



Normal Wear & Tear Definition

We recognize damages are a fact of life, dealing with them in a way that is both understanding of the reality of the use of the equipment. We take great care to maintain a quality fleet of equipment and meeting the next customer's expectations with regard to quality and maintenance is an integral part of our business. We seek to be "easy to do business with" and over the years we have found when a trailer is returned with damage it is best to quickly notify the customer and provide them with information regarding the severity of damage and estimated costs associated with repair. We believe a defined process that uses transparent cost measures for damages and trailer repair standards to ensure quality are important components of supporting a smooth transaction. To this end we have developed a trailer repair cost guide to precisely determine costs for common trailer repairs and a trailer repair standards guide to define how repairs should be made to maintain fleet quality and consistency.

Common normal wear items:

- ICC Bumper – Minor bends (less than 20 degrees) will be repaired at no cost.
- Tires – Tires that require replacement due to wear or age are the responsibility of Palmer Leasing. Tires that need to be replaced due to damage, improper inflation or misuse are not considered to be normal wear.
- Trailer Body - Minor dents, bruises and scratches to the trailer will be accepted as long as the trailer remains structurally sound and water tight
- Doors – Minor dents and scratches to the doors are acceptable. Doors must be operational, watertight and free of breaks.
- Floor – Minor scrapes and gouges are acceptable as long as they do not go through the floor or substantially weaken the floor.
- Liner – Damage to the liner is generally accepted – holes larger than 4" in diameter may cause replacement.
- Any damage resulting from overloading, caustic materials or anything that is not aligned with manufacturers guidelines for use is not normal wear and tear and therefore may result in repair or replacement charges to the customer. Please treat the equipment as you would your own.

Palmer Leasing, Inc.
3 Union Seventy Center Drive
St. Louis, Missouri 63120
(314) 389-4400
www.palmerleasing.com

