

# Guide to your end of lease options



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## We appreciate your business!

Thank you for choosing U.S. Bank for your automotive lease needs. When your lease nears maturity, you'll begin thinking about your options and responsibilities at the end of your lease. This guide is meant to help you through the entire process.

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## Your options

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Purchase or trade the leased vehicle from U.S. Bank or return the leased vehicle to U.S. Bank.

### Option 1: Purchase or trade the leased vehicle.

You may choose to purchase or trade your leased vehicle. If you elect to purchase or trade the vehicle, excess wear and mileage charges will not apply. If you purchase the vehicle at the end of lease, the payoff amount will be equal to the Purchase Option Price listed on your lease contract, plus applicable taxes, fees, and any other outstanding amounts. This price is only available to you, the lessee. Plus, we may be able to help with the financing. Call 866-250-3147 for specific pricing information and to apply for a loan today. If you wish to use this vehicle as part of a trade on a new vehicle, the dealer must call us at 866-250-3148 for pricing information.

### Option 2: Return the leased vehicle.

At the end of your lease, you may return the vehicle to the dealership. Please contact the dealership ahead of time to make arrangements to drop off the vehicle. Once the arrangements have been made, please contact us at 866-250-3147 to let us know your intentions.

**Note: Approximately 60 days prior to the end of your lease, an independent inspection company will be contacting you to set up an appointment for a free vehicle inspection.** This is offered to you free of charge so you have the opportunity to review any damage you may be charged upon return of the vehicle. If the inspection is not completed before the vehicle is returned, subject to any appraisal rights you may have, we will conduct an inspection for excess wear and use after the vehicle is returned. No one from the return location is authorized by us to conduct an inspection to determine excess wear and use under your lease. No statement, verbal or written, made by anyone from the return location with regard to the condition of the vehicle will be binding or may be relied upon for any purpose.



## Normal wear and usage

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### Interior

- Stains: Removable spots/marks
- Tears: Cuts, tears, and/or rips on floor mats
- Burns: On floor mats

### Exterior scratches and scuffs

- Scratches that do not break the paint that can be buffed out during vehicle reconditioning
- Scratches that are 4" or less in length (maximum of three per panel)

### Dents and dings

- Dents and/or dings that are 2" or less in diameter (maximum of two per panel)
- Previous Repairs: Previous repairs to the vehicle are acceptable as long as they meet industry quality standards and do not detract from the value of the vehicle

### Windshields cracked and chipped

- Two chips less than or equal to 1/4" in diameter, not in the driver's line of sight

### Tires and wheels

- Tire Tread depth 4/32" or greater
- All tires must meet Original Equipment Manufacturer (OEM) size and rating (speed and seasonal)
- Wheel scratches 3" or less per wheel (maximum of two per wheel)

### Mechanical/electrical maintenance

Vehicle should be maintained according to the manufacturer's maintenance requirements.

### Missing/broken parts

Vehicle should be returned with equipment and accessories that were in the vehicle at lease inception and must be in good working order.

## Excess mileage and wear

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### Mileage

Your allowable mileage was determined at the beginning of the lease. Excess mileage will be charged a per-mile fee in accordance with your lease agreement.

### Wear

U.S. Bank offers a free inspection to help you understand what damage you may be charged for at the end of your lease. Normal wear can include a few small door dings, chips or scratches. Excess wear may include items such as dents, cracks in glass, torn upholstery or poor quality repairs.

### Avoid the charges

If you have the inspection completed prior to the end of your lease, you may have time to repair the damages and avoid the charges. The repairs should be completed by an auto body shop or mechanic's shop. If you choose to have this done, please keep your receipts, and make sure you contact us to let us know these repairs have been completed.

### Tires

Tire tread must be 4/32" or greater. Use the blue edge on the back cover of this guide to determine if the tire tread meets our requirements by placing the edge in the lowest tread on the tire. If the blue line is covered, the tread should be acceptable.

### Wheels

Two scratches that are less than 3" on a wheel may be considered normal, however any scratches greater than 3" would be considered excessive. The photo to the left shows excessive scratches on the wheels.

### Minor scratches

A few small scratches are normal and acceptable on a used vehicle and would not be considered excess wear.

### Excess scratches

Multiple scratches or scratches that break the paint would be considered excess wear.

tread depth gauge = 4/32 inch



## Excess wear and use

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### Interior

- Stains: Cannot be removed and require the interior section to be replaced
- Tears: Cuts, tears, and/or rips on carpet, upholstery or interior
- Burns: On carpet, upholstery or interior sections
- Power Equipment: Non-operational, malfunctioning equipment or missing equipment

### Exterior scratches and scuffs

- Scratches that are more than 4" in length
- Four or more scratches of any length

### Windshields cracked, chipped

- Three or more chips less than or equal to 1/4" in diameter
- Any chips, cracks, or scratches (not buffable) greater than 1/4" in diameter
- Any chips, cracks, or scratches in the driver's line of sight

### Dents and dings

- Dents and dings of any size that occur more than two times on one panel
- Two or more dents and/or dings that are more than 2" in diameter

### Previous repairs

- Mismatched paint or parts
- Swirls, bubbles, debris or defects of any type in repainted areas
- Any substandard repair due to inferior or mismatched replacement parts

### Rust and corrosion

- Any visible rust and/or corrosion

### Tires and wheels

- Tread depths less than 4/32"
- Tires that do not meet the Original Equipment Manufacturer (OEM) size and/or rating (speed and seasonal)
- Mismatched tires (other than brand)
- Dry rot, cupped, cut, or sidewall plugs
- Any bent or broken part, missing, or corroded wheel covers
- Mismatched wheels
- Three or more scratches, gouges, or dents per wheel
- Any number of scratches more than 3" in length

### Mechanical/electrical

- Missing, non-operational, or malfunctioning equipment
- Replacement part(s) that do not meet the manufacturer's specifications
- Substandard repairs
- Vehicle Maintenance: Failure to replace maintenance items if they are dirty, low or worn or not in working order (ie: oil, coolant, belts, hoses, transmission fluid, brake fluid, power steering fluid, etc.)

### Missing/broken parts

- Missing equipment, broken parts, and accessories (i.e., radios, DVD player, headphones, remotes, navigation disc, cargo cover, charging cables, etc.)

### After market items

- Any unauthorized vehicle modifications or alterations
- Damage caused by the installation or removal of parts and accessories

### Miscellaneous

- Missing owner's manual, keyless remotes or keys
- Further diagnosis: the cause behind illuminated warning lights must be diagnosed and repaired; lights that are reset are not acceptable
- Other missing items: hoses, covers, knobs, shifter, wipers, entertainment system, jack/tools, third-row seat, etc.



*\*Please note this chart is NOT all-inclusive.*

*You may be charged for items not represented on this chart.*

## Vehicle return steps

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1. Contact us at 866-250-3147 to discuss return time and location.
2. Have free inspection completed by the independent inspection company.
3. Contact your dealership to make arrangements to drop off the vehicle.
4. Prior to returning the vehicle, please make sure to remove any items that may contain your personal information, such as receipts, registration, insurance cards, GPS locations, etc.
5. While we will cancel any recurring Automatic Payments once we confirm the vehicle has been returned, you can expedite the process by contacting us at 800-USBANKS (872-2657). Please note that it takes three business days to cancel scheduled payments.
6. Upon vehicle return, complete all end of term paperwork. These documents can be obtained at the dealership or we can provide them at your request.  
**Return by fax to 716-616-5764 or mail to:**  
U.S. Bank  
P.O. Box 068  
Buffalo, NY 14240-0068
7. Contact us at 866-250-3147 to notify us that the vehicle has been returned. We may not consider the vehicle returned until you contact us and return the required documents.
8. A statement will be mailed after the return of the vehicle that may include amounts still due on the lease account, excess wear charges, excess mileage fees, termination fee, and other applicable taxes and charges. Additional statements may be issued after your lease is terminated if any charges such as taxes, citations, etc. are received.

### Avoid added charges!

Return all original accessories such as:

- Keys/keyless entry remotes
- Navigation system DVDs
- Headphones for DVD players
- Remotes for DVD players
- Cargo covers
- Owner's manual
- Charging Cables

