

mfldirect

Part of
Motability
Operations

Condition Standards

All cars purchased from mflirect are guaranteed by the mflirect Condition Standards. We only consider contributing towards a repair if the vehicle is deemed to be outside of these standards. Cars will be in a condition that is commensurate with the age and mileage of the vehicle. Work other than routine servicing and valeting may be required to bring the car to your retail standard.

1. Overall vehicle condition

Acceptable defects

- 1.1 Will be to manufacturer's original specification or its equivalent.
- 1.2 Will be structurally sound and free from major mechanical defects (e.g. engine, gearbox and differential units will be mechanically sound).
- 1.3 Any inherent defects recognised as a design or material fault.
- 1.4 Any adaptations that can be removed without a high visual impact.
- 1.5 All vehicle identification numbers and panel plates will be clearly visible and match the documentation and will not have been subject to any tampering, alteration or defacing.
- 1.6 Serviceable items.
- 1.7 Fair mechanical wear and tear.

2. Body & paintwork (including painted bumpers & door sills)

Acceptable defects

- 2.1 Stone chips.
- 2.2 Stone chips that have been touched in are acceptable if they are a reasonable colour match and free from corrosion.
- 2.3 Minor dents and panel imperfections are acceptable where they can be rectified by SMART repair or localised repair.
- 2.4 Scratches that can be remedied by local repair, touch-in and/or polishing.
- 2.5 Scratches around door handles, locks and fuel fillers.
- 2.6 Light surface scratching caused by automatic car washing.
- 2.7 Panel imperfections that can be attributed to known manufacturing defects.

3. Bumpers, bright work & body mouldings

Acceptable defects

- 3.1 Scuff marks and scratches to plastic moulded and painted bumpers that will sustain a repair.
- 3.2 Scratches and minor gouges to bumpers, mouldings and trims are acceptable if they will sustain a repair.
- 3.3 Minor splits or cracks to bumpers and mouldings are acceptable if they are repairable.
- 3.4 Known manufacturing defects that cause colour variation or variation of paint texture.
- 3.5 Missing towing eye covers.

4. Window glass, lamp lenses & mirrors

Acceptable defects

- 4.1 Chips, cracks or scratches on a windscreen, which would pass an MOT test.
- 4.2 Repairs made to a windscreen conforming to current legislation.
- 4.3 Scuffs, scratches and gouges to mirror housings are acceptable if they can be repaired.
- 4.4 Cracked or broken mirror glasses.

5. Wheels, trims & tyres

Acceptable defects

- 5.1 All tyres including the spare will comply with current tread legislation.
- 5.2 Missing or damaged wheel trims.
- 5.3 Damage to alloy wheels that could be polished out or specialist repaired.
- 5.4 Corrosion or discolouration commensurate with age and mileage of the car.
- 5.5 Missing locking wheel nut keys will be replaced, but labour for removal of locking wheel nuts in any way, will not.

6. Interior trim

Acceptable defects

- 6.1 SMART repairs or retexturing made to upholstery, carpets, dash, head lining and interior trim.
- 6.2 Minor burns, tears or imperfections to the interior are acceptable provided that they can be repaired.
- 6.3 Minor scratches and marks to the dash, door cards, centre consoles etc. are acceptable provided that they can be repaired.
- 6.4 Staining is acceptable where this can be removed using commercial cleaning techniques.
- 6.5 Texture repairs or colour matching plugs resulting from the removal of ancillary equipment.

7. Controls & electrical equipment

Acceptable defects

- 7.1 Audio equipment that has been replaced with a non-standard unit but is equivalent to manufacturer's original quality and specification.
- 7.2 Radio codes may not be available.
- 7.3 Air Conditioning re-gassing.

8. Luggage area

Acceptable defects

- 8.1 Surface scoring, blemishes and minor gouges to plastic trim panels.
- 8.2 Scratches to wheel arches and metal panels.
- 8.3 Minor cuts, tears or holes to carpets.
- 8.4 Staining which can be removed using commercial cleaning techniques.

9. Keys, tools & security equipment

Acceptable defects

- 9.1 Providing a main key is present that operates all normal door, ignition or immobiliser functions, a second key/immobiliser fob may not be provided.
- 9.2 Non-essential items of tool kit missing.
- 9.3 An inoperative security system is acceptable provided that normal electrical operations of the car are not affected.

10. Service books & documentation

Acceptable defects

- 10.1 Some or all of the vehicle documentation may be missing, including handbooks, service books or MOTs.
- 10.2 A Motability Operations computer record of service history for a car, where provided, shall be deemed equivalent to, and accepted in substitution for, a stamped manufacturer's service handbook.