

ARVAL CAR DAMAGE CHARGE MATRIX

APRIL 2019



ARVAL
BNP PARIBAS GROUP

We care about cars. We care about you.

The following document is designed to give a clear understanding of acceptable and unacceptable damage to vehicles returned.

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 and no warning 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.

[Access the full BVRLA Fair Wear and Tear Guides here](#)

These guides detail the standards for the contract hire and leasing industry.

Costs are correct as at April 2019 and may be subject to change. Please check with your Account Manager for the latest costs. These charges are not subject to VAT.

Glossary

These terms will be used throughout the document. Please refer back to this for the explanation of the term.

Report Only

Any damage which is within BVRLA standards, but has been reported for information only.

PDR

Paintless Dent Removal, dents are pushed or pulled out to achieve a repair without the need to refinish the panel (not applicable on damage near edge of any door).

Refinish

Any chip or scratch which is outside BVRLA standards where a panel needs to be resprayed but no other work is required before painting.

Repair & Refinish

Any dent which is outside BVRLA standards where a panel needs to be repaired/filled before painting.

Replace

Any item that is missing or needs replacing as it cannot be repaired. Costs are based on the average price across the vehicle model range, the removal of the part and any connecting parts etc, repaint (where required) and refitting.

OEM

An Original Equipment Manufacturer (OEM) part means a part that was either made by a vehicle manufacturer or a subcontractor which is approved to produce a part of behalf of a vehicle manufacturer.

Excessive Damage

Damage beyond the point of repair where the damage is >3rd of a panel will be charged using OEM parts and labour times.

Poor Previous Repair

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. Normally would have to be completed by a specialist. For example Alloy Wheel Smart Repair, Glass Repair, Trim Repair.

Gouge

Deep scratch that will require some filling to the base material to effect a satisfactory repair prior to refinish.

Swage Line

A line or crease on the side of a vehicle for aesthetic or aerodynamic purpose.

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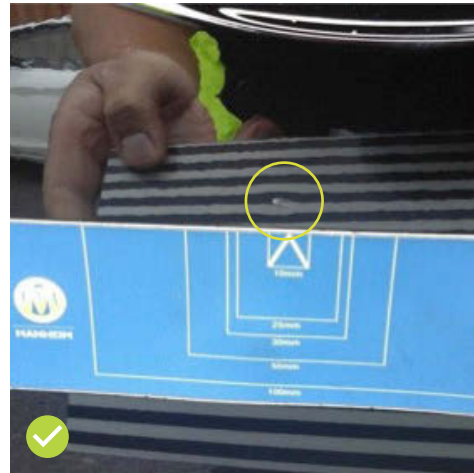
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Body Panels

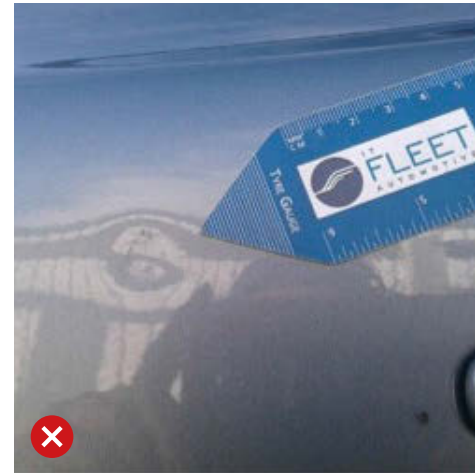
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Panels (Doors, Sills, Wings, Bootlid, Bonnet, Roof)	Chipped	Chips of 3mm or less in diameter are acceptable providing they are not rusted	Report only	Per Panel	£0
	Chipped	Excessive chipping >4 on any panel, 6 per door edge and 8 on any forward-facing panel are not acceptable	Refinish	Per Panel	£135
	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	£60
	Dents	>15mm in diameter with paint damage or on roof / swage line	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	£135
	Damage	Excessive Damage (see glossary page)	Replace	Per Panel	Based on OEM price



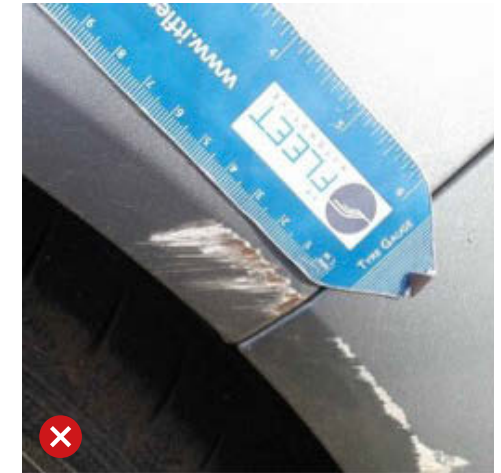
Small areas of chipping, including door edge chipping, are acceptable.



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 recharged.

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 & Rear)

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Bumper	Chipped	Chips of 3mm or less in diameter are acceptable providing they are not rusted	Report only	Per Panel	£0
	Chipped	Excessive chipping >4 on any panel, 6 per door edge and 8 on any forward-facing panel are not acceptable	Refinish	Per Panel	£80
	Dents	<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	>15mm or where the paint surface is broken or on a swage line is not acceptable	Repair & Refinish	Per Panel	£160
	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	£80
	Damage	Excessive Damage	Replace	Per Panel	Based on OEM price

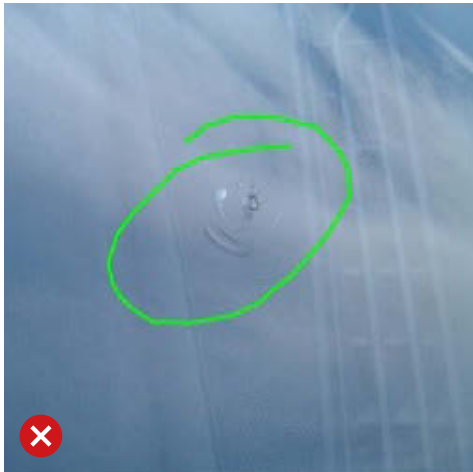
Mirror Covers



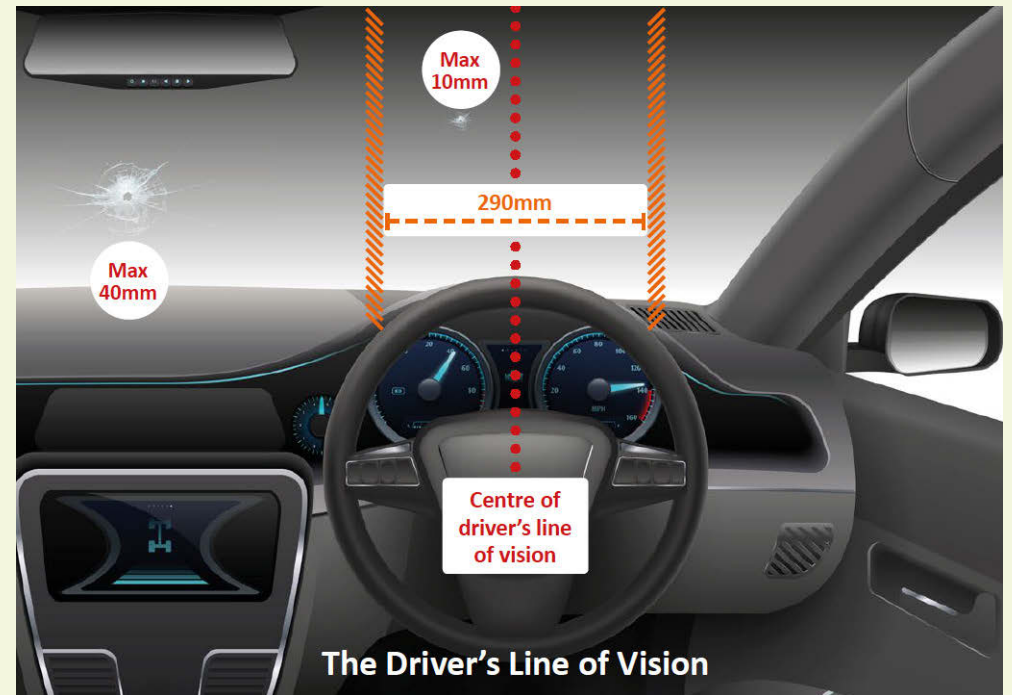
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Mirror cover/ glass	Missing	Missing, cracked or damaged door mirrors are not acceptable	Replace	Per Cover	Based on OEM price
	Scratched	Scratched	Refinish	Per Cover	£48

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	£40
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 (Head, Rear, Fog etc)	Damage	Lens Holed, cracked or damaged are not acceptable	Replace	Per Item	Based on OEM price

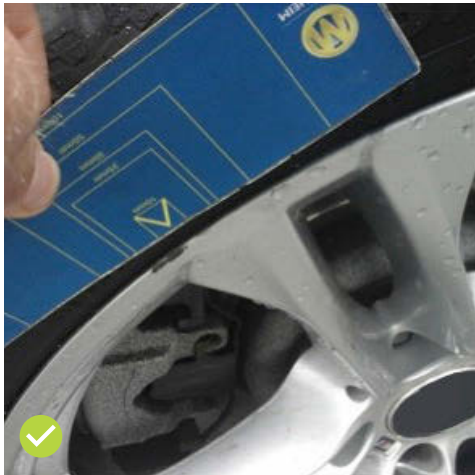


Chips, cracks and holes in excess of 10mm in the driver's line of vision (a vertical strip 290mm wide centred on the steering wheel) or in excess of 40mm elsewhere in the area swept by the vehicle's wiper blades are not acceptable.

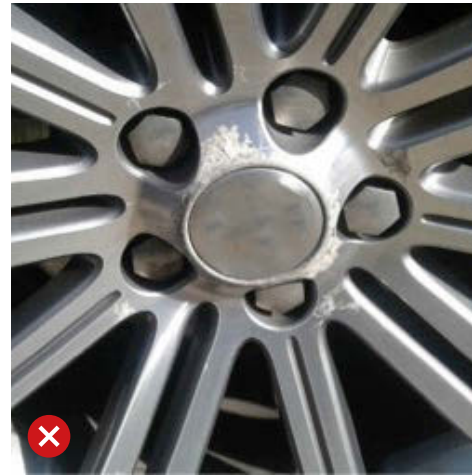
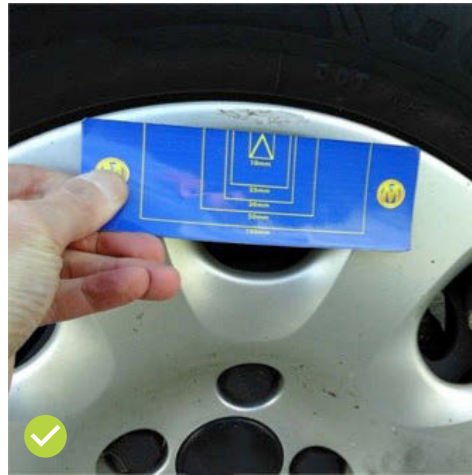


Wheels

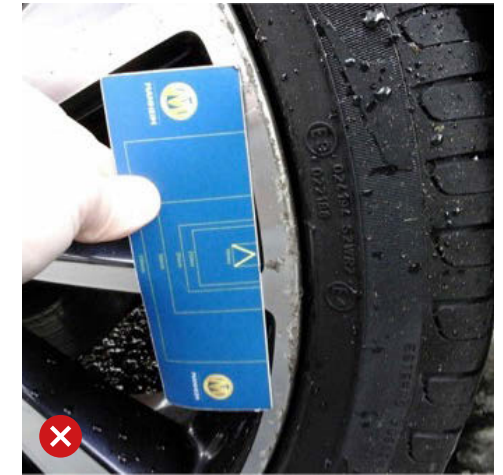
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Alloy Wheel/Wheel Trim	Scuffs/Gouged	<50mm on the total wheel circumference and where no damage is on the wheel spokes	Report only	Per Wheel	£0
Alloy Wheel/Wheel Trim	Scuffs/Gouged	>50mm on the total wheel circumference or where there is any damage to the wheel spokes	Specialist Repair	Per Wheel	£60
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 side wall is not acceptable.





Tyres



Tyre side wall damage is not acceptable.

Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Tyre	Worn	All tyres, including any spare, must meet minimum UK legal requirements	Replace	Per Tyre	£100
Tyre	Damage	There must be no damage to sidewall or tread	Replace	Per Tyre	£100
Tyre	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	£100
Spare Tyre	Missing	The spare wheel (including spacesaver), jack and other tools must be intact, stowed properly and in good working order	Replace	Per Tyre	£100
Tyre repair compressor	Missing	The emergency tyre inflation kit, if supplied when new, should be in full working order, serviceable and ready for use	Replace	Per Item	Based on OEM price

If tyres form part of your contract please arrange for any tyre replacement before collection otherwise you will be liable for the above charges.



Keys

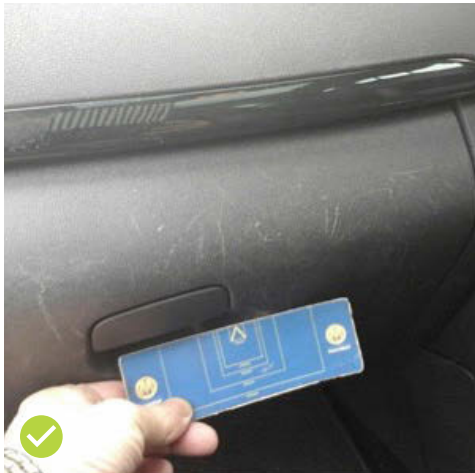
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Remote Ignition Key	Missing	A full set of keys, including the remote ignition key, should be returned in working order if originally supplied	Replace	Per Key	£150
Spare Key	Missing	A full set of keys, including the spare key, should be returned in working order, if originally supplied	Replace	Per Key	£100
Locking Alloy Wheel Nut Key	Missing	Locking wheel nut keys, should be returned if originally supplied	Replace	Per Key	£45

Servicing

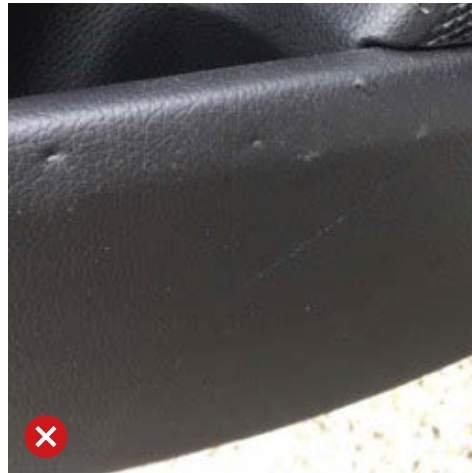
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Service Book / Information	Missing / Incomplete	Must be serviced according to the manufacturer servicing/maintenance schedule and where supplied the service book must be present and date-stamped by an authorised service agent. If the service book is electronic ensure this is updated according to the manufacturer servicing/maintenance schedule.	Replace	Per Vehicle	£100

Interior Trim

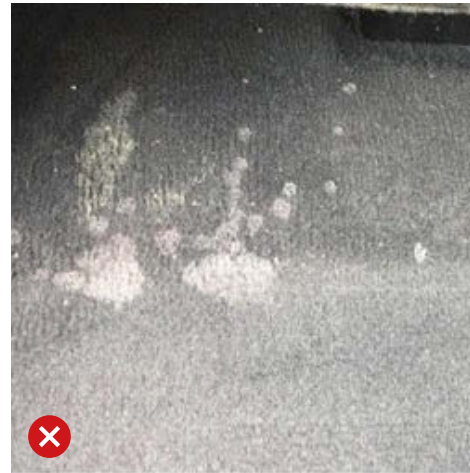
Component	Fault	Tolerance based on BVRLA standard	Repair Method	Unit of Measure	Cost to Customer
Interior Trim (seats, carpets, door trim, dashboards etc)	Excessively Soiled	Interior must be returned clean and odourless with no burns, scratches, tears, dents or staining	Clean	Per Vehicle	£60
	Missing	All interior fittings must be present	Replace	Per Vehicle	Based on OEM price
	Torn/Cut/Burn	Interior fittings <10mm are not acceptable	Trim Repair	Per Item	£48
	Torn/Cut/Burn	Interior fittings >10mm are not acceptable	Replace	Per Item	Based on OEM price
	Broken	All interior fittings must not be damaged/broken	Replace	Per Item	Based on OEM price



Scratches that reflect normal use are acceptable.



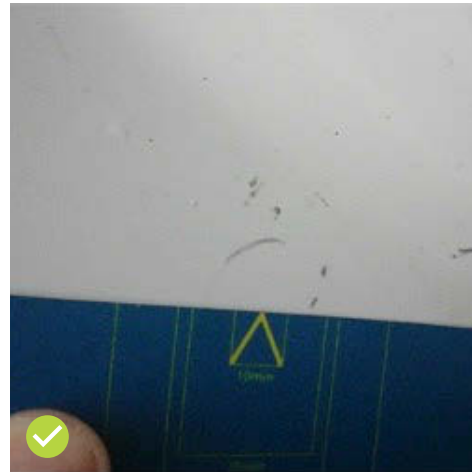
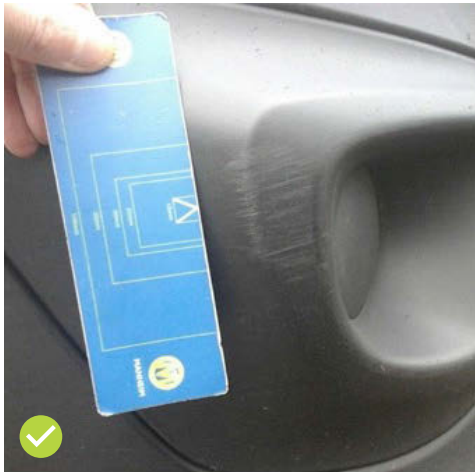
Holes to the interior upholstery and trim and not acceptable.



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 <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 >25mm are not acceptable	Specialist Repair	Per item	£48
	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
In Car Multimedia	Missing/Broken	All original equipment, accessories and controls must be present and operate correctly	Replace	Per Item	Based on OEM price

Removable items

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

Costs are correct as at March 2018 and may be subject to change. Please check with your Account Manager for the latest costs.



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