



## VEHICLE RETURN

What to do when you return your lease vehicle? How about any damages on its return? Here you have the answers.



## 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, residential parking permit, garage door remote control, glasses, etc.

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.

### WHAT DO YOU HAND IN WITH YOUR VEHICLE? (NON-EXHAUSTIVE LIST)

- vehicle registration documents
- technical inspection certificate
- insurance Card
- road tax
- main key, spare key(s) and remote control(s)
- PIN codes for the radio, alarm
- safety vest & triangle
- extinguisher
- first aid kit
- antenna
- radio and/or navigation system complete with SD and/or CD
- maintenance booklet and instruction booklet
- spare wheel or repair system (tyre-fit)
- options and accessories included in the lease
- the locking wheel nut key for your alloy wheels
- the rear parcel shelf.

#### **ONLY ORIGINALS DOCUMENTS WILL BE ACCEPTED!**

In the event of the loss or theft of one or more of these documents, please immediately call our "Insurance" department on +352 44 91 801; we will explain the necessary steps for obtaining a duplicate as quickly as possible.

### WHERE DO YOU RETURN THE VEHICLE?

**1. At your employer:**Suggestion, please inform us at least 2 days beforehand.  
A representative of Arval will proceed to the return with you.

**2. To Arval (36 route de Longwy L-8080 Bertrange)**Suggestion, please inform us at least 2 days beforehand.

**3. To the dealership of your choice in Luxembourg, please provide us the address (between 10:00 and 11:30 or 13:00 and 15:30):**A representative of Arval will proceed to the return with you.  
Suggestion, please inform us at least 2 days beforehand>

If you are getting a new lease vehicle from a different lease company or if your present vehicle is not being replaced, you must inform Arval's end of contract department (00352 44 91 801) to get the vehicle signed off.

Suggestion: please inform us at least 2 days beforehand.

**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 and have it inspected.

Please destroy the fuel card(s).

## 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 Arval or his representative (depending on the return place).

Any cancellation of this meeting will be reported via e-mail at least 24 hours in advance or a package "no show" will be charged.

### **Definitive return of the vehicle**

The vehicle will be inspected at the Arval return station on its return. Any damage considered as unacceptable will be charged to your employer. Based on the company car policy applicable in your company, your employer will determine whether to charge any costs to you. Elsewhere in this guide, we explain what we consider to be acceptable and unacceptable damage.



## ABOUT DAMAGE

### ACCEPTABLE OR UNACCEPTABLE

Pictures say more than words. The pictures on the following pages show what we consider to be acceptable and unacceptable damage. In this case, a deductible or capital loss will be billed to your employer, who may then pass it on you.

Important note: If your vehicle has suffered significant damage, please remember to inform our "Insurance" department and to provide us with a copy of the claim form.

In doubt, contact our claims and insurance department.

We remind you that our vehicles are non-smoking vehicles and that Arval reserves the right to hold you accountable for any possible capital loss resulting from smoke residue.

### DENTS

Small dents caused by swinging doors and parking are considered usage damage. Usage damage is damage that occurs during normal use of the vehicle, related to its kilometre reading and age. These items of damage are acceptable provided that their diameter does not exceed the size of a two Euro coin, they have not penetrated the paintwork, have not buckled and there is no more than one per panel. Number plates may not be damaged or bent.

#### UNACCEPTABLE



#### ACCEPTABLE



### SCRATCHES AND DAMAGE TO THE PAINTWORK

Polishing scratches - superficial damage to the top layer of the lacquer - are acceptable. The scratches may not have penetrated the lacquer and it must be possible to polish them out.

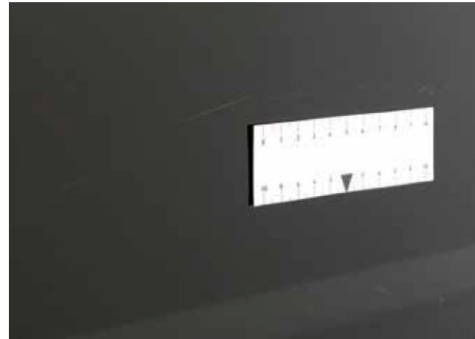
Scratches that penetrate the paintwork, a dull polished spot, and other lacquer damages are unacceptable.

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 chips. A chip is a missing piece of paintwork measuring no more than two by two mm with no visible rust. Superficial damage is also acceptable. This means damage that has not penetrated the paintwork.

### 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.

### UNACCEPTABLE

### ACCEPTABLE



## ETCHING

Bird droppings cause damage to the paintwork if not polished away in time. Damage to the paintwork as a result of the etching of bird droppings or other liquids is unacceptable.

## UNACCEPTABLE





## LOADING FLOOR AND WOODWORK

A loading floor or woodwork must be intact. Damage to the standard loading floor in these vehicles is acceptable provided that the loading floor is level, has no holes or tears, is not bent and has no rust.

### ACCEPTABLE



## STONE CHIP HITS

Flying stones may damage vehicles at the front end of the bodywork, the bonnet, the grille, the bumper or the spoiler. On commercial vehicles, they may also damage 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.

### ACCEPTABLE



## UPHOLSTERY

Spots which can be removed using normal cleaning agents are acceptable.

Tears, burn spots and holes are unacceptable.

Headlining may have some irregularities or dirty spots the size of a one Euro coin. More spots removable using ordinary cleaning agents are also acceptable.

Tears and holes in the (door) panels and on the dashboard are not acceptable.

## UNACCEPTABLE



## MIRRORS



Damage to mirrors is unacceptable when the paint is damaged, the mirror housing is cracked or the mirror glass is broken. Superficial damages (not penetrating the lacquer) are acceptable.

### UNACCEPTABLE



### ACCEPTABLE



## LIGHT UNITS

Damage to a light unit is acceptable provided that no pieces are missing from the unit, no parts of the lamp unit have been broken or cracked and there are no scratches on the light unit.

### UNACCEPTABLE



## WINDOWS

Scratches on a window are unacceptable. Minor chips in the windscreen are acceptable provided that they do not exceed the size of a one Euro coin in diameter and they are not visibly dirtied.

### UNACCEPTABLE



## RIMS AND HUBCAPS

A rim or hubcap may have scratch damage on the outermost edge provided that it does not exceed 10 cm in total.

No pieces may be missing from the rim or hubcap, and the rim or hubcap should not be misshapen. A missing hubcap is unacceptable.

### UNACCEPTABLE



### ACCEPTABLE



## MECHANICAL & SAFETY ELEMENTS

The mechanical and safety elements must not show any wear that is more significant than that what should normally be expected from a vehicle of this age that has been maintained according to the manufacturer's instructions.

## ACCESSORIES

The vehicle must be returned with all of the original accessories and safety features.  
The removal of accessories possible purchased by the driver must not result in visible damage to the vehicle.

## CONCEALED DAMAGE

It is forbidden to intentionally conceal any damage.



## PURCHASE YOUR VEHICLE

We propose you an attractive purchase offer of your lease vehicle instead of returning it to us. Check the great benefits listed below. The vehicle can also be sold to your friends, family, neighbours or colleagues!

If you are interested in purchasing your lease vehicle, please contact our vehicle remarketing department.

00352 44 91 801

### ✓ BENEFIT 1

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.

### ✓ BENEFIT 2

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

### ✓ BENEFIT 3

You will also gain on a financial level, since we will offer the vehicle to you at a very competitive price. Don't hesitate to compare it with the listed prices on the used vehicle market.



## FAQ

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

We advise you to 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?

No, you only need to report the damage. 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 (MOT)?

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?

You may destroy the card. At the end of the contract your fuel card is blocked and cannot be used anymore.