

VEHICLE RETURN GUIDE

AFTER END OF LEASING CONTRACT



ARVAL
BNP PARIBAS GROUP

For the many journeys in life

Dear clients,

Dear clients, thank you for deciding to utilise the services of the company ARVAL.

One of the key events in the course of the contract of operative leasing is the return of the vehicle after the end of the leasing contract.

The main aim of this manual is to familiarise you in a clear manner with the procedure for the termination of the contract and help you minimise the additional costs associated with it.

Here you will find not only the detailed procedure for the return of vehicles, a description of acceptable and unacceptable damage, contact data etc., but also information about the possibility of buying ARVAL vehicles.

These rules were created in cooperation with the company, which is an independent appraisal institute in the area of vehicle appraisal. We offer you a professional tool for the effective management of your vehicle fleet costs.

Your ARVAL team

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Important

Whenever you see this symbol in the guide, please read the information carefully. In this way you may save your time as well as the costs associated with the return of the vehicle.

Sale of vehicle and advantageous offer of financing

At the end of operative leasing all the returned vehicles are generally sold off.

We offer you as our clients the possibility of buying these vehicles under conditions which are advantageous for both you and your employees.

The offer is not limited to just drivers or a specific vehicle. Any employee of your company can ask for the making of an advantageous offer for all vehicles in client fleet.

Two possibilities for how to buy an ARVAL vehicle easily

1) for drivers of vehicle

- 1-2 months before the end of the leasing contract contact your Account Manager and specify the real date of the end of the contract and estimate of km driven
- by return we will create for you an advantageous offer for your vehicle
- if you change your vehicle through our company, Arval will also provide you an additional discount on the price of the vehicle
- until the end of the contract you will then have enough time to decide whether or not to buy the vehicle
- in the case of a vehicle's purchase of the employee, the date of termination is also the date of the vehicle's purchase

2) for any other employee of the client - lessee

- if you are interested in buying a car you can visit one of our commissioned centers. There gladly arrange you and provide full service with our used vehicles



Important

In the event that the driver or other employee of the lessee buys the vehicle before its actual return, the costs for the repair of **Unacceptable damage according to the rules of ARVAL** (for more see page 09) WILL NOT be re-invoiced to the lessee.

MID-TERM RENTAL

Full service rental 1-24 months

Executive



Economy



Business



1 to 24
months

Compact



Family



FULL SERVICE RENTAL 1-24 MONTHS



ARVAL
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For the many journeys in life

Four steps for how to return a car easily and quickly

Is the end of the contract approaching? Make the return of the vehicle easier and minimise the costs in four steps:



1. Order for return of vehicle

- 14 days before the end of the contract order the vehicle for return – more on page 10



2. Preparation for return of vehicle

- prepare the documents, keys and other equipment including the second seasonal set of tires necessary for the return of the vehicle – more on page 7



3. Handover of vehicle

- just before return, have the vehicle cleaned and washed
- hand over the vehicle at the agreed time and place – more on page 11



4. Vehicle receipt protocol

- check the vehicle receipt protocol, promptly supply any missing things for the vehicle – more on page 12



What not to forget to return along with your vehicle

- all documentation necessary for operation of vehicle on roads (ORV – vehicle identification card, third-party liability insurance document etc.)
- vehicle operating manual
- car radio operating manual + security code
- servicing log book (if it is not electronic)
- all original keys (from vehicle, mechanical security, roof rack keys, bicycle carrier, etc.)
- CD for the navigation system if this was part of the vehicle and was a part of the vehicle delivery
- fuel card(s) if issued by the company ARVAL and are part of the services; return the cards without giving the PIN and with the right top corner cut off

Documentation

- second set of seasonal tyres or document about liquidation of old, worn tyres
- attachment for loosening wheel lock nuts if the vehicle is fitted with them
- complete statutory vehicle equipment according to valid decree of the Ministry of Transport
- special additional equipment included in the acquisition price of the vehicle or was purchased in the course of the lease (portable navigation, roof racks and boxes, wheel carriers, child seats etc.)

Equipment

- before it is returned, all advertising signs and company markings should also be removed from the vehicle – for more information see page 41
- dismantling of additions which were added by the lessee, they must not leave any traces on the vehicle (HF sets, switches for GPS equipment in the interior, additional roof antennas etc.) – more on page 31

Other



Important

If you do not return the second set of seasonal tyres directly with the vehicle, you will be billed the costs of picking them up later according to the valid pricelist of ARVAL. For this reason we recommend that you pick up the stored tyres and put them in the vehicle before returning it.

7



Preventative inspection and repair of vehicle



If you are not sure whether at the end of the contract the state of the vehicle corresponds to the rules of the company ARVAL, we offer to ensure you a so-called **Preventative Inspection**.

Before the actual return the company DEKRA can inspect your vehicle and make out a protocol where it will be clearly stated which of the discovered items of damage is acceptable according to the rules of the company ARVAL and which is not.

In this way, sufficiently in advance you will be able to have all the damage repaired the repair of which would otherwise be invoiced to your company without the possibility of liquidation by the insurance company.

This service is subject to a charge according to the valid pricelist of the company ARVAL. For more information about this service, including price offer, please contact your Account Manager.



Important

If before its return the vehicle should be damaged as a result of an insurance event, the lessee shall be obliged to announce the damage of the vehicle to the insurance company and have the vehicle repaired in an authorised servicing garage before the actual return. If you return the vehicle damaged, you will be billed for this damage in full, even if you had reported the damage as an insurance event.

Definition of damage to vehicle

Regular wear and tear of vehicle

- arises during the regular use of the vehicle in the prescribed manner according to the manufacturer's instructions
- is caused by long-term burden not exceeding the loading limits
- it generally affects the entire area of the worn material
- the overall state of the vehicle corresponds to its age and the number of km driven
- for example evenly worn tyres which have a pattern higher than the minimum given by the relevant decree or faded paintwork on the entire surface of the body

Damage to vehicle

- arises as a result of the impact of a foreign body on the damaged material
- is caused by short-term burden exceeding the loading limits
- is generally only local or is limited in terms of area
- the overall state of the vehicle does not correspond to its age and the number of km driven
- for example, the paint does not have a consistent quality over the surface, the bodywork or part thereof is deformed, seats or upholstery is ripped or otherwise damaged

Acceptable damage according to the rules of ARVAL

- does not significantly decrease the market price of the vehicle
- on average occurs in vehicles of similar age and number of driven km
- you can find a detailed description on pages 14 to 42

Unacceptable damage according to the rules of ARVAL

- significantly decreases the market price of the vehicle
- on average is not present in vehicles of similar age and driven km
- you can find a detailed description on pages 14 to 42

Costs for repair of damage

- amount which corresponds to the cost for the elimination of the ascertained damage in the case of approved spare parts and agreed procedures of the vehicle manufacturer
- the amount is defined by the independent company DEKRA on the basis of a report from their experts

Order for return of vehicle

If neither the driver nor another employee of the client expresses an interest in the purchase of a vehicle, please order the vehicle for return. Send the order ideally 1 to 2 weeks before the end of the lease contract, but at the latest 3 working days before the required return date.

How to return a vehicle easily:

- contact your Account Manager and send him the vehicle return order
- specify the following in the order:
 - which vehicle you want to return (vehicle licence number, make and type)
 - who will return the vehicle (name, mobile telephone number)
 - when you will want to return the vehicle (date and time of return of vehicle)
 - where you will return the vehicle (FREE in ARVAL logistics centres)
- as soon as we have processed the order, we will confirm you the planned deadline for receipt of the vehicle



Important

If the vehicle is bought by a driver or other employee of the client, the vehicle is not important return to ARVAL SLOVAKIA. It is not necessary to realize it the entire ordering process and the return of the vehicle. If you are interested in buying a vehicle, please contact your Account Manager, who will provide you an additional information and purchasing procedures.

Handover of vehicle

In order to ensure the professional receipt of a vehicle, including the preparation of a detailed protocol concerning its state, the following conditions must be adhered to:

- the vehicle is clean and dry, free of frost and snow, see pages 14 and 33
- there are no company stickers on the vehicle, see page 41
- the vehicle has a valid certificate of roadworthiness and is roadworthy
- if the driver requires handover of vehicle by the form of a pick-up service, the vehicle must be handed over in an easily accessible and illuminated place, see page 14.

Pick-up service is charge of the price list of ARVAL SLOVAKIA. In the case of interest you can order the Pick-up service through Your Account Manager.

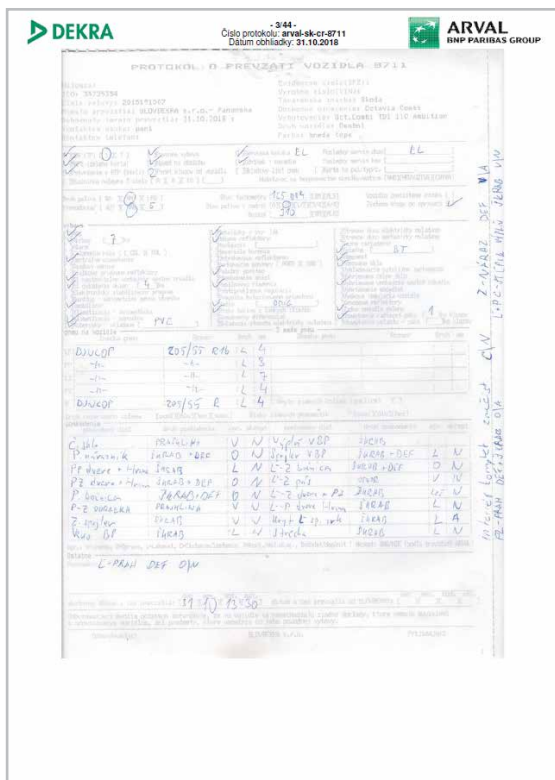


Important

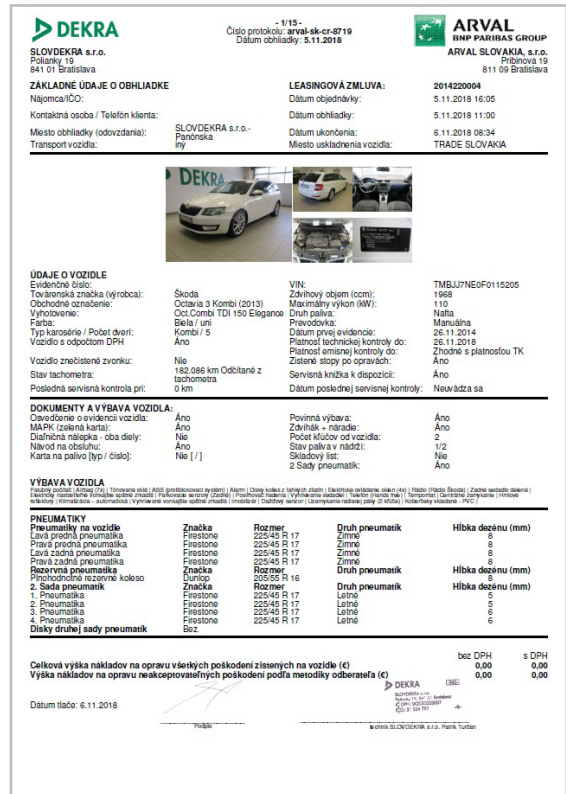
Please adhere to the planned time for the receipt of the vehicle. If you arrive more than 15 minutes later than the originally agreed time, you will be billed for a wasted call out according to the valid ARVAL pricelist.

Protocol concerning state of vehicle and final billing

After the receipt of the vehicle by the technician, you will receive a **Vehicle Receipt Protocol**, which you will sign, and one copy of which you will have for your own purposes. On the basis of this protocol a consequent **Vehicle State Protocol** will be prepared, including detailed enumeration of costs for repair of all damage which was found on the vehicle. This damage is then clearly qualified on the protocol as **Acceptable** or **Unacceptable** according to the rules of ARVAL.



Vehicle receipt protocol



Vehicle state protocol



Important

After the handover of the vehicle, check the **Vehicle Receipt Protocol** whether you have not forgotten to return any of the documents or accessories for the vehicle (for example, servicing log book or spare vehicle keys). If so, contact the workers of the department **Remarketing ARVAL** at the email address remarketing@arval.sk without delay. Following agreement with them you can deliver the missing items subsequently, at the latest within 1 week from the handover of the vehicle. You will thus prevent needless billing on the final invoice for things not delivered.

The resultant **Vehicle State Protocol** serves as the basis for the termination of your lease contract and for the final billing. We will send this billing to you along with one copy of the complete **Vehicle State Protocol** and final invoice.

	ARVAL BNP PARIBAS GROUP	We care about cars. We care about you.
<p>Partizánska cesta 9 975 99 BANSKÁ BYSTRICA SLOVENSKO</p>		
<p>referencia: accountmanagement Bratislava, 8.10.2018</p>		
<p>Potvrdenie ukončenia nájmu, kontrakt č. 2014.085.621</p>		
<p>Váž, pán</p>		
<p>týmto potvrdzujeme ukončenie kontraktu uvedeného vozidla:</p>		
<p>Špecifikácia vozidla</p>		
ECV	:	
zač. dátum / km	:	25.8.2014 / 9 km
dátum vrátenia / km	:	25.9.2018 / 108 401 km
počet dní / km	:	1554 / 108 392 km
značka a model	:	Volkswagen Passat 2.0TD 103 Comf. Blue.
<p>Informovali sme poisťovňu, aby vozidlo vyňala z poistného krytia.</p>		
<p>V prípade otázok nás kontaktujte na t.č. +421 2 5710 8000 alebo na e-mail @arval.sk.</p>		
<p>S pozdravom,</p>		
<p>Arval Slovakia, s.r.o.</p>		
		
<p>Váša kontaktná osoba</p>		
<p><small>ELEMENT - ARVAL GLOBAL ALLIANCE ARVAL SLOVAKIA, s.r.o. registrovaná v Obchodnom registri Okresného sídla Bratislava 1, oddiel: sro, vložka č. 32187/B Sídlo: Pribinova 13, 811 09 Bratislava IČO: 297859154/0200, IBAN: SK38 0200 0000 0029 7855 6156, SWIFT / BIC: SUBASKBK Kč: 330 90 487 - DIČ: 2021 843 789 - Tel: +421 237 208 000 - www.arval.sk - arval@arval.sk</small></p>		

Confirm the termination of the contract

The final billing includes in particular these items:

- fee for any early termination of contract
- invoicing/credit note for lease of vehicle
- costs for washing of car, removal of stickers and any subsequent inspection in the logistics centre
- costs for taking car to the logistics centre
- costs for picking up second set of tyres
- costs for repair of unacceptable damage to vehicle
- invoicing/credit note for more/less kilometres driven

Only a washed vehicle is acceptable so that all damage to the external parts of the vehicle can be ascertained. The vehicle must be handed over under daylight conditions.



Insufficiently lit place of handover



Frost on vehicle



PAINTED SURFACES – scratches removable by polishing

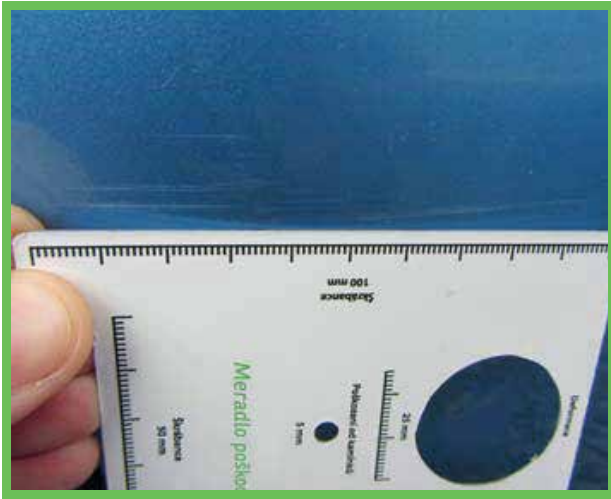
A maximum length of 100mm, which must be wholly removable by polishing, is acceptable, maximum of 2 damage occurrences per item.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER

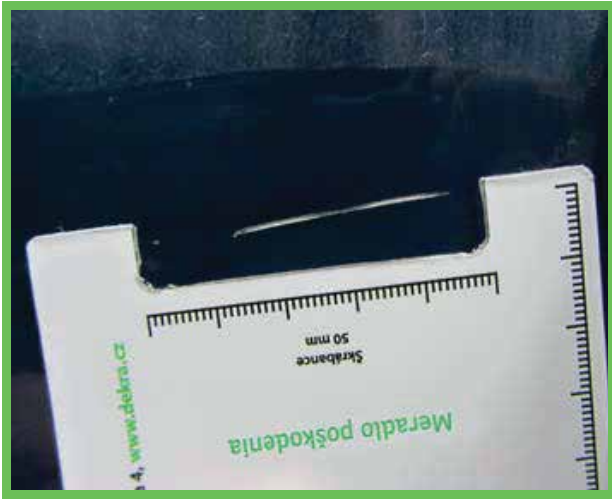


PAINTED SURFACES – scratches not removable by polishing

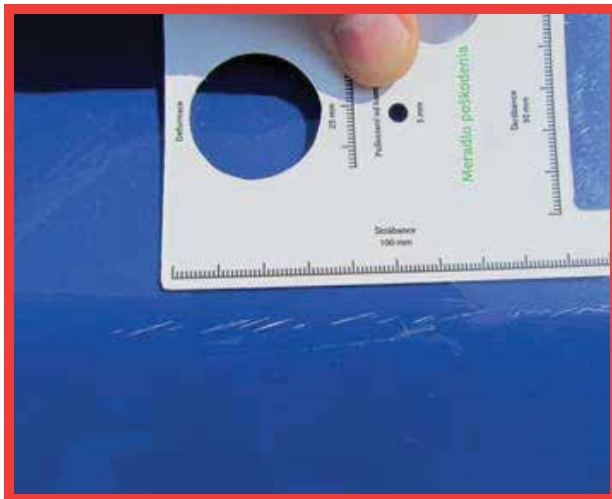
EXTERIOR

A maximum length of 50 mm is acceptable, without start of corrosion, maximum of 2 damage occurrences per item.

INTERIOR



WHEELS AND TYRES



OTHER

PAINTED AREAS – deformation

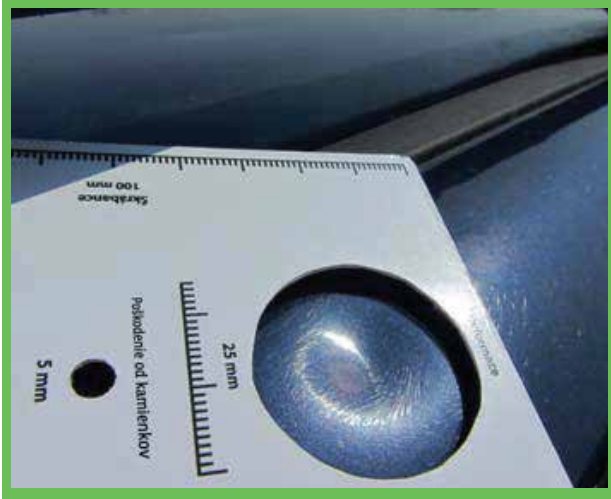
Deformation with a maximum diameter of 25mm, without damage to paintwork and start of corrosion, in maximum number of 2 per item, is acceptable.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



Hail damage



PAINTED SURFACES - damage from flying gravel

EXTERIOR

Damage with a maximum diameter of 5mm is acceptable, the density must not be greater than 5 individual occurrences of damage to paintwork on a circular surface of 25mm diameter, without start of corrosion.

INTERIOR



WHEELS AND TYRES



OTHER

There is unacceptable any evident and visible inexpert paintwork repair, localised or large-area repair.



Dripping paint



PAINTED SURFACES - damage to bodywork part edges

EXTERIOR

A maximum length of 50 mm is acceptable, without start of corrosion or deformation of edge, maximum of 2 damage occurrences per item. Door sills and door frames must not be damaged by being slammed on seat belt buckles etc.

INTERIOR



WHEELS AND TYRES



OTHER

Corrosion or paintwork separation is unacceptable.



FRONT AND REAR HEADLIGHTS, FOG LAMPS, SIDE INDICATORS

EXTERIOR

Only scratches having no influence on functionality and aesthetic appearance or cracks demonstrably caused by a production fault are acceptable. Maximum density is 10 abrasive damage occurrences on a circular area of 25mm diameter.

INTERIOR



WHEELS AND TYRES



OTHER

WINDSCREEN - damage to glass layer (split)

A windscreen with no damage disturbing the glass layer is acceptable. A windscreen scratched by the wipers is unacceptable. Only valid motorway vignettes, parking cards or emission confirmations may be stuck on the windscreen. Maximum density is 10 abrasive damage occurrences on a circular area of 25mm diameter.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



SIDE AND REAR WINDOWS – scratches/protective sun film

EXTERIOR

Only scratches arising from the closing of the window in a regular, vertical direction are acceptable. A rear window scratched by the wipers is unacceptable. On the windows other than the front ones there may only be approved film with a visible certificate complying with the valid regulations. The film must be in no way damaged.

INTERIOR



WHEELS AND TYRES



Darkened front side window



Damaged film



OTHER

PLASTIC UNPAINTED PARTS - scratches, nicks, cracks

An acceptable scratch length is 100 mm. The scratches may be only visible, there must be no local thinning or deformation of the part, maximum of two damage occurrences per part. A nick is only acceptable on the lower parts of bumpers and protective trim. The maximum length of a nick is 50 mm, without cracks, maximum of two damage occurrences per item.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



No parts of the bodywork, such as blanking plugs, bumpers grilles, handle parts, mirror covers, antenna, locks etc. may be missing. All parts must be free of cracks and deformation.



Only seat upholstery with no damage, no splits, burns or worn places, in original shade with no stains, is acceptable. The driver and front passenger's seats may have surface traces of wear on the outer front parts without the integrity of the basic cover material being impaired. Leather upholstery must not be scratched.



CEILING AND COLUMN UPHOLSTERY

The ceiling and column upholstery must not be torn, burnt or damaged by chemicals. The acceptable size of deformation of the ceiling upholstery is 25mm, the maximum number of deformations on the roof upholstery is two. The deformation must not be deep, the maximum deformation width is 5mm.



FLOOR CARPET AND ADDITIONAL CARPETS

Wearing through is only acceptable for an additional (inserted) carpet of the driver - textile or rubber. The vehicle's floor carpet must not be split, it must not have different colours, be worn nor burnt.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



DOOR FILLING/REAR SIDE FILLINGS

The door filling must be free of scratches, cracks, damaged to speaker grilles and deformation, for example from the door being slammed on a foreign object or from splashed chemicals. Separation of the covering from the base material after the elbow is removed is acceptable only if the cover does not split.



Only blanked holes in the lower half of the dashboard with a blanking plug size up to 25mm are acceptable, in maximum number of one damage occurrence. The dashboard and central consol must be free of scratches, cracks, and holes for the fitting and removal of extraordinary equipment. The ventilation grilles must be free of damage, and bear no traces of chemicals or glues. Chemical damage to control elements and damage (peeling) to their painted layers is also unacceptable.



Blanked hole



Only surface scratches without deformation or deep nicks are acceptable. Cracks, deformations (for example caused by load or splashing by chemicals) or damage to the boot roller are unacceptable. If the vehicle had a boot partition, it must be returned along with the vehicle.



Damage above level of boot space cover



Missing boot partition



Only dirt which can be removed dry is acceptable (by vacuuming or wiping dust). Dirt requiring carpet cleaning or fouling by animal hair is unacceptable, as is an interior contamination by cigarette smoke or other significant smell.



Animal hair



Tyres must have a minimum tread depth in compliance with valid regulations, which is 1.6mm, around the entire circumference. Winter tyres must have an average of at least 4.0 mm. A vehicle with fitted tyres not corresponding to valid legislation upon return must be removed by a towing service at the expense of the lessee.



The maximum permitted damage of a tyre is local damage to tread crown caused, for example, by driving on a sharp stone, but at most to the depth of the tread. The tyres must be free of any damage to the sides and must not have bulges.



SPARE WHEEL AND REPAIR KIT

The spare wheel must be properly fixed, without damage to the rim or tyre, with minimum tread depth of 1.6mm. If the vehicle is not equipped with a spare wheel from the manufacturer, the tyre repair kit must be returned. Components of the vehicle must also be a jack, wheel spanner and special adapter for the wheel lock nuts.



Functional set for tyre repair



Lock nut adapter



STEEL WHEEL DISKS

Variability of the shade of steel wheel disks is acceptable, as the local surface corrosion in area of nuts and the wheel hub. The disks must be free of any deformation or traces of contact with the kerb.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



Overall corrosion



LIGHT ALLOY WHEEL DISKS

The acceptable length of a scratch is 50mm - maximum of 2 per wheel. The disks must be free of any deformation or traces of contact with the kerb or nicks in the base layer of the disk material.



EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER

Scratches on the wheel caps are acceptable in any scope. Wheel caps must not be cracked or deformed. If they were a part of the vehicle when it was bought, no wheel cap may be missing. Wheel caps must be the originals and must belong to the specific vehicle.



Missing wheel caps



Non-original wheel caps



The skipping of, non-performance of, or not recording of regular inspections in the servicing log book or loss of servicing log book is unacceptable. Neither is it acceptable to exceed the servicing interval beyond the tolerance permitted by the manufacturer of a specific vehicle. The drive train of the vehicle must not display signs of forced damage, neither may servicing fluids leak in any case.



Servicing inspection not performed



Damage to drive train – leak of servicing fluids



Leak of servicing fluids



Advertising stickers on a vehicle are unacceptable and must be removed before return of the vehicle. If the stickers prevent an evaluation of the state of the bodywork, it will be necessary to perform a second inspection after they are removed, and this shall be at the expense of the lessee.

EXTERIOR

INTERIOR

WHEELS AND TYRES

OTHER



In the case of vans and small lorries the wearing of the vehicle cargo space is acceptable. But any deformations of the cargo space and bodywork in the cargo space as such are unacceptable. Scratches and nicks are also acceptable on the exterior on the plastic unpainted parts of the bodywork (for example, vehicle bumpers). But these may be only visible, there must be no deformation of a part or local thinning, free of cracks. Scratches and nicks to the loading edge of the cargo area are acceptable only without deformation or cracks.

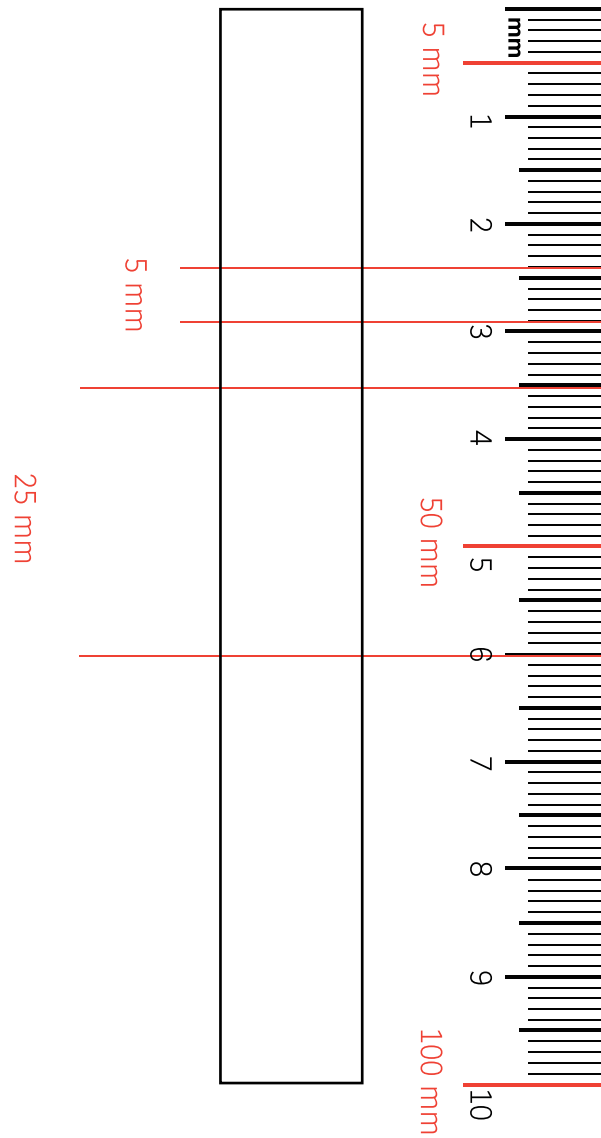


We thank you for using the services of the company ARVAL, and we trust that you will continue to be satisfied with us. We wish you many happy kilometres.

Your ARVAL team

tear off here

tear off here



Contacts

For purchase of vehicle

- contact us on the email address **remarketing@arval.sk**

For ordering of vehicle return

- contact your Account Manager
- send any change to the order date or change of specified data to **remarketing@arval.sk**

For the reporting of an insurance event

- contact us via the insurance event form on the pages **www.arval.sk**

Correspondence address

ARVAL SLOVAKIA, s.r.o.
Pribinova 19
811 09 Bratislava

tear off here

tear off here

Use of ruler

Use this tear-off ruler to measure the size of damage directly on your vehicle. You will easily discover the state of acceptable and unacceptable damage.

