

GUIDE TO RETURNING YOUR ARVAL FLEX VEHICLE

As you approach the end of your rental with Arval Flex, we want to help you avoid unnecessary charges, so we've put together this guide to returning your vehicle.

It outlines the returns process as well as what's expected of you, in line with our policy.



ARVAL
BNP PARIBAS GROUP

For the many journeys in life.



VEHICLE COLLECTION AND INSPECTION PROCESS

Handing your vehicle back

What you need to know



To return your vehicle [click here to arrange collection](#).



Once you are ready to return your vehicle you need to contact us to arrange a date for inspection and collection. We don't automatically collect the vehicle at the end of your contract - you have to contact us to arrange collection. You can choose a date that suits you, as long as it's a weekday and you've given us at least 2 working days' notice. Vehicles can be collected at any time between 8am and 6pm on the collection date, so you'll need to be available throughout. If you need to cancel the appointment for any reason, you must notify Arval before 3pm on the day prior to the collection. If you don't notify us within this timeframe, you will be charged.



Before the collection date, follow the steps below ('What you need to do before collection') to help prevent unnecessary charges.



On collection day, a driver will carry out a collection assessment which is not a detailed inspection of the vehicle. At the end, you'll be asked to check and sign the report to confirm that the vehicle has been collected. We will then take the vehicle away.



We aim to complete an inspection of the vehicle and review any charges due within 72 hours.

What you need to do before collection

STEP 1

Make sure the vehicle is in good working order. This includes ensuring:

- It's cleaned inside and out
- The service history is up to date, with receipts as evidence if you've organised the servicing yourself
- It has a valid MOT certificate. This can be a paper copy, or recorded digitally. If you're not sure, you can check the MOT status of a vehicle [here](#)
- No lights are illuminated on the dashboard (including low fuel (see Step 9), oil pressure, or engine management).

STEP 2

Make sure the bodywork and trim are in good condition.

Full details of exactly what is and what is not acceptable (including measurements and charges) are included in the Car Damage Matrix, and the Van Damage Matrix, so please check these thoroughly. Please note that any repairs you choose to carry out before vehicle collection must be completed to a professional standard, with transferable warranties.

STEP 3

Make sure the interior is in good condition, and that there are no holes, burns, odours, scratches, tears or dents.

Full details of exactly what is and what is not acceptable (including measurements and charges) are included in the Car Damage Matrix, and the Van Damage Matrix, so please check them thoroughly.

STEP 4

Make sure the tyres meet the minimum UK legal requirements.

Full details are outlined in the Car Damage Matrix, and the Van Damage Matrix, so please check them thoroughly.

STEP 5

Make sure all glass on the vehicle is free from chips and cracks.

Full details of exactly what is and what is not acceptable (including measurements and charges) are included in the Car Damage Matrix, and the Van Damage Matrix, so please check them thoroughly.

STEP 6

Make sure there are no missing items

(both sets of keys, parcel shelf, charging cables, headrests and handbooks must be returned with the vehicle).

Full details of exactly what is and what is not acceptable (including charges) are included in the Car Damage Matrix, and the Van Damage Matrix, so please check them thoroughly.

STEP 7

Make sure all personal belongings are removed from the vehicle

and remove any personal data, including payment card information, from multimedia devices, vehicle applications and in-car entertainment systems.

Arval are not responsible for any personal data or belongings left in the vehicle.

STEP 8

Check your final mileage and see how this compares to your contracted mileage.

For excess mileage, every mile over your allowance will be multiplied by the pence-per-mile charge - as shown in your contract.

STEP 9

Ensure the vehicle has at least 50 miles of fuel - or 100% of battery charge if it's electric - and that the fuel light is not illuminated.

BVRLA STANDARDS

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.

A summary of key allowable damage includes:

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

You must include all sets of all removable items (including keys, parcel shelves, head-rests and service books) when returning the vehicle - these will be charged in full if they are missing.

To help you interpret these standards, we can send you a magnetic ruler. If you'd like 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.

BVRLA GUIDELINES



View the BVRLA Fair Wear and Tear Guide for cars

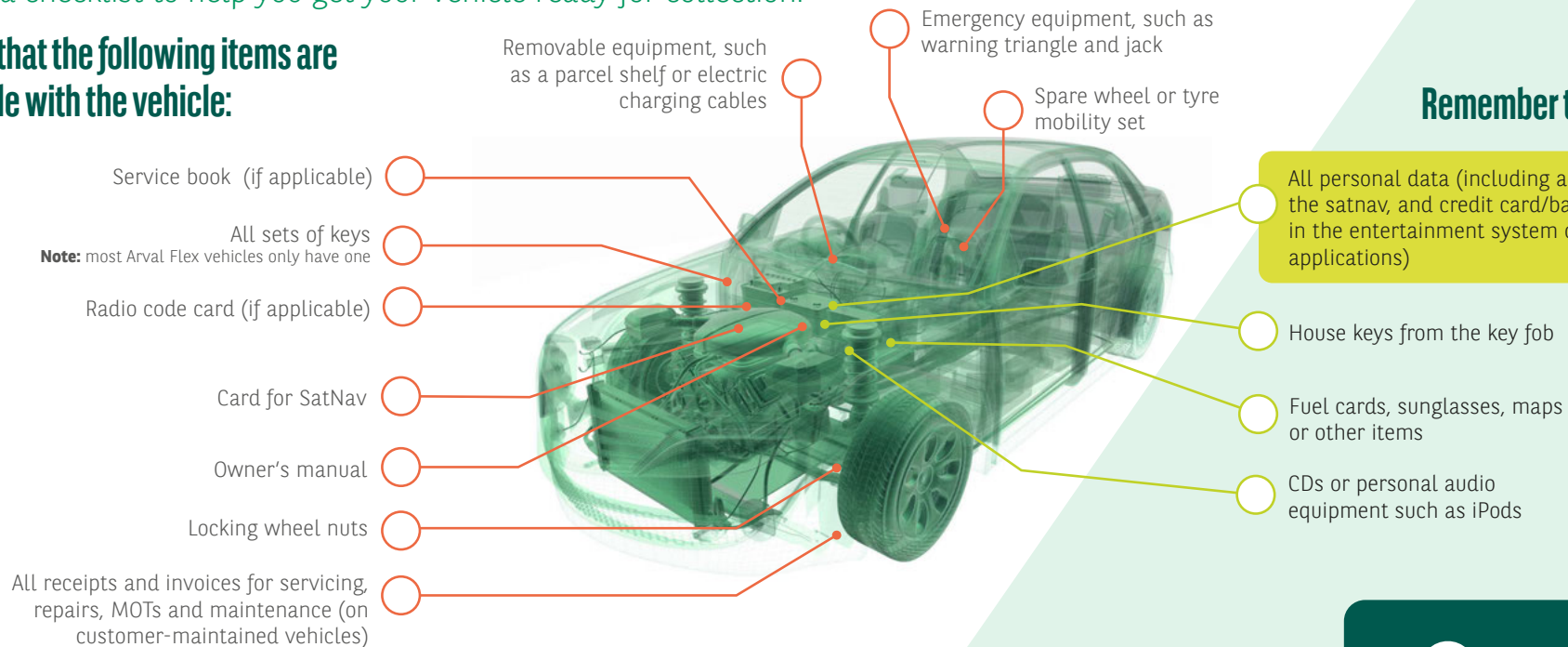


View the BVRLA Fair Wear and Tear Guide for vans

CHECKLIST FOR DRIVERS

Here's a checklist to help you get your vehicle ready for collection:

Ensure that the following items are available with the vehicle:



Remember to remove:

All personal data (including addresses in the satnav, and credit card/bank details in the entertainment system or mobile applications)

House keys from the key fob

Fuel cards, sunglasses, maps or other items

CDs or personal audio equipment such as iPods

You should:

Ensure that there are at least 50 miles of fuel (so that the fuel light is NOT illuminated) or 100% battery charge in the vehicle 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.



If you're vehicle odometer is set to Kilometers and not Miles, please change this prior to collection. Any vehicles left in Kilometers and not Miles could lead to excess mileage charges being applied.

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.



What to do with connected devices:

- Ensure all personal data is deleted, including satnav addresses, credit card or bank details, contact information, and audio files.
- Cancel airtime or wifi accounts for the vehicle
- Cancel all connected services and functions
- Remove all mobile phone connections and cradles

END-OF-CONTRACT FAQs

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

A. We expect some wear and tear, but we would expect the vehicle to be returned in good condition for its age and mileage (see previous pages). At the end of your contract we inspect it, and if we find damage or excessive wear and tear you will be charged the cost of repair.

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 pages) - a set of guidelines used by the vehicle leasing industry. If the damage is over and above what is fair, we will charge for the cost of repair or replacement.

Q. How much do repairs typically cost?

A. Average charges are set out on the following page, with more detail in the Car Damage Charge Matrix or Van Damage Charge Matrix. The type of repair needed will obviously depend on the severity of the damage.

REPAIR DEFINITIONS

Paint less dent repair (PDR)

Dents are pushed or pulled out by a technician to achieve a repair without the need to refinish the panel (not applicable on damage near edge of any door). Usually this is typically done 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 and refinish (RDR)

A dent outside acceptable BVRLA standards, where the panel needs to be repaired or filled before painting.

Replace

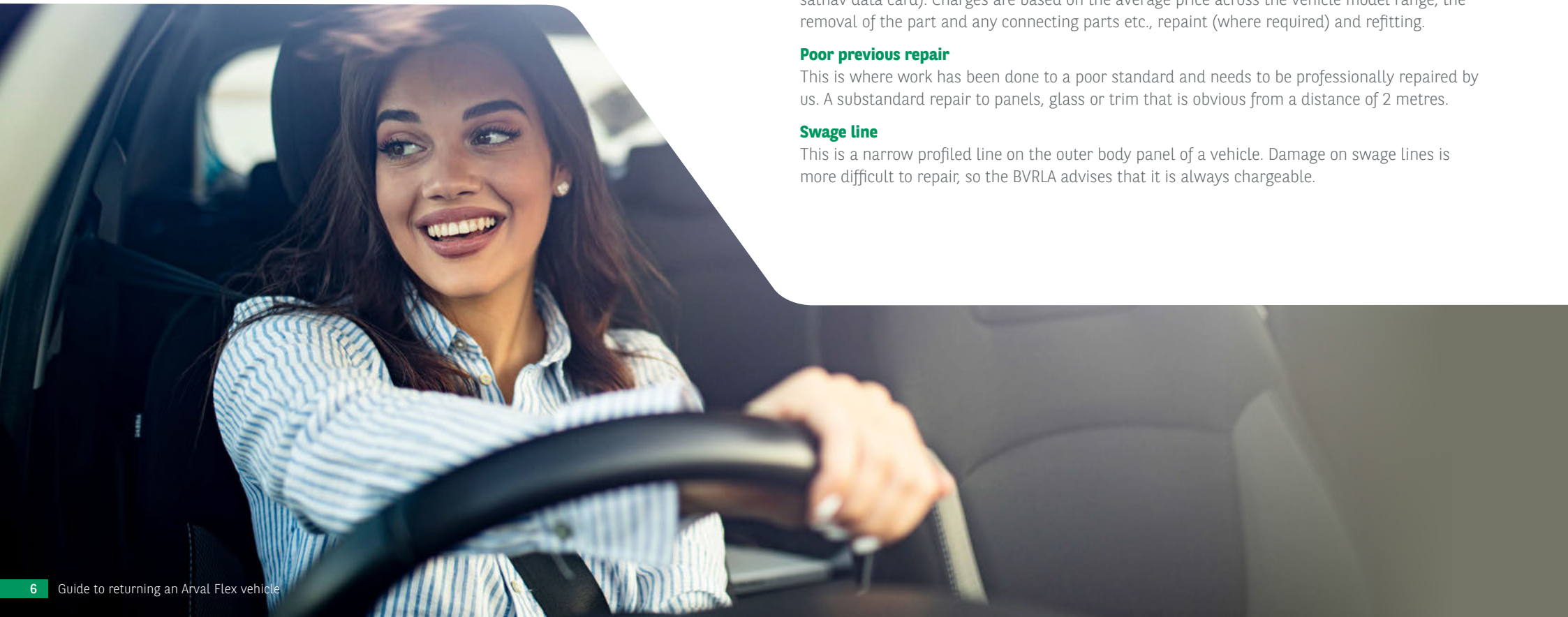
This is either where damage is beyond repair and the part needs replacing, or an item is completely missing (such as spare keys, service book, parcel shelf, electric charging cable or satnav data card). Charges are based on the average price across the vehicle model range, the removal of the part and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

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.

Swage line

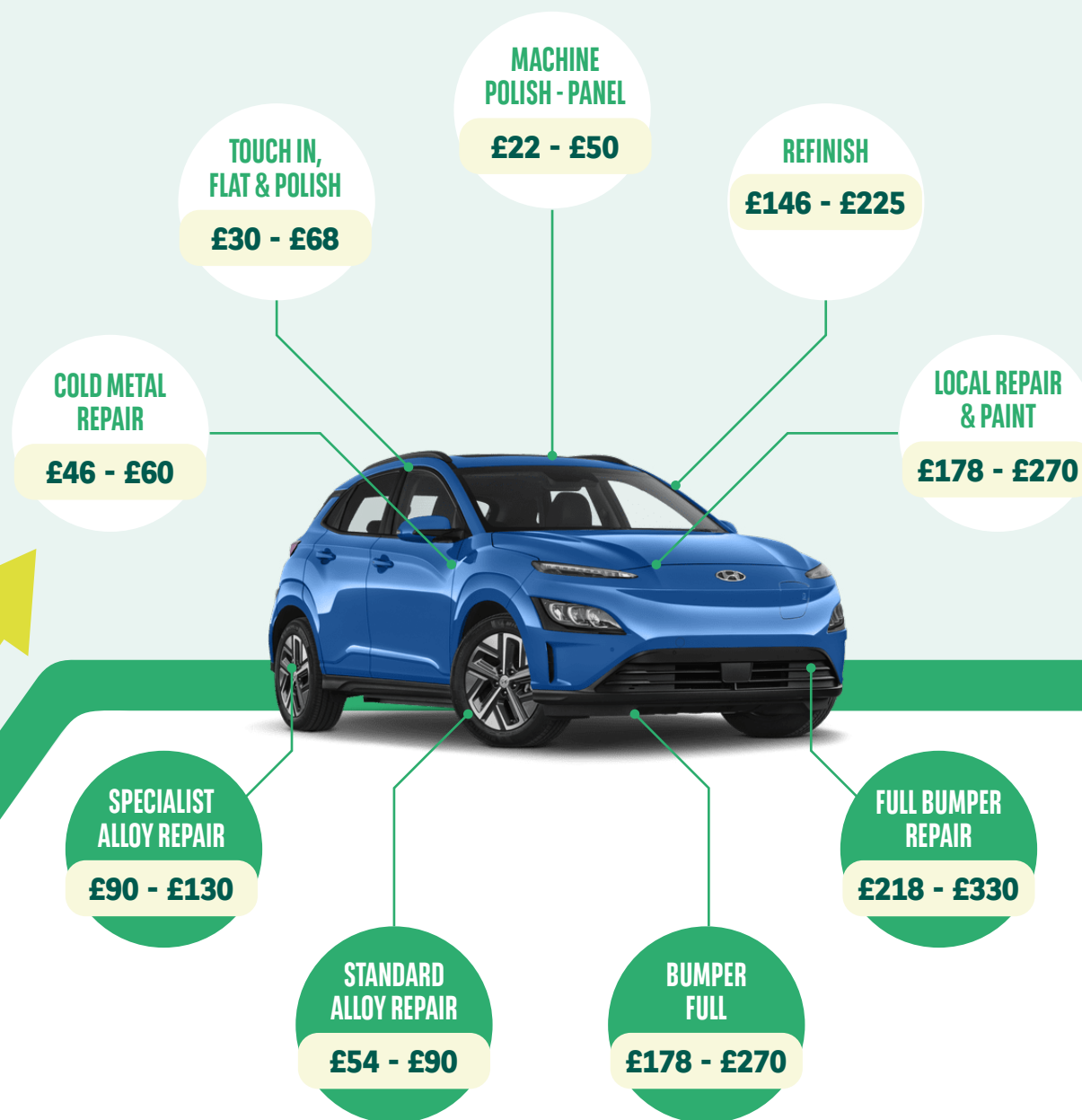
This is a narrow profiled line on the outer body panel of a vehicle. Damage on swage lines is more difficult to repair, so the BVRLA advises that it is always chargeable.



POTENTIAL REPAIR COSTS

For any damage on your Arval Flex vehicle we will pass on the actual cost from our suppliers – typical costs are shown below but are subject to change

We understand it's not always possible to avoid damaging a vehicle, so after we have collected your vehicle and returned it to one of our regional repair centres we will let you know if the estimate finds damage we need to repair. To put you at ease, we have detailed some of the most common repair items below and the potential charge to repair. This list isn't exhaustive and you will be provided a detailed estimate as agreed.





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