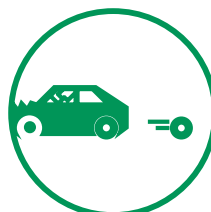


# RETURN GUIDE LEASE VEHICLE



Return your vehicle



About damage



Buy your vehicle



FAQ



**ARVAL**  
BNP PARIBAS GROUP

For the many  
journeys in life

# RETURN YOUR VEHICLE



## How do you return your vehicle?

**Return the vehicle clean.** If the outside and/or inside of the vehicle is dirty, your employer will be billed for cleaning and valeting costs and may charge them to you.

**Remove your personal belongings from the vehicle.** Don't forget items like parking permits, CDs in the CD player or your memory card. We also recommend to remove your personal data from the telephone and navigation system.

### IMPORTANT

You may only remove optional accessories paid for personally if their removal will not cause visible damage to the vehicle. The costs of repairing damage caused by failure to comply with this requirement will be billed to your employer. Your employer may charge on the costs to you.



## Where do you return the vehicle?

**If you are collecting a new Arval lease vehicle from the dealer,** you must leave your old vehicle with the dealer. If the dealer is delivering your new vehicle to you, you must give your old vehicle to the driver.

**If you are getting a new lease vehicle from a different lease company** or if your current vehicle is **not being replaced**, please call our driver team (030 602 41 41) to sign out the vehicle.

### IMPORTANT

You and your employer remain responsible for the lease vehicle until it has been signed off. You cannot have the vehicle signed off until it has been returned to Arval complete with its equipment and documents. We will arrange the transportation of your lease vehicle to Arval's return station and have it inspected.

PLEASE DESTROY THE FUEL CARD(S)!



## What do you hand in with your vehicle?



- vehicle registration documents
- APK certificate (roadworthiness certificate)
- green card
- main key, spare key(s) and remote control(s)
- PIN codes for the radio, alarm and ignition lock
- radio and/or navigation system complete with the removable front panel
- maintenance booklet and instruction booklet
- spare wheel or repair system (tyre-fit) and jack
- options and accessories included in the lease
- the locking wheel nut key for your alloy wheels
- rear parcel shelf or roll cover
- rear headrests
- charging cable(s) in case of an electric car.

## Who inspects the vehicle for damage?

As the driver, you must report any damage to the vehicle to Arval within 48 hours of its occurrence or discovery. On returning the vehicle, the damage will be inspected by an expert company. Check with your employer if you can have the vehicle inspected for damage before returning it. Depending on the agreements between your employer and Arval you have two options:

### Inspection by a damage repair company:

- take into account that you have to make an appointment with one of Arval's preferred damage repair companies with a **maximum of five days** before returning the lease vehicle
- don't hesitate to contact the Arval driverteam (030 602 41 41) if you need help in finding the nearest damage repair company for the inspection of your vehicle
- after the damage inspection (about 15 minutes), you sign the Vehicle Condition Statement and drive away in your vehicle
- no more than five working days later, you return the vehicle or have it collected

### Inspection by an expert on location:

- **10 days before** the vehicle is returned, contact the Arval driverteam (030 602 41 41) to arrange for the vehicle to be inspected by an expert on location
- after the damage inspection (about 15 minutes), you sign the Vehicle Condition Statement together with the expert
- no more than five working days later, you return the vehicle or have it collected

*The vehicle condition statement is leading for the damage assessment at the return of the vehicle and also counts as a damage report in case of any (new) damage.*

### Definitive return of the vehicle

The vehicle will be inspected at the Arval return station on its return. The findings of the expert who inspects the vehicle's condition are binding. Depending on the agreements reached with your employer, we will charge for any reported and unreported damage. Your employer will determine whether to charge any costs to you..



## Acceptable or unacceptable?

**Pictures say more than words.** Here you can see what we consider to be **acceptable and unacceptable damage**. All not acceptable damage should be reported to Arval before returning the vehicle. In doubt, contact our claims and insurance department.

Dents	Upholstery
Scratches and damage to the paintwork	Light units
Scrapes	Mirrors
Etching	Windows
Loading floor & woodwork	Rims & hubcaps
Stone chips hits	

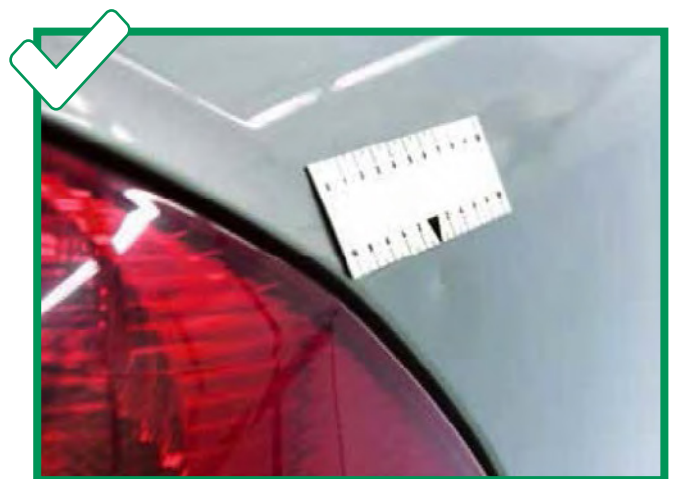
## Dents

Small dents caused by swinging doors and parking are considered usage damage, provided that:

- their diameter does not exceed the size of a two Euro coin
- they have not penetrated the paintwork
- have not buckled
- there is no more than one per panel



UNACCEPTABLE



ACCEPTABLE

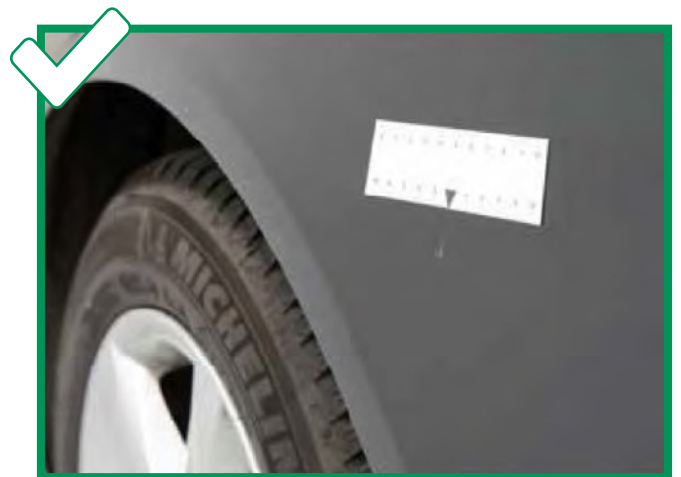
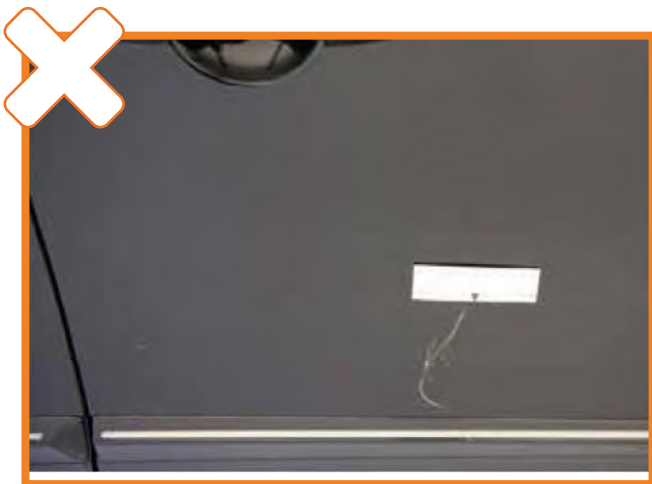
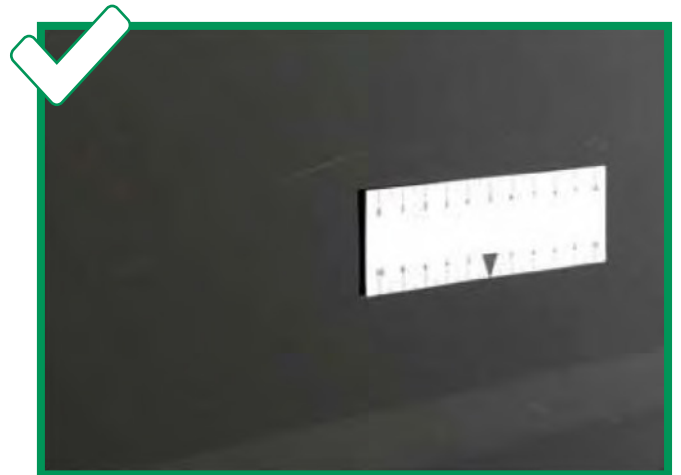
## Scratches and damage to the paintwork



**Polishing scratches** and superficial damage to the top layer of the lacquer are acceptable, provided that the scratches may **not have penetrated the lacquer**.

**Scratches that penetrate the paintwork**, a dull polished spot, and other lacquer damages are unacceptable.

Damage to the **bottom edge of the boot** and the **upper part of the rear bumper** is acceptable provided it does not contain more than **five different small damages**. Rust spots are not acceptable.



UNACCEPTABLE

ACCEPTABLE



## Scrapes



**Scrapes at the bottom** of the front spoiler are acceptable. The scrapes may not have penetrated the paintwork and it must be possible to polish them out.



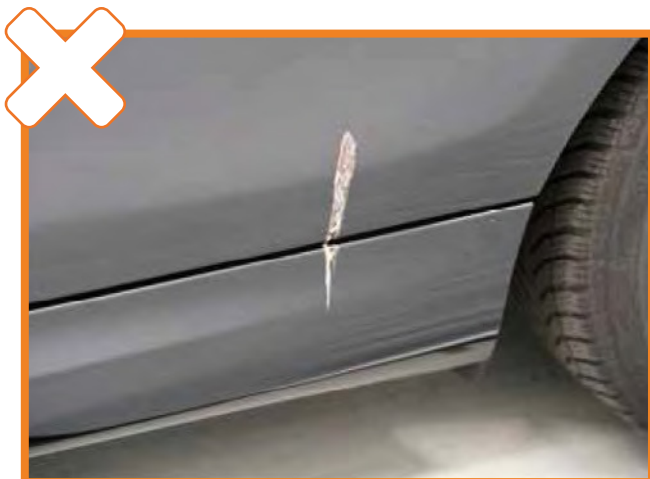
ACCEPTABLE



UNACCEPTABLE

## Etching

**Damage to the paintwork** as a result of the etching of bird droppings or other liquids is unacceptable.



UNACCEPTABLE



UNACCEPTABLE

## Loading floor & woodwork



A loading floor or woodwork **must be intact**. Damage to the **standard loading floor** is acceptable provided that the loading floor is flat and has **no holes or tears**.



UNACCEPTABLE

## Stone chips hits

Flying stones may damage vehicles to the front side and on commercial vehicles also to the front of the roof. Damage caused by stones must be in proportion to the number of kilometres and age of the vehicle if it is to be acceptable.



UNACCEPTABLE

## Upholstery

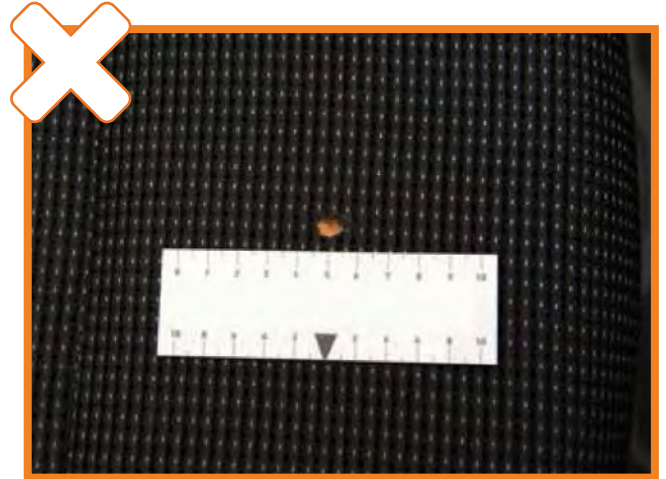


**Spots** which can be **removed using normal cleaning agents** are acceptable. Wear spots that have gone through the upholstery, tears, burn spots and holes are unacceptable. This is also the case for the headlining in the vehicle.

**Tears and holes in the panels and on the dashboard are not acceptable.**



UNACCEPTABLE



UNACCEPTABLE

## Light units

Damage to a light unit is acceptable. **Broken or missing units** and **cracks or scratches on the light unit** are not.



UNACCEPTABLE



## Mirrors



Damage to mirrors is acceptable. **Cracks, fractures** or **scratches that penetrated the lacquer are not.**



UNACCEPTABLE



ACCEPTABLE



UNACCEPTABLE

## Windows



**Scratches** on a window and **cracks in a window** are unacceptable. **Minor chips** in the windscreen are acceptable.



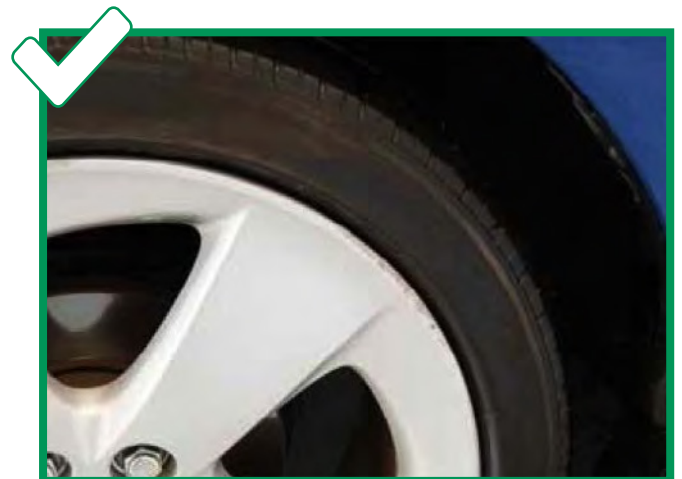
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## Rims & hubcaps

A **rim or hubcap may have light scratch damage** on the outermost edge. No pieces may be missing from the rim or hubcap, and the rim or hubcap should not be misshapen.



UNACCEPTABLE



ACCEPTABLE

**We offer you the interesting opportunity not to return your lease vehicle but to buy it yourself.** This gives you a number of attractive advantages. Of course, the vehicle can also be sold to friends, family, neighbours or colleagues.

If you are interested in purchasing your lease vehicle, please contact our vehicle re-marketing department by telephone on **030 602 44 44**.

Check [arval.nl/exlease](https://arval.nl/exlease) for (a test drive in) other ex lease vehicles.

## ✓ RELIABLE VEHICLE

As the driver you became thoroughly familiar with the vehicle's qualities, its service history and any damage. If you plan to buy a vehicle privately, you will get extra peace of mind by purchasing your lease vehicle.

## ✓ SAVE TIME AND EFFORT

By purchasing your lease vehicle, you can save yourself the time and effort of finding another suitable vehicle.

## ✓ ATTRACTIVE PRICE

You can buy the vehicle against a much more attractive price than at the dealer.



### What to do in case your contract terminates earlier than agreed?

Please contact your account manager so that we understand your situation and can act accordingly.

### Should damage(s) to my lease vehicle be repaired before return?

Not always. Please do report the damage to us. Together with you we decide if repair before return is necessary.

### Can I return my lease vehicle on winter tires?

Yes.

### Should I still bring my lease vehicle for maintenance or a periodic vehicle inspection (APK)?

This is different for every situation and mostly depends on the duration of the contract. We advise you to contact Arval and discuss with one of our maintenance experts what is best in your case.

### What should I do with my fuel card(s)?

You may destroy the card(s) and throw it away with other plastic.

#### Arval driverteam

Available from Monday to Thursday from 8.00 to 20.00, and on Friday until 17.15  
via: 030 602 41 41  
driverteam@arval.nl  
chat on My Arval Mobile app

