor and side walls.</p> 

Vehicle - exterior mudguards


Acceptable

Scrapes on the mudguard. Surface scratches due to daily use.




Repairs needed


Cracks, holes and fracture on the mudguard.



Scrapes on the mudguard. Surface scratches due to daily use.





Cracks on the mudguard.



Vehicle - exterior fuel tank



Acceptable

Surface scratches due to daily use.

Repairs needed

Dents in- holes, welded adaptations and deformation of fuel tank(s) and brackets.

Vehicle - exterior tires (See tyre conditions at the end of this booklet)

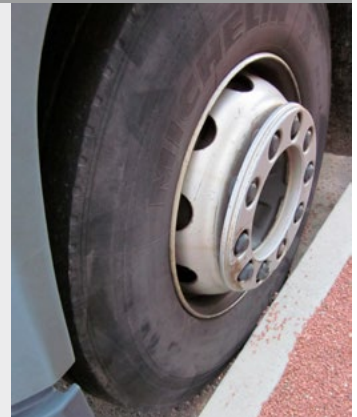
Acceptable

Slight damage to rims/wheel rings due to use.



Repairs needed

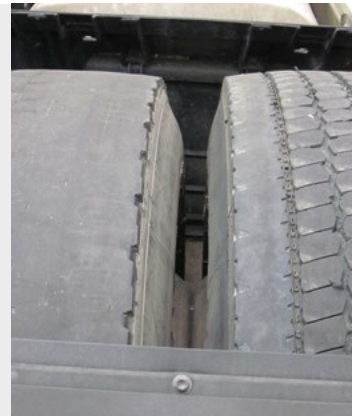
Bent rims/wheel rings or cracks in the rims.



Normal tire wear with a minimum of 8 mm tread on all wheels.



Uneven profile patterns on the same axis. Retreaded tires on steering axles. Cut up tires on whichever axle.



Normal wear in the carcass of the tire and punctures in the profile.



Cracks in the carcass of the tire and punctures in the profile or damage to the sides.



Tires' sizes are the same as indicated on the vehicle papers.

Different tire brands and profiles on 1 axle. Tires for prop-shaft mounted on steering shaft and vice versa.



Vehicle - interior seats

Acceptable	Repairs needed
<p>Light stains and contamination through normal use, which can be removed by regular cleaning.</p>	<p>Stains on seats, which cannot be removed with a normal cleaner. Burnt holes.</p>
<p>Tear-and-wear of the seat cover as a result of daily use.</p>	<p>Cracks and cuts into the seat covers as a result of misuse or improper care.</p>



Vehicle - interior Instrument panel, dashboard

Acceptable	Repairs needed
<p>Calibrated, working tachograph.</p>	<p>Missing tachograph, or tachograph shows traces of tampering.</p>
<p>Light scratches and holes, which are expertly repaired.</p>	<p>Deep scratches or marks on the instrument panel. Drill holes in the dashboard. Missing cover plates.</p>

Vehicle - interior footwell

Acceptable	Repairs needed
<p>Slight scrapes and wear as a result of daily use.</p> 	<p>Cracks and cuts in flooring or floor mats.</p> 

Vehicle - interior

Acceptable	Repairs needed
<p>Refrigerator cleaned.</p> 	<p>Refrigerator not cleaned.</p> 

NEW GENERATION DAF

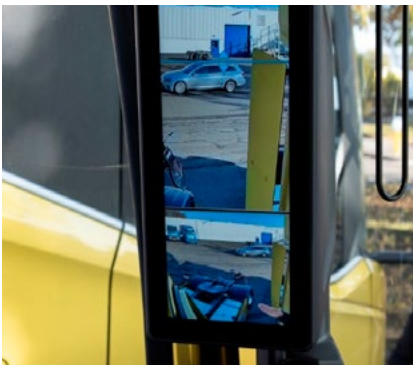


Conditions applicable for returning used vehicles.

Vehicles with a DAF Digital Vision System (DDVS)

Camera Lenses and Display Screens must be fully operational with clear imaging and no damage to the lens or display screen.

Retractable camera must be able to retract and be fully operational.



Vehicles with DDVS and DAF Corner View

Camera Lenses and Display Screens must be fully operational with clear imaging and no damage to the lens or display screen.

DAF Corner View camera must be undamaged and fully operational.

Retractable camera must be able to retract and be fully operational.



Vehicles with a Blind Spot Detection system (BSOD) city turn assist

The System must be fully operational with LED warning display unit, positioned on the A-pillar at the co-driver side also fully operational.



Closed Wheel Bay Covers

The closed wheel bay covers must be present and with no cracks or fractures.



Air Deflectors

All concave shaped air deflectors and cab extenders must be present and with no cracks or fractures.



Side Skirt Extensions, if fitted ex-factory, must be present and intact.



Both tilting sticks must be present and stored behind the cornering panels at the front of the cab.



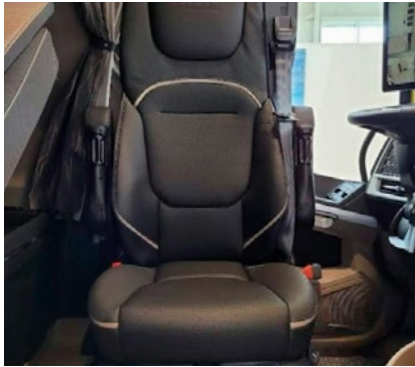
In Vehicle Infotainment

Wireless charger and IVI projection mode connection must be fully operational.



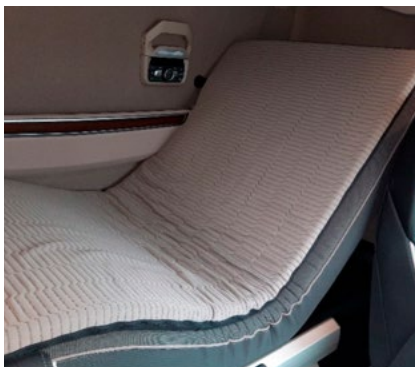
When vehicle is equipped with a swivel base driver, driver seat or a co-driver seat with cinema seat and table function

The seats must be fully operational and in good condition.



Vehicles equipped with an adjustable mattress

The mattress must be fully operational and in good condition.



Conditions applicable for returning used vehicles

1. Vehicle(s) should be returned to an official DAF Used Truck Center unless otherwise agreed with the Asset Operations Manager, DAF Used Trucks.
2. Vehicle(s) should be returned with enough Fuel/Engine oil/ AdBlue so that the minimum Fuel/Engine oil/AdBlue indicator on the dashboard does not light up.
3. Fuel and AdBlue tanks should be uncontaminated, securely attached to the vehicle, and free from dents and major damage.
4. Vehicle(s) should have been operated with the appropriate DAF Trucks approved fuel/AdBlue standard.
5. The vehicle(s) will be free from any defects and/or major leaks in driveline, mechanical, electrical, electronic, compressed air, air valves, hydraulic components or systems. Auxilliary heater and park cooler must be fully operational and in good condition.
6. The vehicle(s) shall be maintained and repaired according to DAF Trucks NV officially recommended maintenance schedules and repair instructions, using OEM standard parts or parts of comparable quality. Customer must be able to demonstrate that the vehicle has been maintained and repaired according to DAF Trucks NV officially recommended maintenance schedules and repair instructions. The next maintenance schedule should be programmed via the instrument panel. If the last maintenance has not been performed (according to the official DAF Trucks NV recommended maintenance schedule) then the cost of the last maintenance will be charged to the customer.
7. The vehicle(s) will be free from any accident damage and free from corrosion-damage caused during operation of the vehicle.
8. All glass (headlamps, windscreen, side windows and all lighting) will be free of any damage. Windscreens, side windows must be secure and watertight. Chips, cracks and holes are not acceptable.
9. The vehicle(s) will be free from any defects which would be in breach of any legal requirements e.g. emissions standards.
10. Any impact damage to the vehicle's undercarriage is not acceptable.
11. The cab interior must be free of damage and cleaned to a professional level. Stains in the interior due to water leaks are not acceptable.
12. The cab exterior and/or superstructure must be cleaned to a professional level with stickers/ company names removed and no visible residual lines remaining from removed stickers.
13. Bodywork and additional equipment shall be maintained and repaired to Manufacturer's recommendations and best industry standards or parts of comparable quality.
14. The vehicle batteries must be capable of passing a discharge test and starting the vehicle from cold. The vehicle batteries have the same specification or equivalent as originally installed ex-factory DAF Trucks NV and must be in good working order unassisted, which will be tested during the inspection of the returned vehicle(s). In the event the vehicle has been fitted with AGM batteries (Absorbed Glass Mat), then the returned vehicle(s) should also be fitted with AGM batteries (Absorbed Glass Mat).
15. All original equipment fitted or replacement thereof (radio's, PTO's, fridge units etc.) must be to OEM standard and free from any defects.
16. All brake linings and brake pads should have at least 50% remaining wear material. Disk and drums free of cracks and other damage.
17. All ancillary equipment that was not included in the lease or Buy Back contract must have been removed in a professional way without causing any damage or loss of value to the vehicle.
18. The vehicle(s) must be capable of passing a legal technical (safety) inspection in the country in which it operates.
19. The vehicle(s) will have at least six months unexpired legal technical inspection up on return.
20. Any date expired product recalls (Service) Field Actions, which have not been carried out on the vehicle, will be rectified at the customers expense.
21. The vehicle registration documents, Test Certificates and Tacho Calibration certificate as well as all items, such as all keys, (digital) access codes, code cards, accessories and stand equipment, which are to be considered part of or dedicated to the vehicle(s) shall be passed to the lessor or buyer of the vehicle(s) at delivery. The Customer will be charged in the event of loss of documents.
22. Vehicles should be returned in the same base colour as when the vehicle left the factory i.e. completely white, red, etc. In the event a vehicle is returned deviating from the ex-factory colour, an appropriate charge will be applied to return the vehicle to the original factory colour unless otherwise agreed with the Asset Operations Manager, DAF Used Trucks. The use of removable transfers offers the best solution to custom colouring without impacting on the contractual return conditions described in this document.
23. Vehicle(s) equipped with an active DAF Connect system should be deactivated by the customer.
24. After the Customer has returned the Vehicle(s), PFE / DAF will appoint an chosen by DAF Trucks and/or PACCAR Financial to provide an inspection report on the condition of the returned Vehicle(s) possibly including a guide to the possible costs of repair and/or replacement to restore the Vehicle(s) to the agreed Return Conditions. The Customer agrees on to fully compensate PFE / DAF for any and all expenses incurred by PFE / DAF related to the condition of the Vehicle(s) not complying with the agreed Return Conditions.

Tyre and Wheel Return Conditions:

1. Accepted tyre return standards:

Front Axles:

Minimum 8 mm tread – recognized Premium Brands
(see list below)

Tyres shall have original carcasses
Re-treads not acceptable.

Rear Axles:

Minimum 8 mm tread – Recognized Premium Brands
(see list below)
“Warm” manufacture re-treads from recognised Premium
Brands are allowed.

Recognised Premium Brands:

MICHELIN
GOODYEAR
BRIDGESTONE
CONTINENTAL
PIRELLI
HANKOOK
YOKOHAMA
UNIROYAL (Continental)
FIRESTONE (Bridgestone)
KUMHO

2. Vehicles fitted ex-factory with Low Rolling Resistance (LLR) tyres according EU regulation 2020/740 tyre fuel efficiency label A must be returned with LLR fuel efficiency label A tyres according EU regulation 2020/740.

- Minimum 6 mm tread - Front and Rear axles.

Recognised LRR Brands:

Michelin
Goodyear
Pirelli
Continental

3. All wheels must be free from dents.
4. Vehicles fitted ex-factory with alloy wheels must be returned with alloy wheels
5. Re-Cut tyres are not acceptable on any wheel
6. The production year of the tyre is not older then the vehicle production year.

The Customer declares to have read this document “Return Conditions” and fully understand that the conditions stipulated therein will be applicable to all Vehicles leased by PACCAR Financial (“PF”) to the Customer, or subject to a buy back agreement from DAF Trucks (“DAF”). By signing this document the Customer agrees to these Return Conditions and expressly agrees to return the vehicle(s) ultimately at the contractual termination date stipulated in the lease agreement concluded between the Customer and PF or buy back agreement between the Customer and DAF.

I hereby accept the return conditions as laid down in this guide:

Name Customer:

Signed by:

Date:

Signature:

DAF Trucks N.V.
Hugo van der Goeslaan 1
P.O. Box 90065
5600 PT Eindhoven
The Netherlands
Tel: +31 (0) 40 21 49 111
www.daf.com

PACCAR Financial Europe
Hugo van der Goeslaan 1
P.O. Box 8
5600 AA Eindhoven
Tel.: +31 (0) 40 214 5000
pfe.info@paccar.com
www.paccarfinancial.eu

DAF Used Trucks
Tel.: +31 (0) 40 214 3638
Email: Usedtrucks@daftrucks.com

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ISO14001
Environmental
Management System



IATF16949
Quality
Management System

EN-0922