

HOW TO RETURN YOUR ARVAL VEHICLE



ARVAL
BNP PARIBAS GROUP

For the many
journeys in life

RETURNING YOUR LEASE VEHICLE

How do you return your vehicle?

Return the vehicle clean inside and outside. If the outside and/or inside of the vehicle is dirty, your employer will be billed for cleaning and valeting costs and may charge them to you.

Send a verification email to remarketing@arval.fi when and where the vehicle is going to be returned. If there are damages on the vehicle they need to be reported to your insurance company and repaired before returning the vehicle.

Remove your personal belongings from the vehicle. Don't forget items like parking permits, CDs in the CD player or your memory card. We also advise you to delete your history in the navigation system.

IMPORTANT

You may only remove optional accessories paid for personally if their removal will not cause visible damage to the vehicle. The costs of repairing damage caused by failure to comply with this requirement will be billed to your employer. Your employer may charge on the costs to you.



Where do you return the vehicle?

Arval central point of return (SE Mäkinen, Lamminsuontie 1, 01750 Vantaa) on working days between 8.00-15.30. In special cases you may return the vehicle to an alternative point of return, which are dealerships that you are receiving your new car from, or selected inspection service points around Finland. You can reach out to your Arval contact person to learn more from these alternative points of returns. Depending on your contract, this might cause expenses to your employer so it needs to be agreed with your employer. The final return inspection will be made in the central returning point or in the agreed inspection service point that the vehicle is returned to.

Please remember: Send a verification email to remarketing@arval.fi well before, when and where the vehicle is going to be returned.

IMPORTANT

You and your employer remain responsible for the lease vehicle until it has been signed off. You cannot have the vehicle signed off until it has been returned to Arval (complete with its equipment and documents) and inspected.

PLEASE DESTROY THE FUEL CARD(S)!



What do you hand in with your vehicle?

- all sets of keys (car, towbar, roof-rack) / and remotes
- summer and winter tyres
- possible Webasto remote control
- maintenance booklet and instruction booklet
- the rear parcel shelf.
- radio and/or navigation system complete with
- spare wheel or repair system (tyre-fit) and jack
- options and accessories included in the lease (skibox, roof-rack, heaters, etc.)
- the locking wheel nut key for your alloy wheels
- Other equipments that belong to the car itself

Who inspects the vehicle for damage?

The final return inspection is done only when the vehicle is returned to Arval central point of return (SE Mäkinen, Lamminsuontie 1, 01750 Vantaa) or to previously agreed inspection service point. The inspection cannot be done anywhere else. If you want to be present while the inspection is being done, you need to make an appointment for the return with your Arval contact person.

Participating to inspection:

- if you want to take part in return inspection, please contact Arval (09-8254 1234) at least three days before return
- the inspection will take about 20 minutes
- you must then sign the Vehicle Condition Statement
- vehicle condition along with acceptable and unacceptable damages are reported at inspection.

Definitive return of the vehicle

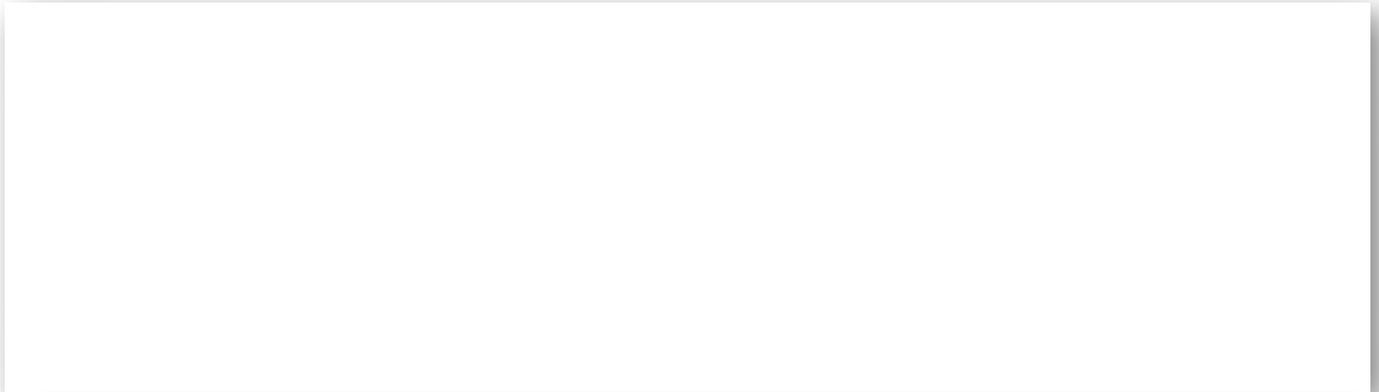
The vehicle will be inspected at the Arval return station on its return. The findings of the expert who inspects the vehicle's condition are binding. Depending on the agreements reached with your employer, we will charge for any reported and unreported damage. Based on the company car policy applicable in your company, your employer will determine whether to charge any costs to you. Later in this return guide we explain what we consider to be unacceptable damage.



ABOUT DAMAGES

Acceptable or unacceptable?

Pictures say more than words. The pictures on the following pages show what we consider to be **unacceptable damage**. All not acceptable damage should be reported to Arval before returning the vehicle.



Dents

Small dents caused by swinging doors and parking are considered usage damage. Usage damage is damage that occurs during normal use of the vehicle, related to its kilometre reading and age. These items of damage are acceptable provided that their diameter does **not exceed the size of a two Euro coin**, they have **not penetrated the paintwork**, have **not buckled** and there is **no more than one per panel**. Number plates may not be damaged or bent.



UNACCEPTABLE

Scratches and damages to the paintwork

Polishing scratches - superficial damage to the top layer of the lacquer - are acceptable. The scratches may **not have penetrated the lacquer** and it must be **possible to polish them out**.

Scratches that penetrate the paintwork, a dull polished spot, and other lacquer damages are unacceptable.

Damage to the **bottom edge of the boot** and the **upper part of the rear bumper** is acceptable provided it does not contain more than **five chips**. A chip is a missing piece of paintwork measuring no more than two by two mm with no visible rust. Superficial damage is also acceptable. This means damage that has not penetrated the paintwork.



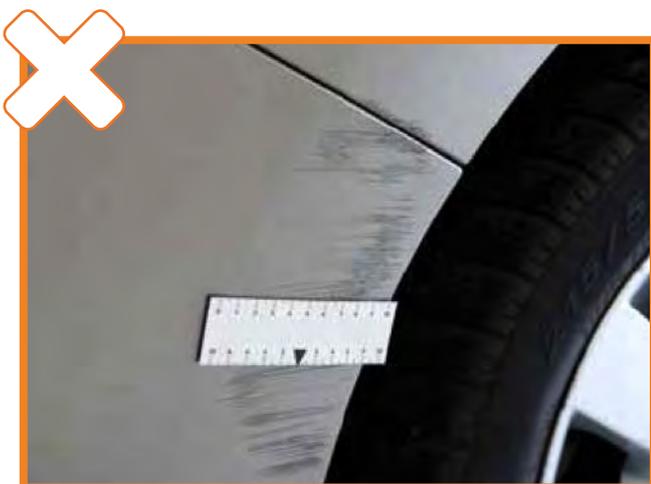
UNACCEPTABLE



UNACCEPTABLE

Scrapes

Scrapes at the bottom of the front spoiler are acceptable. The scrapes may not have penetrated the paintwork and it must be possible to polish them out.



UNACCEPTABLE



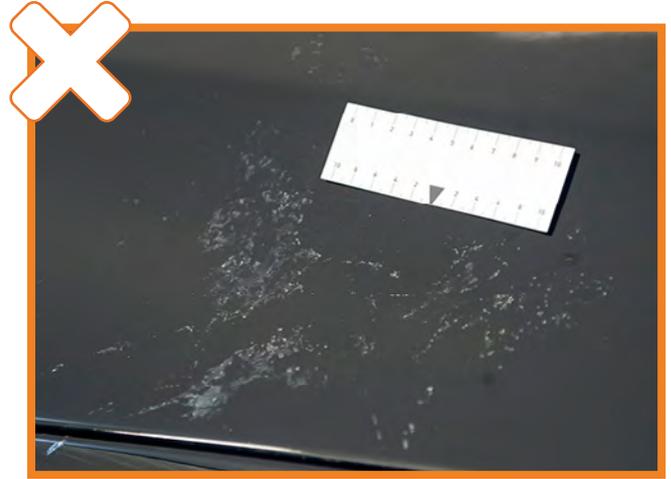
UNACCEPTABLE

Etching

Bird droppings cause damage to the paintwork if not polished away in time. Damage to the paintwork as a result of the etching of bird droppings or other liquids is unacceptable.



UNACCEPTABLE



UNACCEPTABLE

Loading floor & woodwork

A loading floor or woodwork **must be intact**. Damage to the **standard loading floor** in these vehicles is acceptable provided that the loading floor is level, has **no holes or tears**, is **not bent** and has **no rust**.



UNACCEPTABLE

Stone chips hits

Flying stones may damage vehicles at the front end of the bodywork, the bonnet, the grille, the bumper or the spoiler. On commercial vehicles, they may also damage the front of the roof. Damage caused by stones must be **in proportion to the number of kilometres** and age of the vehicle if it is to be acceptable.



UNACCEPTABLE

Upholstery

Spots which can be **removed using normal cleaning agents** are acceptable. Wear spots that have gone through the upholstery are acceptable only in the driver's seat of commercial vehicles with more than 100,000 km on the clock and vehicles with more than 200,000 km on the clock.

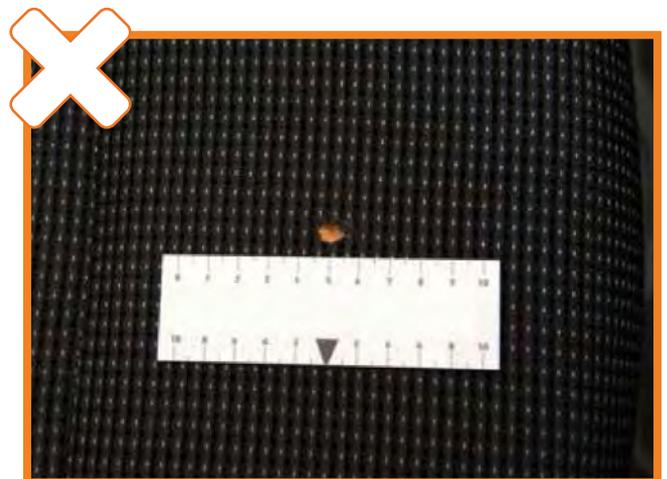
Tears, burn spots and holes are unacceptable.

Headlining may have some irregularities or dirty spots the size of a one Euro coin. More spots removable using ordinary cleaning agents are also acceptable.

Tears and holes in the (door) panels and on the dashboard are not acceptable.



UNACCEPTABLE



UNACCEPTABLE

Light units

Damage to a light unit is not acceptable when there are **pieces are missing** from the unit, parts of the lamp unit have been **broken** or **cracked** and there or there are **scratches on the light unit**.



UNACCEPTABLE

Mirrors

Damage to mirrors is unacceptable when the **paint is damaged**, the mirror **housing is cracked** or the **mirror glass is broken**. Superficial damages (not penetrating the lacquer) are acceptable.



UNACCEPTABLE



UNACCEPTABLE

Windows

Cracks and scratches on a window are unacceptable. **Minor chips** in the windscreen are acceptable provided that they do not **5mm** in diameter and they **are not visibly dirtied or started to crack**.



UNACCEPTABLE

Rims & hubcaps

A **rim or hubcap may have scratch damage** on the outermost edge provided that it does **not exceed 10 cm** in total. No pieces may be missing from the rim or hubcap, and the rim or hubcap should not be misshapen. A **missing hubcap is unacceptable**.



UNACCEPTABLE

PURCHASE YOUR VEHICLE

We offer you an attractive option to purchase your lease vehicle instead of returning it to us.

Check the great benefits listed below. The vehicle can also be sold to your friends, family, neighbours or colleagues!

If you are interested in purchasing your lease vehicle, please contact Arval: **09 8254 1234**

✓ Benefit 1

As the driver you became thoroughly familiar with the vehicle's qualities, its service history and any damage. If you plan to buy a vehicle privately, you will get extra peace of mind by purchasing your lease vehicle.

✓ Benefit 2

By purchasing your lease vehicle, you can save yourself the time and effort of finding another suitable vehicle.

✓ Benefit 3

You can buy the vehicle against a much more attractive price than at the dealer.



FAQ

What to do in case your contract terminates earlier than agreed?

If you are about to give up your car before the end of the contract period, the first thing you need to do is find out if the car will wait for the next user at your employer (production- and company cars) or whether it will be returned to Arval and the lease will be cancelled. Your employer's fleet manager will report Arval a new driver if the car does not return. In the case of private leasing, please indicate early return and your desire to terminate the contract with your account manager and inquire if necessary, where you can return the car.

Should damage(s) to my lease vehicle be repaired before return?

Yes, if there are damages on the vehicle they need to be reported to Arval and your insurance company and repaired before returning the vehicle.

Should I return my lease vehicle with winter tires on?

Yes, also the second set of tyres needs to be returned with the vehicle. The second set of tyres must be retrieved from the tyre service point before returning the car.

Should I still bring my lease vehicle for maintenance or a periodic vehicle inspection (MOT)?

M.O.T needs to be done when the car is returned, if the M.O.T expires within two months. The vehicle does not need to be maintained before return only if the maintenance programme will be exceeded. We advise you to contact Arval and discuss with one of our maintenance experts what is best in your case.

What should I do with my fuel card?

You may destroy the card. At the end of the contract your fuel card is blocked and cannot be used anymore.

Who to contact if personal belongings are left in the car I returned?

If there are any personal belongings left in the car you have returned, please contact us at remarketing@arval.fi or your own account manager. We will check if the car has already continued its journey from where you returned it, or maybe you can still pick up your belongings from the same place.

Who to contact if I have been left in possession of items belonging to the car?

If you have been left with items that are part of the car's equipment and you have received them when the car is handed over, please contact remarketing@arval.fi



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