

# GUIDE TO RETURNING AN ARVAL VEHICLE



**ARVAL**  
BNP PARIBAS GROUP

We care about cars. We care about you.

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Watch our video on returning your vehicle







Please read this document to ensure that you are up to date with the Arval policy for returning vehicles. It could help you and your drivers, to avoid unnecessary end of contract damage charges as well as saving you time and hassle.

## A reminder of our policy

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 dashboard 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.

[Click here](#) to review the full BVRLA Fair Wear and Tear Guides which detail the standards for the contract hire and leasing industry.



View the BVRLA Fair Wear and Tear Guide for cars



View the BVRLA Fair Wear and Tear Guide for vans

# BVRLA standards

The British Vehicle Rental and Leasing Association (BVRLA) standards are the independent guidelines used by the vehicle leasing industry. In using them we make sure that we treat you fairly and consistently.

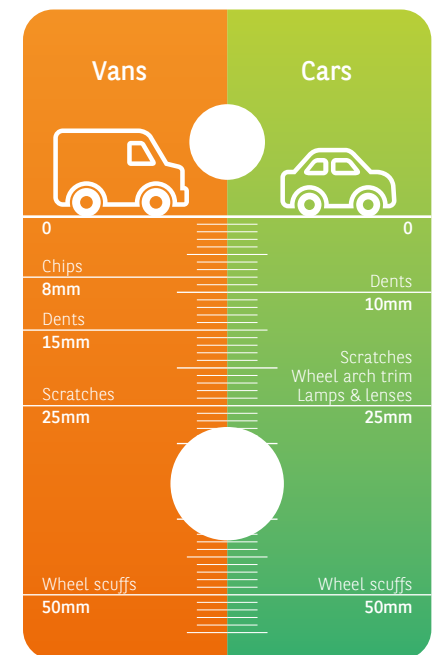
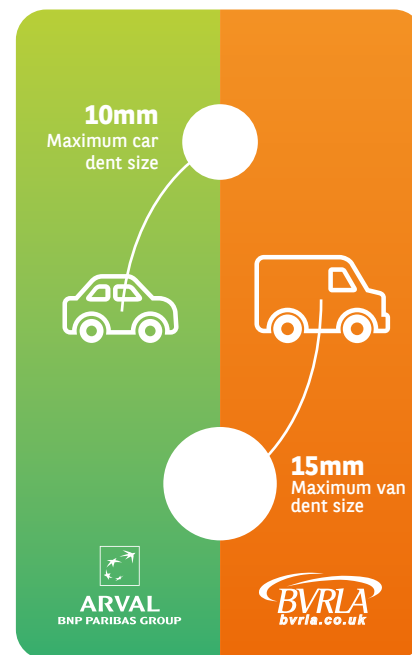
To help you interpret these standards, we have produced this useful guide card. You can either print a copy of this page (which has been designed to scale) or email [FleetDespatch CENTRE@arval.co.uk](mailto:FleetDespatch CENTRE@arval.co.uk) with your postal address to request a free "Fair Wear and Tear guide card".

You must include all sets of keys, parcel shelves and service books as these will be charged in full if they are missing. Tyres must be above the legal minimum of 1.6mm and have no tread or sidewall damage.

A summary of key allowable damage includes:

- Alloy scuffs up to 50 mm in total around the edge of the alloy are acceptable.
- No more than 2 dents per body panel which are under 10mm for cars / 15mm for vans and not on the bend of the body panel
- Scratches that are under 25mm in length, provided no bare metal or primer is showing
- Small chips, providing they are not showing signs of rust
- Scuffs and scratches to plastic trims under 25mm.

**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.**



These images of the useful guide card have been configured to scale, however the size when printed may be affected by the local printer settings and margins.





## FAQ's and more details on end of contract charges

To explain our approach on how we charge for damage and to help you understand when it is applied, we've compiled the details below from FAQ's, repair definitions to examples of charges overleaf.

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

- A. When your vehicle is returned at the end of contract, it is inspected and should be in a good condition. If the damage is worse than expected we will charge for the cost of repairing it whether we chose to repair it or not.

### **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 page), which is an independent set of guidelines used by the vehicle leasing industry. We use these to check your vehicle and if the damage is over and above what is fair we will charge at the cost of repair or replacement whether we chose for commercial reasons to repair it or not..

### **Q. What are the typical costs associated to the repair of the vehicle?**

- A. An average of these charges is set out overleaf along with definitions for the different types of vehicle repairs explained opposite.

Identifying the type of repair needed will depend on the severity of the damage to the vehicle and therefore will be reflected in the cost of the relevant repair. Examples of these charges are shown overleaf.

### **Q. What is a swage Line?**

- A. Folded edge on a panel line creased into the side of a car to give it visual effect.

Because of the location of damage the swage lines are more difficult to repair and as result the BVRLA advise that they are always chargeable when damaged, regardless of the severity.

## **Definitions**

The definitions below give an overview of what different types of repair are available.

### **Paint less dent repair (PDR)**

In essence this is where the technician will manipulate the dent usually from within the inside/back of the panel so the dent is removed.

Please note: Not all dents can be dealt with in this way due to access to the dent from behind the panel or if the dent is across/near a crease within the panel.

### **Refinish**

This relates to where a panel needs spraying but no other works are required before painting.

### **Repair and refinish (RDR)**

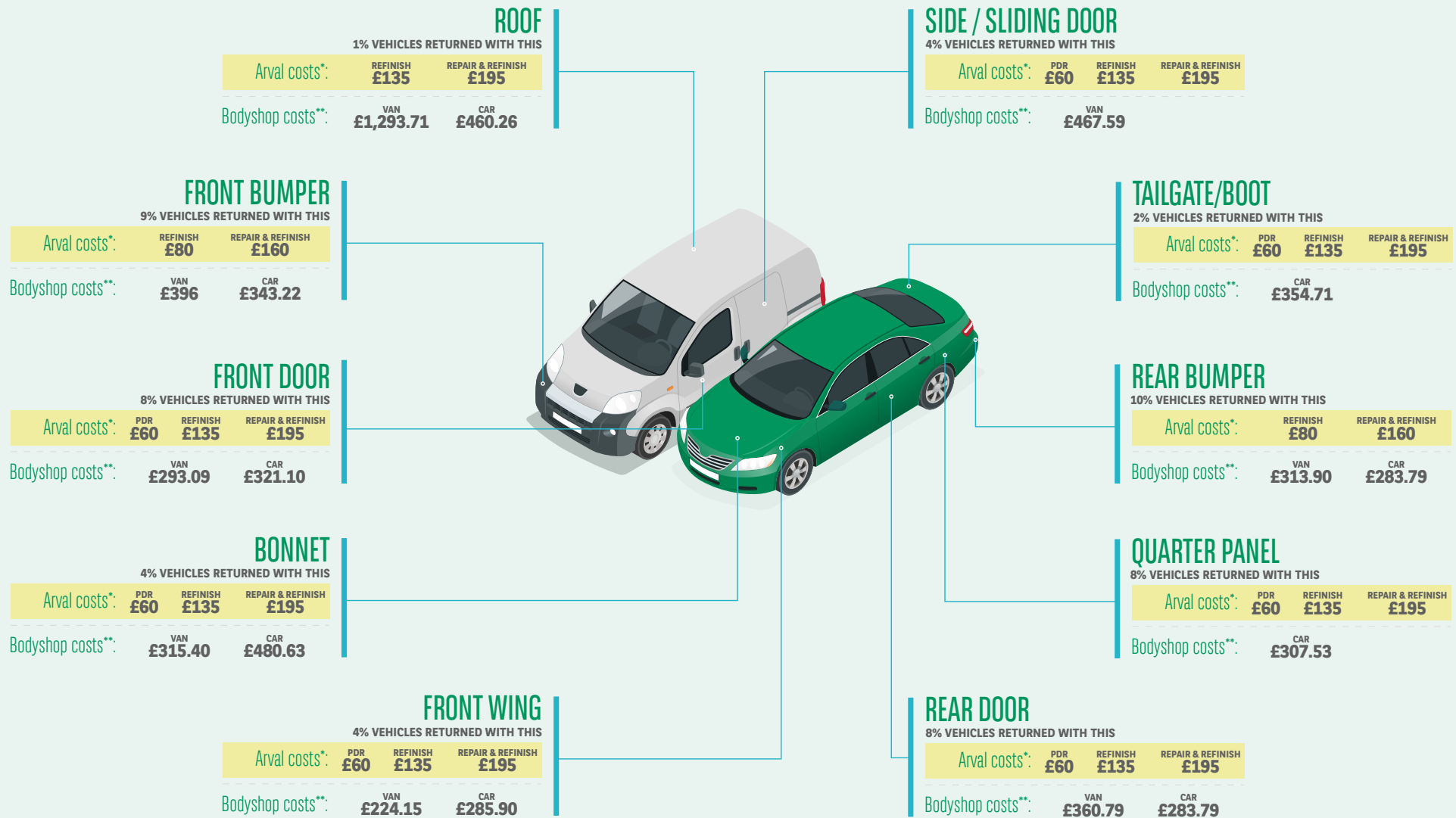
This references where a panel will need repair prior to painting, for example the panel needs to be filled before being sprayed.

### **Replace**

This is where an area of damage is beyond repair and therefore needs replacing, or there is an item missing such as spare keys, service book, parcel shelf, electric charging cable or SatNav SD card.

### **Poor repair**

This is where repairs have been done to the vehicle but to a poor standard and the paint has faded or has an orange peel effect.



**FRONT SCREEN**  
3% VEHICLES RETURNED WITH THIS  
ARVAL COSTS\*  
REPAIR: £40 REPLACE: £210

**KEY REPLACEMENT**  
4% VEHICLES RETURNED WITH THIS  
ARVAL COSTS\*  
£150

**SERVICE BOOK**  
2% VEHICLES RETURNED WITH THIS MISSING  
ARVAL COSTS\*  
£100.00

**ALLOY**  
37% VEHICLES RETURNED WITH THIS  
ARVAL COSTS\*  
£60

# Vehicle collection and inspection process

Here is an overview of the process that you can expect when the vehicle is collected.

1

You are required to contact Arval to request the collection of your vehicle.

2

At least 24 hours prior to the collection of your vehicle you will receive a call or SMS text from the collection agent to confirm your appointment. You must ensure that:

The vehicle is available for collection between 8am and 6pm in daylight hours.



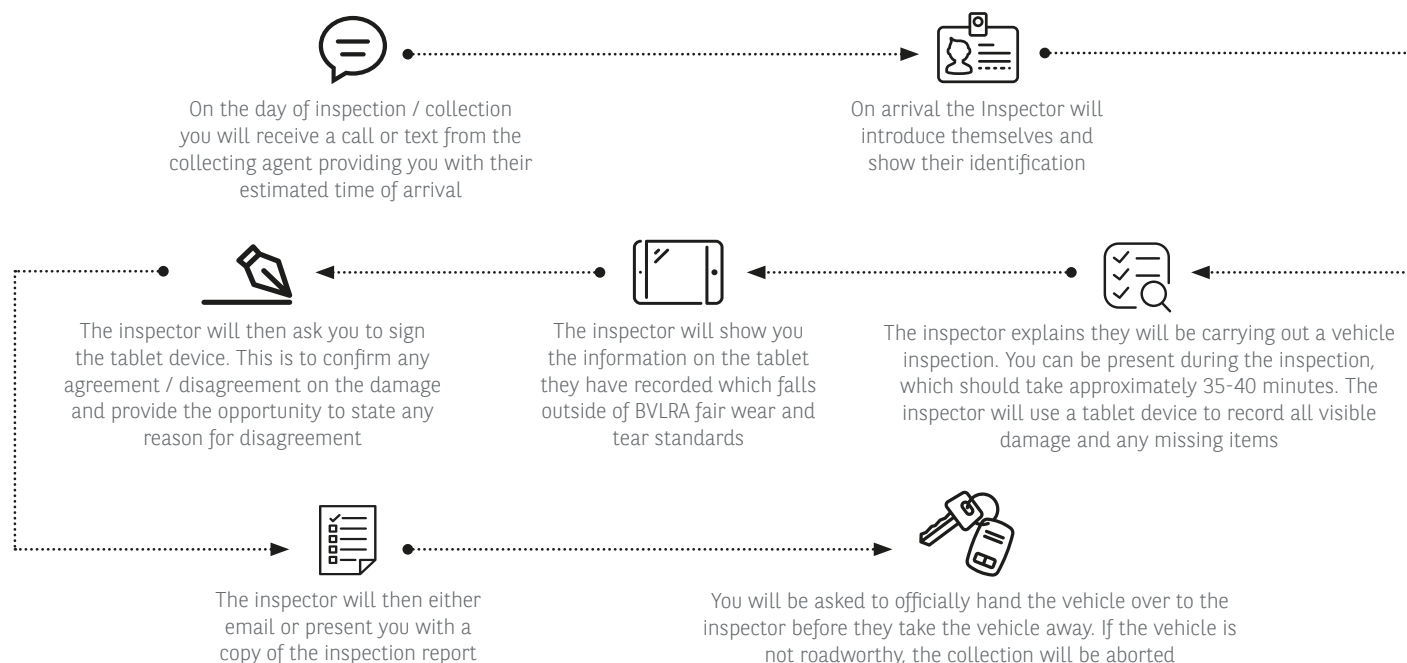
The vehicle is clean inside and out and parked in a location that enables the vehicle inspector to conduct an inspection, during which any damage will be recorded in an inspection report.



If you wish to cancel the collection for any reason, you must notify Arval before 3pm on the day prior to the collection to avoid any cancellation charges.

3

Arval's collecting agent will:



4

Fair and transparent

Following the inspection we will send you a notification of any damage and associated charges, including photographic evidence. You will then have 5 working days to query this before any charges are processed for billing.

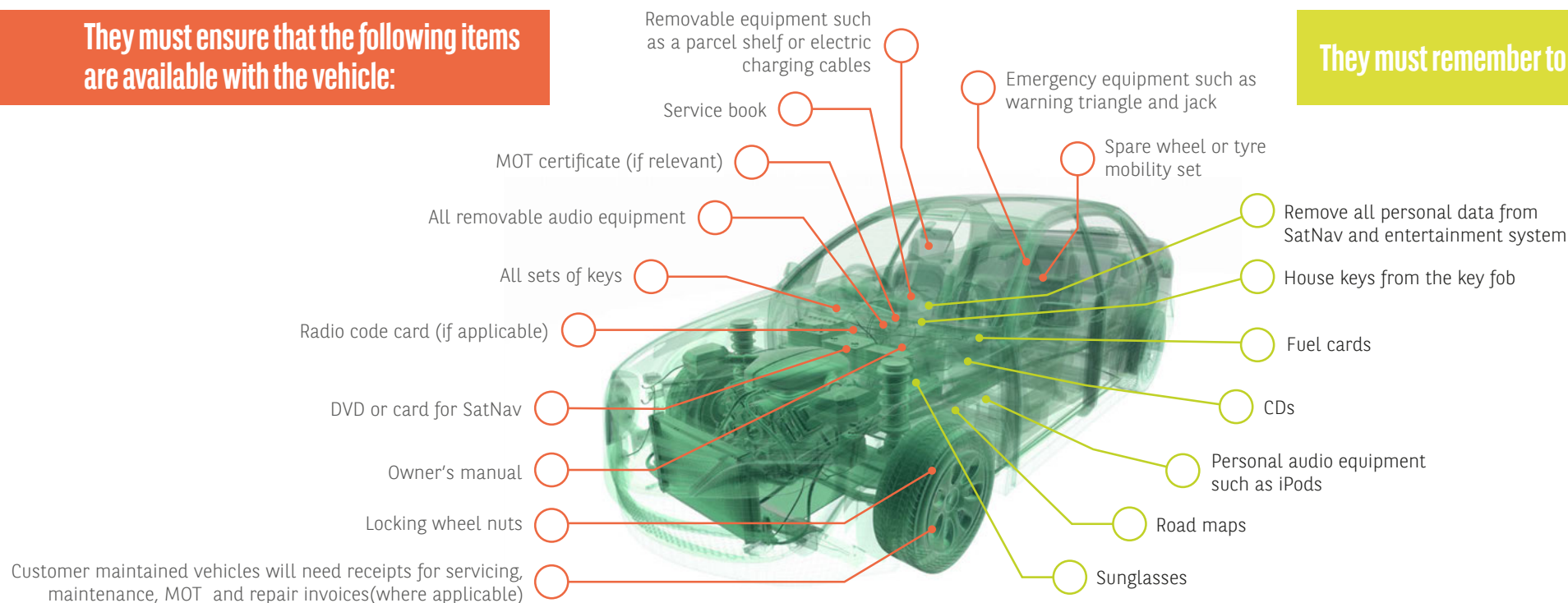
Please note missing items such as keys, service books, and parcel shelves must be available at the point of collection. If not these items will be deemed as missing and are therefore chargeable under BVRLA guidelines even if you subsequently locate these items and return them at a later date.

It may be possible for the charge to be cancelled if you are able to return the items to the correct location before the vehicle is sold. Vehicles can be sold as early as 48 hours from the point of collection.

# Checklist for drivers

To help you or your drivers to properly prepare the vehicle for its return, here's a checklist things that need to be carried out.

## They must ensure that the following items are available with the vehicle:



## They must remember to remove:



### You should:

- Clean the vehicle inside and out.
- 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 the driver would like to enquire about purchasing their vehicle, they should contact the Direct Driver Sales team on 01793 302460 or [ArvalDriverSales@bca.com](mailto:ArvalDriverSales@bca.com). If the vehicle is on a private lease agreement this option is not available.
- Ensure that there is at least 50 miles of fuel in the vehicle and the fuel light is not illuminated.
- 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.
- Ensure that any personal data is deleted including addresses contained within a SatNav, any music stored and telephone numbers or contact details.





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