

Assured

Standard

mfldirect

Powered by Motability Operations

We don't see every car that is handed back to us, so the mflirect Assured Standard protects your purchase by setting out the level of vehicle condition you can expect from us.

You're buying used vehicles from us - so you already know their condition will vary depending on age and mileage.

But for added peace of mind, our Assured Standard guarantees the condition of our Assured cars, and our award-winning Claims application is there to help fill any gaps.

Our Assured Standard helps you understand what you can expect when you buy from us:

- explaining what you should expect from an Assured vehicle's condition across 10 areas
- listing any defects or issues that are within our Standard

You can quickly see if any areas on your car don't come up to our standard and easily work out what you can claim for.

Please note:

Your retail standard will be different to our trade standard, so work other than routine servicing and valeting may be needed to bring the car to your retail standard.

Our Inspected Vehicles are not backed by the mflirect Assured Standard, but you can still submit a claim if you notice a problem that isn't on the Inspection Report when you do your handover review.

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.
- 4.5 Lamp lenses that are scuffed, scratched or show condensation are acceptable unless it impacts functionality.

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.