

GUIDE TO RETURNING AN ARVAL VEHICLE

JANUARY 2022



ARVAL
BNP PARIBAS GROUP

For the many journeys in life.

Contents

BVRLA standard	3
Vehicle collection and inspection process	4
Checklist for drivers	5
More details on end of contract charges	6

Please read this document to ensure that you are up to date with the Arval policy for returning vehicles. It could help you and your drivers, to avoid unnecessary end of contract damage charges as well as saving you time and hassle.

A reminder of our policy

When vehicles are returned at the end of their contract, they should be in good condition. All electronic safety features and devices must be in working order. There should be no rust or corrosion.

The vehicle must be roadworthy, including having a valid MOT, and no dashboard lights should be illuminated. The vehicle must have been serviced according to the manufacturer's servicing/maintenance schedule. Tyres should not have any damage to sidewalls or tread.

To remove ambiguity around exactly what we mean by 'good condition', we use the British Vehicle Rental and Leasing Association's (BVRLA) 'Guide to Fair Wear and Tear'. These independent guidelines allow us to apply fair and consistent standards to the condition of the vehicle at the end of the contract and determine whether any charges should apply.

[Click here](#) to review the full BVRLA Fair Wear and Tear Guides which detail the standards for the contract hire and leasing industry.



 **View the BVRLA Fair Wear and Tear Guide for cars**



 **View the BVRLA Fair Wear and Tear Guide for vans**



BVRLA standards

The British Vehicle Rental and Leasing Association (BVRLA) standards are the independent guidelines used by the vehicle leasing industry. In using them we make sure that we treat you fairly and consistently.

A summary of key allowable damage includes:

- Alloy scuffs up to 50 mm in total around the edge of the alloy are acceptable.
- No more than 2 dents per body panel which are under 15mm and not on the bend of the body panel
- Scratches, provided no bare metal or primer is showing
- Small chips, providing they are not showing signs of rust or within a dent
- Scuffs and scratches to plastic trims under 25mm provided the moulding or trim is not broken, cracked or deformed.

Reproduced with the permission of the BVRLA.

You must include all sets of keys, parcel shelves and service books as these will be charged in full if they are missing. Tyres must be above the legal minimum of 1.6mm and have no tread or sidewall damage.

To help you interpret these standards, we can forward you a magnetic ruler. If you want one sent to you please email FleetDespatchCentre@arval.co.uk with your postal address to request a free "Fair Wear and Tear magnetic ruler".

In addition, you have the option to repair vehicles prior to collection, provided all work is up to a professional standard and evidence of warranty can be provided. If the repair is of a poor standard, the item will remain chargeable.

Interested in buying your vehicle?

At the end of the lease you are able to buy your vehicle, and so can your family, friends and colleagues.

If your lease ends within the next 3-months, contact the team for a no obligation quote:



<https://driversales.arval.co.uk/>



01625 417 989 (Mon-Fri 9am-5:15pm)



arvaldriversales@bca.com

Vehicle collection and inspection process

Here is an overview of the process that you can expect when the vehicle is collected.

1 You are required to contact Arval to request the collection of your vehicle.

2 At least 24 hours prior to the collection of your vehicle you will receive a call or SMS text from the collection agent to confirm your appointment. You must ensure that:

The vehicle is available for collection between 8am and 6pm in daylight hours and is legal and roadworthy, including having a valid MOT.

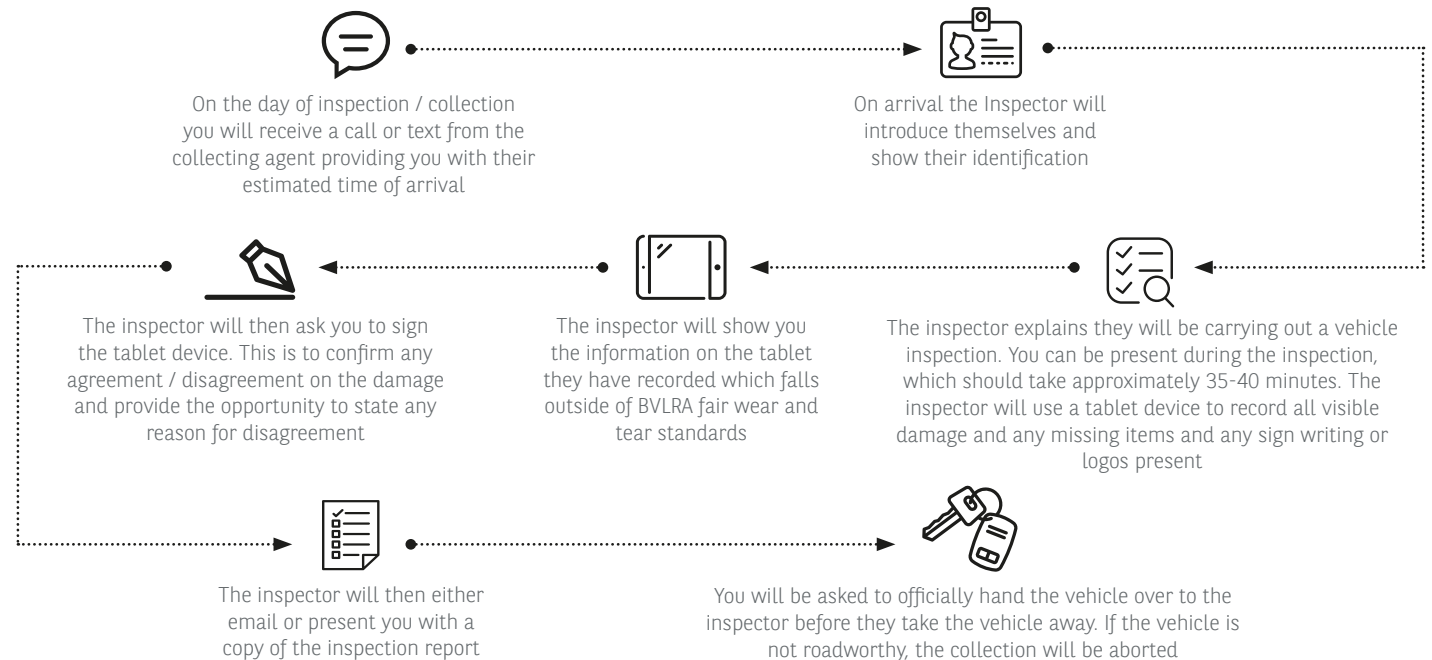


The vehicle is clean inside and out and parked in a location that enables the vehicle inspector to conduct an inspection, during which any damage will be recorded in an inspection report.



If you wish to cancel the collection for any reason, you must notify Arval before 3pm on the day prior to the collection to avoid any cancellation charges.

3 Arval's collecting agent will:



4 Fair and transparent

Following the inspection we will send you a notification of any damage and **associated charges**, including photographic evidence. You will then have 5 working days to query this before any charges are processed for billing.

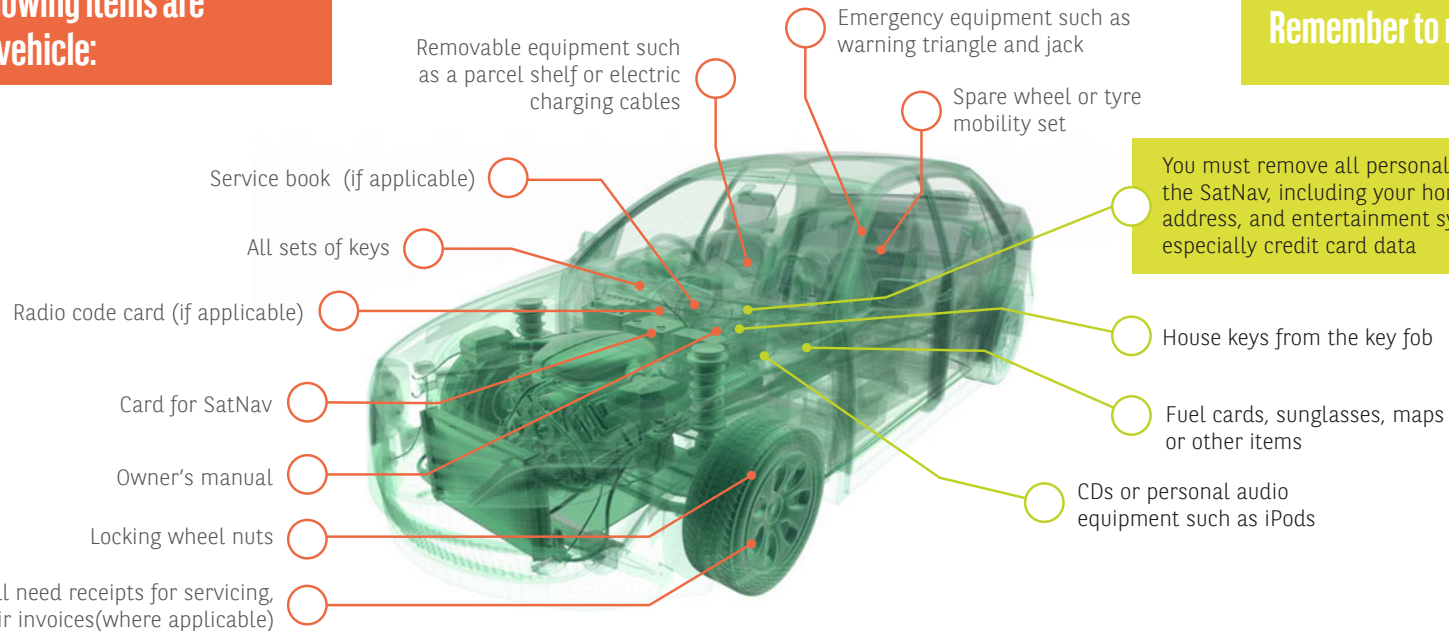
Please note missing items such as keys, service books, and parcel shelves must be available at the point of collection. If not these items will be deemed as missing and are therefore **chargeable under BVRLA guidelines** even if you subsequently locate these items and return them at a later date.

It may be possible for the charge to be cancelled if you are able to return the items to the correct location before the vehicle is sold. Vehicles can be sold as early as 48 hours from the point of collection.

Checklist for drivers

To help prepare the vehicle for its return, here's a checklist of things that need to be carried out.

Ensure that the following items are available with the vehicle:



Remember to remove:

You must remove all personal data from the SatNav, including your home address, and entertainment system - especially credit card data

House keys from the key fob

Fuel cards, sunglasses, maps or other items

CDs or personal audio equipment such as iPods



You should:

- Clean the vehicle inside and out.
- Ensure that there is at least 50 miles of fuel or 75% battery charge in the vehicle and the fuel light is not illuminated. If the vehicle is electric, please ensure it is at least 75% charged to enable it to be driven away.
- Check it against the condition guidelines. [Click here](#) to review the full BVRLA Fair Wear and Tear Guides which detail the standards for the contract hire and leasing industry.
- Arrange for any damage to be repaired. Please speak with your company contact (if applicable) or call the Arval Contact Centre on 0370 600 4499 if we facilitate your accident repairs.

- **The vehicle must be roadworthy at point of collection, including tyres meeting legal requirements, a valid MOT and no dashboard lights should be illuminated.**

- Items that are not present at time of collection will be charged. We do not accept items being sent after the vehicle has been collected. It may be possible for the charge to be cancelled if the items are returned to the location of the vehicle before the vehicle is sold. Vehicles can be sold as early as 48 hours from the point of collection.

- **Ensure that any personal data is deleted including the following:**

- Home and other addresses contained within a SatNav
- Credit card details
- If you pay for any connected services / functions on demand on your car, remember to cancel them
- Cancel any Airtime / WIFI accounts you own on the car
- Contact details
- Telephone numbers.
- Music stored
- Remove any mobile phone connections.



FAQ's and more details on end of contract charges

To explain our approach on how we charge for damage and to help you understand when it is applied, we've compiled the details below from FAQ's, repair definitions to examples of charges overleaf.

Q. Will you charge me for wear and tear at the end of my contract?

A. When your vehicle is returned at the end of contract, it is inspected and should be in a good condition. If the damage is worse than expected we will charge for the cost of repairing it whether we chose to repair it or not.

Q. How do you determine if the damage needs to be charged?

A. We use the British Vehicle Rental and Leasing Association (BVRLA) standards (see previous page), which is an independent set of guidelines used by the vehicle leasing industry. We use these to check your vehicle and if the damage is over and above what is fair we will charge at the cost of repair or replacement whether we chose for commercial reasons to repair it or not..

Q. What are the typical costs associated to the repair of the vehicle?

A. An average of these charges is set out overleaf along with definitions for the different types of vehicle repairs explained opposite.

Identifying the type of repair needed will depend on the severity of the damage to the vehicle and therefore will be reflected in the cost of the relevant repair. Examples of these charges are shown overleaf.

Q. What is a swage Line?

A. Folded edge on a panel line creased into the side of a car to give it visual effect.

Because of the location of damage the swage lines are more difficult to repair and as result the BVRLA advise that they are always chargeable when damaged, regardless of the severity.

Definitions

The definitions below give an overview of what different types of repair are available.

Paint less dent repair (PDR)

In essence this is where the technician will manipulate the dent usually from within the inside/back of the panel so the dent is removed.

Please note: Not all dents can be dealt with in this way due to access to the dent from behind the panel or if the dent is across/near a crease within the panel.

Refinish

This relates to where a panel needs spraying but no other works are required before painting.

Repair and refinish (RDR)

This references where a panel will need repair prior to painting, for example the panel needs to be filled before being sprayed.

Replace

This is where an area of damage is beyond repair and therefore needs replacing, or there is an item missing such as spare keys, service book, parcel shelf, electric charging cable or SatNav SD card.

Poor repair

This is where repairs have been done to the vehicle but to a poor standard and the paint has faded or has an orange peel effect.

ROOF

1% VEHICLES RETURNED WITH THIS

Arval costs*: REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £1,424 CAR £585

SIDE / SLIDING DOOR

4% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £515

FRONT BUMPER

9% VEHICLES RETURNED WITH THIS

Arval costs*: REFINISH £89 REPAIR & REFINISH £178

Bodyshop costs**: VAN £410 CAR £490

FRONT DOOR

8% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £322 CAR £445

BONNET

4% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £347 CAR £634

FRONT WING

4% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £247 CAR £402

TAILGATE/BOOT

2% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: CAR £459

REAR BUMPER

10% VEHICLES RETURNED WITH THIS

Arval costs*: REFINISH £89 REPAIR & REFINISH £178

Bodyshop costs**: VAN £345 CAR £503

QUARTER PANEL

8% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: CAR £389

REAR DOOR

8% VEHICLES RETURNED WITH THIS

Arval costs*: PDR £67 REFINISH £150 REPAIR & REFINISH £217

Bodyshop costs**: VAN £397 CAR £401



FRONT SCREEN

3% VEHICLES RETURNED WITH THIS
ARVAL COSTS*

REPAIR: £45 REPLACE: £233



KEY REPLACEMENT

4% VEHICLES RETURNED WITH THIS
ARVAL COSTS*

*BASED ON AA KEY ASSIST PRICE



SERVICE BOOK

2% VEHICLES RETURNED WITH THIS MISSING

ARVAL COSTS*
£111



ALLOY

37% VEHICLES RETURNED WITH THIS

ARVAL COSTS*
£67



Arval UK Limited (Whitehill House, Windmill Hill, Swindon, SN5 6PE. Registration number 1073098. VAT Registration GB 202 1441 76)
is authorised and regulated by the Financial Conduct Authority | Email: info@arval.co.uk | Telephone: 01793 887000

TC 2254.01/22



ARVAL
BNP PARIBAS GROUP

For the many journeys in life.