



**CAR**

**DAMAGE**

**CHARGE**

**MATRIX**



**ARVAL**  
BNP PARIBAS GROUP

For the many journeys in life

This document outlines what is considered acceptable and unacceptable damage to cars upon their return to us.

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 and there should be no rust or corrosion. The vehicle must be roadworthy with a valid MOT, and no warning lights should be illuminated. The vehicle must have been serviced according to the manufacturer's servicing or maintenance schedule (detailed in the handbook). Tyres should not have any damage to sidewalls or tread.

We use industry standard guidelines provided by the British Vehicle Rental and Leasing Association (BVRLA) to check your vehicle at the end of the contract, so we can be fair and consistent to all customers.

### Read the BVRLA Fair Wear and Tear Guides in full

These guides, reproduced with the permission of the BVRLA, detail the common standards for the contract hire and leasing industry.

All quoted costs are correct as of July 2023 and may be subject to change - please ask your Arval representative for the current costs. Charges are not subject to VAT, with the exception of removing logos (see page 3). The VAT may be recoverable, depending on your company's VAT status.



Check out our Van Damage Charge Matrix if you're returning a van

## GLOSSARY

Definitions for some of the terms referenced on the following pages:

**Report only** - Damage within BVRLA standards, which is reported for information only.

**Paintless dent removal (PDR)** - Dents are pushed or pulled out by a technician to achieve a repair without the need to refinish the panel. (usually from within the inside or back of the panel). Not all dents can be dealt with in this way.

**Refinish** - This covers a chip or scratch outside acceptable BVRLA standards, where a panel needs to be resprayed (but no other work is required before painting).

**Repair & refinish (RDR)** - A dent outside acceptable BVRLA standards, where the panel needs to be repaired or filled before painting.

**Replace** - This is either where damage is beyond repair and the part needs replacing, or an item is completely missing (such as spare keys, service book, parcel shelf, electric charging cable, satnav SD card). Costs are based on the average price across the vehicle model range, the removal of the part and any connecting parts, repaint (where required) and refitting.

**OEM** - An Original Equipment Manufacturer (OEM) part is a part that was either made by a vehicle manufacturer, or a subcontractor approved to produce the part on the manufacturer's behalf.

**Excessive damage** - Damage beyond the point of repair (where more than a third of a panel is damaged). This is charged using Original Equipment Manufacturer (OEM) parts and labour times.

**Poor previous repair** - This is where work has been done to a poor standard and needs to be professionally repaired by us (a substandard repair to panels, glass or trim that is obvious from a distance of 2 metres).

**Specialist repair** - Localised repair that is more cost effective than replacement or full repair. This would normally need to be completed by a specialist (e.g. alloy wheel smart repair, glass repair, trim repair).

**Gouge** - A deep scratch that will require filling to the base material to effect a satisfactory repair, before refinishing.

**Swage line** - This is a narrow profiled line on the outer body panel of a vehicle. Damage on swage lines is more difficult to repair, so the BVRLA advises that it is always chargeable.

## CONTENTS

<b>Body panels</b>	3
<b>Bumpers (front &amp; rear)</b>	4
<b>Mirror covers</b>	4
<b>Glass</b>	5
<b>Wheels</b>	6
<b>Tyres</b>	7
<b>Keys</b>	8
<b>Servicing</b>	8
<b>Interior trim</b>	9
<b>Exterior trim</b>	10
<b>In-car entertainment</b>	11
<b>Removable items</b>	11

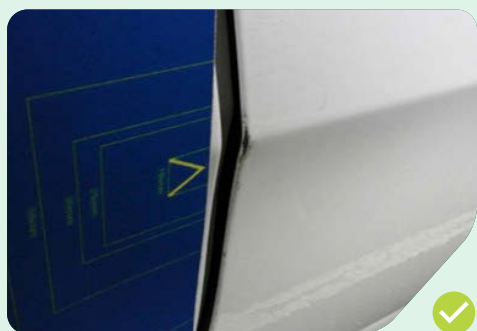
# Body panels

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Panels</b> (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Chipped	Chips of 3mm or less in diameter are acceptable providing they are not rusted	Report only	Per panel	£0
	Chipped	Excessive chipping >4 chips on any panel, 6 per door edge and 8 on any forward-facing panel are not acceptable	Refinish	Per panel	£150
	Dents	<15mm in diameter are acceptable providing there are no more than two per panel and the paint surface is not broken or on the roof / swage line	Report only	Per panel	£0
	Dents	>15mm in diameter and less than 100mm with no paint damage and not to roof/ swage line	PDR (Cold Metal Repair)	Per panel	£65
	Dents	>15mm in diameter with paint damage or on roof/swage line	Repair & refinish	Per panel	£200
	Scratched	Where no primer or bare metal is showing/any surface scratches	Report only	Per panel	£0
	Scratched	Where the primer or bare metal is showing	Refinish	Per panel	£150
	Damage	Excessive damage (see glossary page)	Replace	Per panel	Based on OEM* price
Decal/Logo/Stickers	Should be removed without damage to paintwork. If left on, we will remove these and charge the costs to you	Remove & repaired	Size of decal	See table below	

## Arval charges for logo removal

Full wraps are charged based on process and hourly rate.

	1 SQM	2 SQM	3 SQM	4 SQM	5 SQM	6 SQM	7 SQM	8 SQM
Excluding VAT	£19.50	£39.00	£58.50	£78.00	£96.50	£116.00	£135.50	£155.00
Including VAT	£23.40	£46.80	£70.20	£93.60	£115.80	£139.20	£162.60	£186.00



Small areas of chipping, including door edge chipping, are acceptable.



Dents (up to 15mm in diameter) are acceptable provided there are no more than two per panel and the paint surface is not broken.



Dents over 15mm in diameter, or any dents to the roof or swage line on any panels, are not acceptable.



Any scratch where the primer or base metal is shown will also be charged.

Black and white striped boards (zebra boards) are often reflected in the body panel. The stripes distort when there is a dent on the panel making it easier to see in a photograph.

## Bumpers (front and rear)

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Bumper</b>	Chipped	Chips of 3mm or less in diameter are acceptable providing they are not rusted	Report only	Per panel	£0
	Chipped	Excessive chipping >4 chips on any panel, 6 per door edge and 8 on any forward-facing panel are not acceptable	Refinish	Per panel	£125
	Dents	Less than 15mm in diameter are acceptable providing there are no more than two per panel and the paint surface is not broken or on a swage line	Report only	Per panel	£0
	Dents	More than 15mm or where the paint surface is broken or on a swage line is not acceptable	Repair & refinish	Per panel	£195
	Scratched	Where no primer or bare metal is showing/any surface scratches	Report only	Per panel	£0
	Scratched	Where the primer or bare metal is showing	Refinish	Per panel	£89
	Damage	Excessive damage	Replace	Per panel	Based on OEM price

## Mirror covers



Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Mirror cover/glass</b>	Missing	Missing, cracked or damaged door mirrors are not acceptable	Replace	Per cover	Based on OEM price
	Scratched	Scratched	Refinish	Per cover	£55

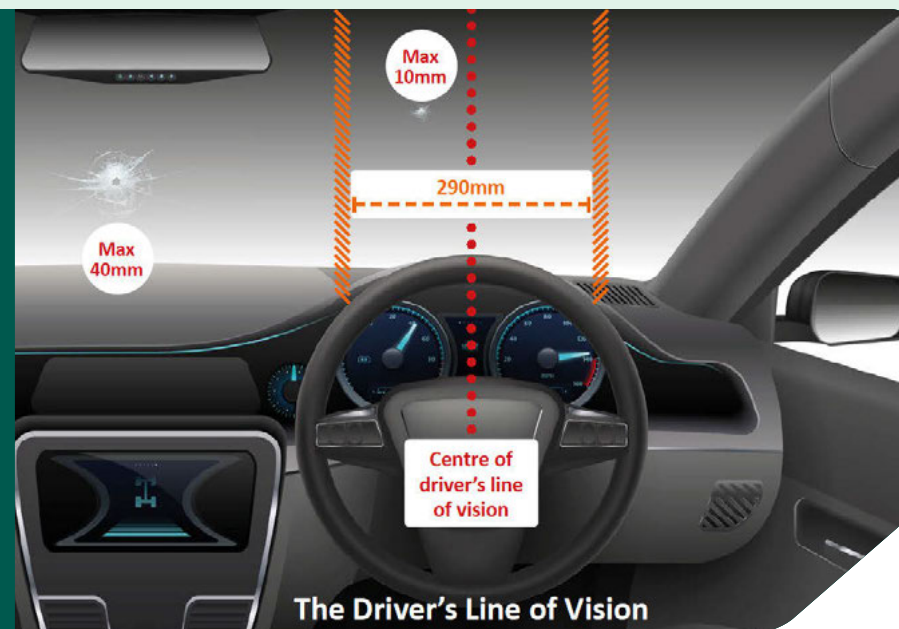
# Glass

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Front screen	Chips/cracks	Where chips/cracks and holes up to 10mm have been repaired to a professional standard in the Driver's Line of Vision	Report only	Per screen	£0
Front screen	Chips/cracks	Where chips/cracks and holes up to 40mm have been repaired to a professional standard outside the Driver's Line of Vision	Report only	Per screen	£0
Front screen	Chips/cracks	Unrepaired chips, cracks or holes are not acceptable	Replace	Per screen	Based on OEM price
Rear screen	Chips/cracks	Repaired chips are acceptable provided they are done to a professional standard	Report only	Per screen	£0
Rear screen	Chips/cracks	Unrepaired chips, cracks or holes up to 10mm are not acceptable	Glass repair	Per screen	£45
Rear screen	Chips/cracks	Unrepaired chips, cracks or holes more than 10mm are not acceptable	Replace	Per screen	Based on OEM price
Door glass	Damage	Shattered	Replace	Per glass	Based on OEM price
Lamps and lenses	Damage	Tolerance based on BVRLA standard - holes or cracks in the glass or plastic covers of lamp units are not acceptable	Replace	Per item	Based on OEM price



### The following are NOT acceptable:

- Chips, cracks and holes that are larger than 10mm and in the driver's line of vision (a vertical strip 290mm wide, that's centred on the steering wheel - shown in the picture on the right)
- Chips, cracks and holes that are larger than 40mm elsewhere (in the area swept by the vehicle's wiper blades)



# Wheels

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Alloy wheel/wheel trim	Scuffs/gouged	Less than 50mm on the total wheel circumference and where no damage is on the wheel spokes	Report only	Per wheel	£0
Alloy wheel/wheel trim	Scuffs/gouged	More than 50mm on the total wheel circumference or where there is any damage to the wheel spokes	Specialist repair	Per wheel	£55
Steel wheel	Damage	Dents and holes on wheel rims are not acceptable	Replace	Per wheel	Based on OEM price
Wheel trim	Missing	Missing wheel trims are not acceptable	Replace	Per wheel trim	Based on OEM price
Alloy wheels	Rust/corrosion	There should be no rust or corrosion on the alloy wheels.	Replace	Per wheel	Based on OEM price



Scuffs to wheels totalling up to 50mm on the total circumference of the wheel trim, and on alloy wheels, are acceptable.



Scuffs over 50mm on the total circumference of the wheel are not acceptable. Any damage to the wheel spokes, the hub of the alloy wheel or the tyre sidewall is not acceptable.



## Tyres



Tyre sidewall damage is not acceptable.

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Tyre</b>	Worn	All tyres, including any spare, must meet minimum UK legal requirements	Replace	Per tyre	<b>£111</b>
<b>Tyre</b>	Damage	There must be no damage to sidewall or tread	Replace	Per tyre	<b>£111</b>
<b>Tyre</b>	Incorrect size/ specification	All tyres, including any spare, must comply with the vehicle manufacturer recommendation of tyre type, size and speed rating	Replace	Per tyre	<b>£111</b>
<b>Spare tyre</b>	Missing	The spare wheel (including spacesaver), jack and other tools must be intact, stowed properly and in good working order	Replace	Per tyre	<b>£111</b>
<b>Tyre repair compressor</b>	Missing	The emergency tyre inflation kit, if supplied when new, should be in full working order, serviceable and ready for use	Replace	Per item	<b>Based on OEM price</b>

If tyres are included in your contract, please arrange for tyres to be replaced before your vehicle is collected. Otherwise you will be charged.



## Keys

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Keys – including spares</b>	Missing	A full set of keys, including the remote ignition key, should be returned in working order if originally supplied	Replace	Per key	*Based on AA Key Assist price
<b>Locking alloy wheel nut key</b>	Missing	Locking wheel nut keys should be returned if originally supplied	Replace	Per key	<b>£60</b>

## Servicing

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Service book/ information</b>	Missing/ incomplete	Must be serviced according to the manufacturer's servicing/maintenance schedule. Where supplied, the service book must be present and date-stamped by an authorised service agent. If the service book is electronic, ensure it's updated according to the manufacturer's servicing/maintenance schedule.	Replace	Per vehicle	<b>£111</b>



# Interior trim

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Interior trim (seats, carpets, door trim, dashboards, etc.)	Excessively soiled	Interior must be returned clean and odourless, with no burns, scratches, tears, dents or staining	Clean	Per vehicle	<b>£40</b>
	Missing	All interior fittings must be present	Replace	Per vehicle	<b>Based on OEM price</b>
	Torn/cut/burn	Interior fittings less than 10mm are not acceptable	Trim repair	Per item	<b>£65</b>
	Torn/cut/burn	Interior fittings more than 10mm are not acceptable	Replace	Per item	<b>Based on OEM price</b>
	Broken	All interior fittings must not be damaged/broken	Replace	Per item	<b>Based on OEM price</b>



Scratches that reflect normal use are acceptable.



Holes to the interior upholstery and trim and not acceptable.



The interior of the vehicle must be clean and odourless with no burns, scratches, tears, dents or staining.

# Exterior trim

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Exterior Trim (mouldings, etc.)	Scuffs/gouged/scratched	Scuffs, gouges and scratches less than 25mm are acceptable providing the moulding or trim is not broken, cracked or deformed	Report only	Per vehicle	£0
	Scuffs/gouged/scratched	Scuffs, gouges and scratches more than 25mm are not acceptable	Specialist repair	Per item	£35
	Missing	All mouldings must be present	Replace	Per Item	Based on OEM price
	Damage	Moulding, trim should not be broken, cracked or deformed	Replace	Per Item	Based on OEM price



Scratches that reflect normal use are acceptable.



## In-car multimedia

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>In-car multimedia</b>	Missing/broken	All original equipment, accessories and controls must be present and operate correctly	Replace	Per item	<b>Based on OEM price</b>

## Removable items

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
<b>Removable items</b> (load covers, headrests, sat nav, cards, SD cards, etc.)	Missing	All original equipment, accessories and controls must be present and operate correctly	Replace	Per item	<b>Based on OEM price</b>
<b>Charging cables</b>	Missing	All original equipment, accessories and controls must be present and operate correctly	Replace	Per item	<b>Based on OEM price</b>



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, under registration number 312798.  
Email: [info@arval.co.uk](mailto:info@arval.co.uk) | Telephone: 01793 887000



**ARVAL**  
**BNP PARIBAS GROUP**

For the many journeys in life