

VEHICLE RETURN GUIDE

Wear and tear guide



Ways to return your vehicle

The most common way of returning your vehicle is to return it at the dealer when picking up your new vehicle. Simply hand over all the keys to the salesperson and fill out the return form [here](#). Transport can also be arranged from your office or your residence.

If you choose to return the car via a dealer or book transport from your home or office address, there may be an additional fee. Unless otherwise stated in your company's car policy.

The vehicle is transported to Arval's inspection partner where it will be inspected and then sold. A detailed inspection report of the vehicle can be provided upon request.

Q&A

1. Can the vehicle be returned directly at the inspection location?

Yes, contact the Vehicle & Logistic department at +46 8 799 88 90 to book an appointment.

2. Can I as a driver buy the vehicle?

Yes, fill out the form [here](#) to request a quote.

3. My ordered car has been delayed. Do I still need to return the car at the end of the leasing period?

The vehicle can be returned when the new one is ready on to delivered.

4. None of the return options above suit me, where can I return the vehicle?

Contact the Vehicle & Logistic department at +46 8 799 88 90 or endofcontract@arval.se and we will find a solution for you.



Important

It is the drivers responsibility to make sure the return form is filled out before returning the vehicle. The completed form is required to terminate your contract.

Returning along with your vehicle

Documentation

- All documentation necessary for operation of vehicle on roads
- Vehicle operating manual
- Car infotainment operating manual + security code
- Servicing logbook (if it is not electronic) or all service protocols
- All original keys (from vehicle, mechanical security, roof rack keys, bicycle carrier etc)

Equipment

- Second set of seasonal tyres
- All optional extras that has been included and delivered with the car such as:
 - Detachable tow bar
 - Service book
 - Manual
 - Roof box
 - Roof rack
 - Charging cables

Other

- Dismantling of additions which were added by the lessee, must not leave any traces on the vehicle (HF sets, switches for GPS equipment in the interior, additional roof antennas etc.)
- Please ensure that you empty the vehicle of all personal belongings and equipment that belong to you. Also make sure to erase all stored information such as telephone numbers, addresses in the GPS etc.



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.

Damage Assessment

Damage to vehicle

- We charge damage that affect the market value of the vehicle
- Missing items are always charged
- Detailed information regarding unfair wear and tear is described in the following pages

Damage costs

- Amount which corresponds to the value loss affected by the damages
- The amount is defined by the independent inspection company on the basis of their report
- The amount is a percentage of actual repair cost dependent on the mileage and age of the vehicle

How to avoid return damage charges

Body damages

- Always report damages to our insurance department upon discovering a damage
- Anchor down loose items when transporting to avoid damages to the interior
- Regularly wash the vehicle to discover damage to the paintwork and reduce the risk of etchings
- Avoid parking spots where there is risk to scratch the alloy wheels

Mechanical damages

- Service the vehicle according to the manufacturers service interval

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 body part.



•EXTERIOR

•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 body part, is acceptable.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

PAINTED SURFACES – damage from flying gravel

A maximum amount of 10 stone chips without rust is acceptable per body part. Observe that stone chips that have resulted in rust will be charged regardless of the amount of stone chips.



•EXTERIOR

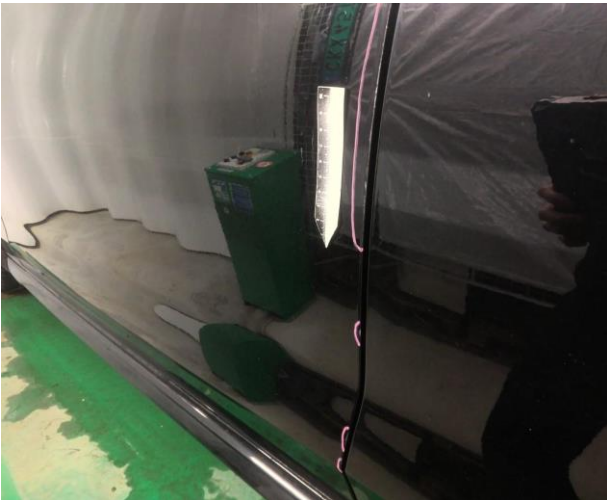
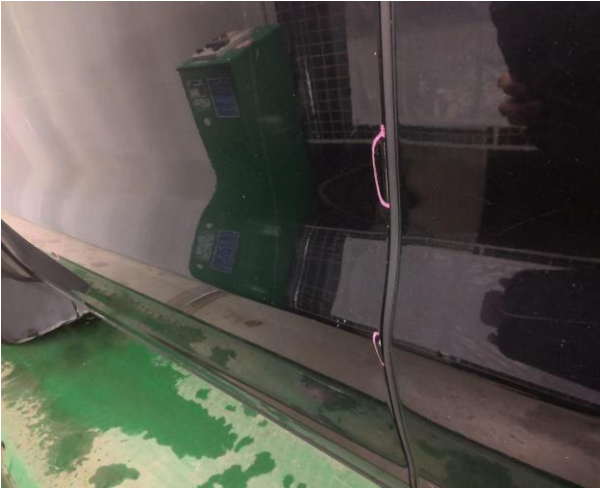
•INTERIOR

•WHEELS AND TYRES

•OTHER

PAINTED SURFACES – damage to bodywork part edges

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.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

Corrosion or paintwork separation is unacceptable.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

FRONT AND REAR HEADLIGHTS, FOG LAMPS, SIDE INDICATORS

Damages on front and rear headlights, fog lamps or side indicators caused by external impact and affecting the functionality is not acceptable.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

WINDSHIELD - Damage to glass

A windshield with no damage disturbing the glass layer is acceptable. A windshield scratched by the wipers and stone chips in the driver's line of sights is unacceptable. Please note that stone chips must not be within 10 cm of the edge of the windshield. Only valid motorway vignettes, parking cards or emission confirmations may be stuck on the windshield.



• EXTERIOR

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• WHEELS AND TYRES

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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



SEAT UPHOLSTERY

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.



•Only applicable on vehicles with a second seat row.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

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 15mm, the maximum number of deformations on the roof upholstery is two. The deformation must not be deep, the maximum deformation width is 5mm.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

DASHBOARD AND CENTRAL CONSOL

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.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

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.



• EXTERIOR

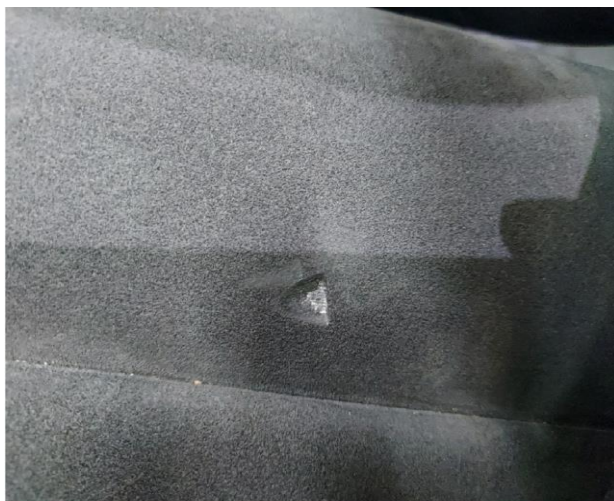
• INTERIOR

• WHEELS AND TYRES

• OTHER

INTERNAL AND BOOT SPACE

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



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

ALLOY WHEELS

The acceptable length of a scratch is 50mm - maximum of 2 per wheel. The disks must be free of any deformation.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

The tyres must be free of any damage to the sides and must not have bulges. Uneven wear is not acceptable.



The skipping of, non-performance of, or not recording of regular inspections in the servicing logbook or loss of servicing logbook 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.

• EXTERIOR

• INTERIOR

• WHEELS AND TYRES

• OTHER



LCV DAMAGE GUIDE

Wear and tear guide

For LCV's, Arval have a different approach for different damages due to that the cars is used in another way than a personal vehicle.

On the next pages, you find acceptable damages for LCV's



If a damage is less than 25mm, its considered as usage damage unless:

- It have not penetrated the paintwork
- There is no more than one per body part



• EXTERIOR

• INTERIOR

• WHEELS AND TYRES

• OTHER

Below damages is normal for LCV's and are assessed as acceptable



•Acceptable in case there is no second seat row



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

Below damages is normal for LCV's and are assessed as acceptable



• EXTERIOR

• INTERIOR

• WHEELS AND TYRES

• OTHER

DASHBOARD AND CENTRAL CONSOLE

Below damages is normal for LCV's and are assessed as acceptable



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

A loading floor or woodwork must be intact. Damage to the standard loading floor or woodwork is acceptable provided that the loading floor or woodwork is flat and has no holes or tears. Mounting holes are acceptable.



•EXTERIOR

•INTERIOR

•WHEELS AND TYRES

•OTHER

Contact

For ordering of vehicle return

- Contact your Account Manager
- Fill out the return form [here](#).

For the reporting of an insurance event

- Contact us at +46 8 799 88 90 and we will help you.

For purchase of vehicle

- Fill out the form [here](#) to request a quote.