



Amazon Wear and Tear Guidelines

Overview

These guidelines are meant to define damage severity, and provide a clear 'yes' or 'no' answer to the question of whether 'excess' damage exists. Any excess damage beyond normal wear and tear must be repaired. Excess damage is defined as any damage over the size thresholds communicated within these guidelines.

To help you make the right repair decisions for your business, please read the following sections. The first section reviews safety related items to ensure safety is always at the forefront of your decision making. Second is the cosmetic section to help remove the subjectivity of repair and ensuring your vehicle looks professional at all times. The final section contains visual examples of damages to give context to what is considered normal wear and tear.

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Section 1 – Safety & Government Required Repairs

Safety Item	Damage Type	Repair Standard
Frame Structural & Unibody	Any damage to the frame, structure or unibody due to an accident or a repair completed	If the frame is able to be repaired to manufacturer's specifications, vehicle will be repaired. If it is deemed unsafe, the vehicle will be a total loss. <i>Cost of repair(s) may also factor into deciding if a vehicle is determined to be a total loss.</i>
Lights Bulbs	When a lens cover is broken or bulb is not working	All broken lens covers and non-functioning bulbs will be replaced.
Windshield Glass	Stars, bullseye's, cracks, chips, spider webs, etching	All glass/windshield damage will be replaced/ repaired as appropriate for the damage.
Warning Lights	Dashboard warning lights are on, or flashing.	Diagnostic fee will apply & other charges for repair may be applicable based on the warning light(s).
Engine or Mechanical Damage	All mechanical, electrical, or engine damage due to failure to maintain the vehicle in accordance with the owner's manual and the DSP Fleet Program Preventive Maintenance Schedules.	*All repairs will be completed to manufacturer's specifications.
Electrical	When electrical equipment and accessories are inoperable (USB ports, cameras, monitors/screens, sensors, cigarette lighter, window controls, radio)	
Wipers & Blades	When wipers and/or blades are not present or are visibly damaged	
Suspension	When altered or damaged	
Side Mirrors	When broken, non-functioning, cracked, or missing	
Seat Belts	The buckle and tongue mechanisms are not operational and effective.	
	Seat belt retractors, locking mechanisms and pre-tensioners are not operational. Seat belt webbing has cut, tear, or rip.	

*Please see the owner's manual for manufacturer's specifications.



Section 2 – Cosmetic Repairs, Brand Image & General Condition

Damage Type	Damage Location	Examples of Chargeable Excess Wear	Examples of Normal Wear & Tear
Paint Chips	Body Panels, Bumpers, & Roof	When the number of chips on any one panel equals 10 or more OR When any chip is greater than the width of 3 inches in diameter	If there are less than 10 chips on a panel it will not be repaired unless a chip is greater than 3 inches in diameter.
Misaligned Panel(s)	Entire Vehicle	Missing or damaged body panel or misalignment of panels that prevents the full functioning use of all doors, hoods, and latches or compromises vehicle safety	If the panel is not damaged or missing, it will not be repaired or replaced
Interior Trim Upholster Carpet	In-Cab	Burn, hole, tear, cut, singe or stain, when larger than 1 inch on seats or headliner; when greater than a length of 3 inches on carpets	Headliner/seats: Any burns, holes, tears, cuts, singes, and stains smaller than 1 inch in diameter will not be charged. Carpets: Smaller than a length of 3 inches will not be charged.
Scratches	Body Panels, Bumpers, & Roof	When the scratch exceeds the length of 6 inches, single or accumulative and is through the base coat into the primer <i>Using the fingernail test – the scratch is through the base coat if your fingernail gets caught on the scratch. Chargeable scratches would include scratches through the base-coat and into the primer.</i>	Scratches through the clear-coat but not the base-coat will not be repaired. <i>Using the fingernail test - if it does not get caught, it is considered "normal". These would be considered light scratches and are not repaired.</i>
Dents	Body Panels & Bumpers (Does not include the roof)	Dents larger than 3 inches in diameter or when any single panel contains 4 or more dents greater than 1 inch each <i>The panel will be repaired using paint-less dent repair whenever possible. If dent(s) cannot be repaired using paint-less dent repair, normal repair methods will apply.</i>	Dents under 1 inch in diameter will not be repaired regardless of volume.
Dents	Roof	Dents that compromise safety, vehicle structural integrity, and professional image will be repaired. If the dent has broken the paint through to the primer it will be repaired. <i>Dents larger than 3 inches in diameter will be evaluated to determine if safety is compromised.</i>	Dents smaller than 3 inches will not be repaired regardless of volume, if they are not visible, and have not broken through to the base-coat.



Section 2 – Cosmetic Repairs, Brand Image & General Condition

Damage Type	Damage Location	Examples of Chargeable Excess Wear/Damage	Repair Standard
Gouge in Tire	Exterior	All gouges in tires	Replacement required.
Bent Rim	Exterior	All damaged rims	Replacement required.
Aftermarket Parts & Upfit Parts	In-Cab, cargo bay	Equipment is missing or damaged. When the upfit items (e.g. a side & rear steps, rear view cameras, monitors/screens, sensors, shelving, & partition) are missing and/or damaged Any unauthorized vehicle modification or alterations	Replacement of missing items are required. *Damaged items require repair to manufacture's specifications. Unauthorized vehicle alterations require conversion back to original state.
Key Remotes	In-Cab	When one or more sets are not functioning	Replacement of functioning remotes
Knobs & Handles Missing or Broken Parts	In-Cab, cargo bay	Missing equipment, broken parts and accessories (radios, knobs, handles, USB ports, cigarette lighters, seat controls, etc.)	Replacement of missing items are required. *Damaged items require repair to manufacture's specifications.
Exhaust System	Exterior	When there is any exhaust leaks or damage to exhaust system.	*Damaged item require repair to manufacture's specifications.
Flood/Water Damage	Entire Vehicle	When flood or water damage exists	No flood or water damage can exist on the vehicle.
Holes	Exterior Body of Vehicle	Any hole in any body panel or bumper	Holes will always be repaired and are never considered "normal" wear & tear.
Poor Quality Repairs	Entire Vehicle	When there is existence of peeling paint, drips, wavy panel repairs, paint spidering or cracks, color mismatch, scratches covered with touch-up paint, etc	Any existence of these repair quality issues will be repaired properly. This is never considered "normal" wear & tear.
Paint Contamination	Entire Vehicle	When excessive clear-coat etching has occurred. Tree sap, acid rain spotting, bird droppings, fluid spills, etc	Any existence of paint contamination will be repaired. This is never considered "normal" wear & tear.
Brake Pads	Exterior	Brake pad level at or below 3mm	Brake pads will be replaced.
Tires	Exterior	Mismatched tires Tire tread at or below 3/32 of an inch. Tire wear is uneven due to not rotating tires.	Tires will be replaced.

*Please see the owner's manual for manufacturer's specifications.



SECTION 3 – 'Normal' Wear & Tear Examples

Scratches

Chargeable Damage

Definition

Length | Any scratch that is to the primer (fingernail test) and/or exceeds 6 inches in length, single or accumulative on painted panels and bumpers.

Example

Multiple scrapes, over length and width threshold.



Scratches

NOT chargeable

Scratches are not long enough and does not impact the primer.

Example



Dents

Chargeable Damage

Definition

When any panel contains 4 or more dents greater than 1 inch in diameter. When any dent is greater than 3 inches in diameter.

Example

Large dent in forward section of the roof.



Example

Dent is bigger than 3 inches in diameter.



Dents

NOT chargeable

Dent is smaller than 3 inches in diameter and has a quantity of less than 4 within a single panel.

Example



Example

These 3 dents are not 3 inches in diameter and there are not 4 dents that are 1 inch in diameter on one panel.



Holes and Tears

Chargeable Damage

Definition

Holes and tears regardless of size.

Example

Large tear in slider door.



Example

Hole and tear on the plastic bumper.



Paint Chips

Chargeable Damage

Definition

A Quantity of 10 chips or more on a single panel.

Example

Paint chips, seen here as white markings, number more than 10.



NOT chargeable

No chips larger than 3 inches in diameter.

Example

None of the chips are greater than 3 inches in diameter and there are not more than 10 on one panel.



Roof Damage

Chargeable Damage

Definition

Length | Dents larger than 3 inches in diameter will be evaluated to determine if safety is compromised.

Example

Large dent in roof.



NOT chargeable

Dent is smaller than 3 inches in diameter.

Example

Dent is too small.



Interior Holes and Tears

Chargeable Damage

Definition

Burn, hole, tear, cut, singe or stain, when larger than 1 inch on seats or headliner.

Example

Tear is greater than 1 inch.



Example

Seat is torn.



NOT chargeable

Burn, hole, tear, cut, singe or stain, when smaller than 1 inch.

Example

Holes/tears are smaller than 1 inch.



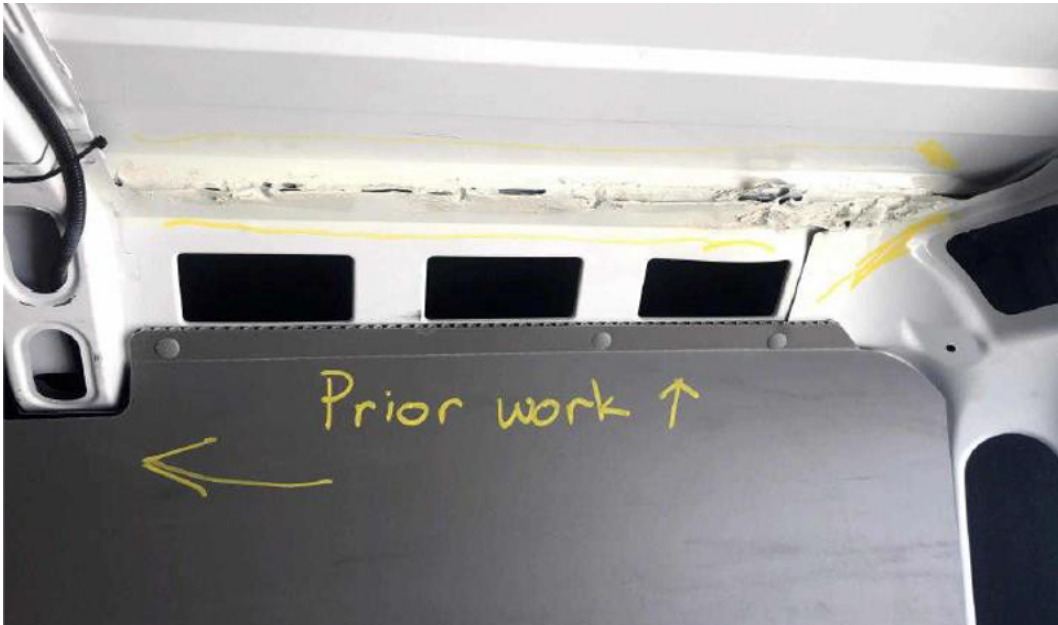
Poor Quality Repairs

Chargeable Damage

Definition

When there is existence of peeling paint, drips, wavy panel repairs, paint spidering or cracks, color mismatch, scratches covered with touch up paint, etc.

Example



Panels

Chargeable Damage

Definition

Missing or damaged body panel or misalignment of panels that prevents the full functioning use of all doors, hoods, and latches or compromises vehicle safety.

Example

Panels are not aligned and/or damaged.



Example

Panels are missing.



Example

Panels are not aligned, scrape is through the paint and over 8 inches.



Windshield, Glass, and Lens Cover

Chargeable Damage

Definition

Stars, bullseyes, cracks, chips with "spider legs", scratches, etc.

Example

Chip with 'spider legs'.



Example

Damage in windshield.



Windshield, Glass, and Lens Cover

Chargeable Damage

Definition

When glass or plastic lens cover(s) are broken or bulb is not working.

Example

Lens cover is broken.



NOT chargeable

Lens cover is not broken. Scratch is less than 6 inches single or accumulative in length.

Example

Scratch is not long enough, wide enough, and lens cover is not broken.



Tires

Chargeable Damage

Definition

Tire tread at or below 3/32 of an inch. Tire wear is uneven due to not rotating tires. Bubbles in tires. Bent rims.

Example

Abnormal tread wear.



Example

Bubbles.



Example

Tread depth is below 4/32 of an inch.



Example

Rim is bent.



Tires

Chargeable Damage

Definition

Tire tread at or below 3/32 of an inch. Tire wear is uneven due to not rotating tires. Bubbles in tires. Bent rims.

Example

Tire is visibly losing air or flat.



Frame, Structural, and Unibody Damage

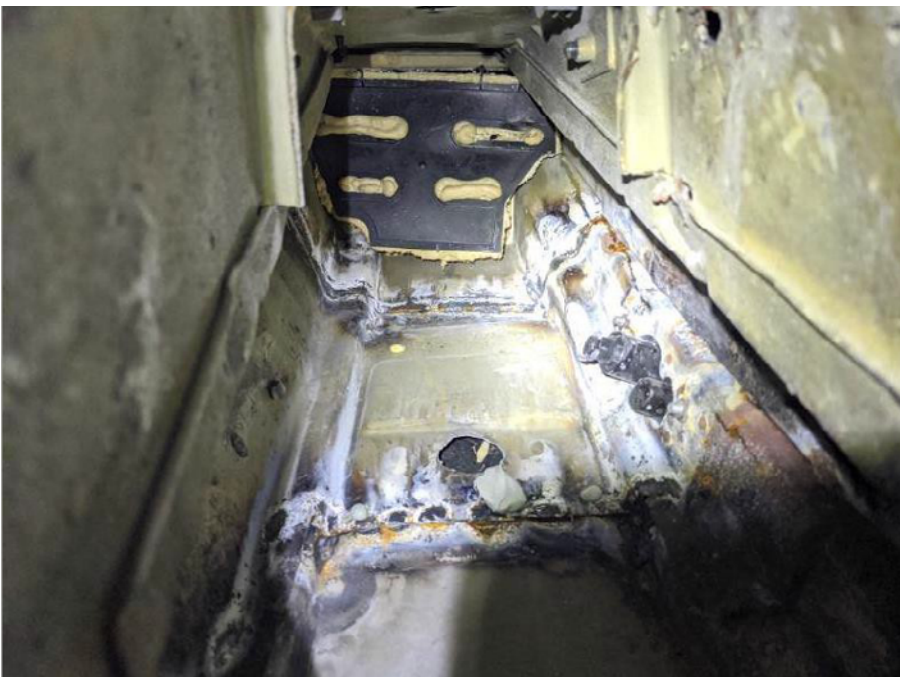
Chargeable Damage

Definition

Any damage to the frame, structure or unibody due to an accident or poor repair due to an accident.

Example

Poor welding, structural damage.



Sides Mirrors

Chargeable Damage

Definition

When broken, non-functioning, cracked or missing.

Example

Plastic casing is broken.



Example

Missing blind-spot mirror.



Shelving, Steps, Partition, Video Screens, and Cameras

Chargeable Damage

Definition

When the upfit items such as side and rear steps, rear view cameras, shelving, and partition are missing and or damaged.

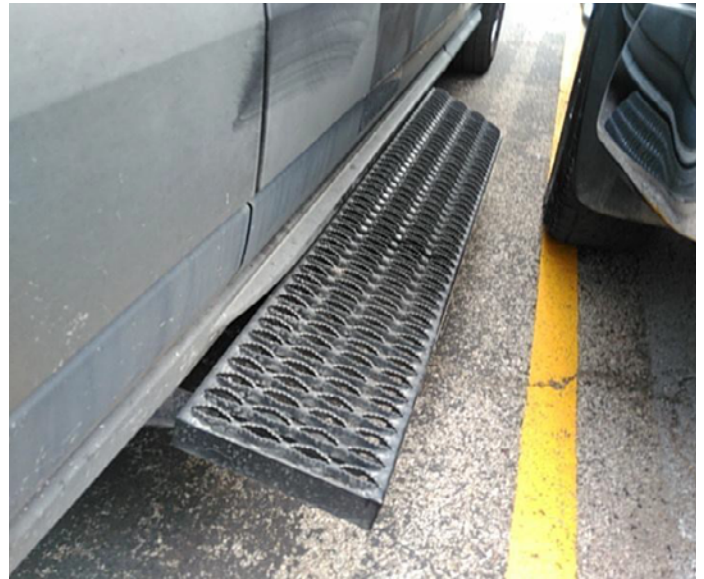
Example

Side step has structural damage.



Example

Side step bracket is sagging.



Knobs and Handles

Chargeable Damage

Definition

Missing equipment, broken parts and accessories.

Example

Button for window is missing.



Example

Seat adjustment knob is missing.



Warning Lights

Chargeable Damage

Definition

Dashboard warning lights are on or flashing.

Example

'Check Engine' light is on continuously.

