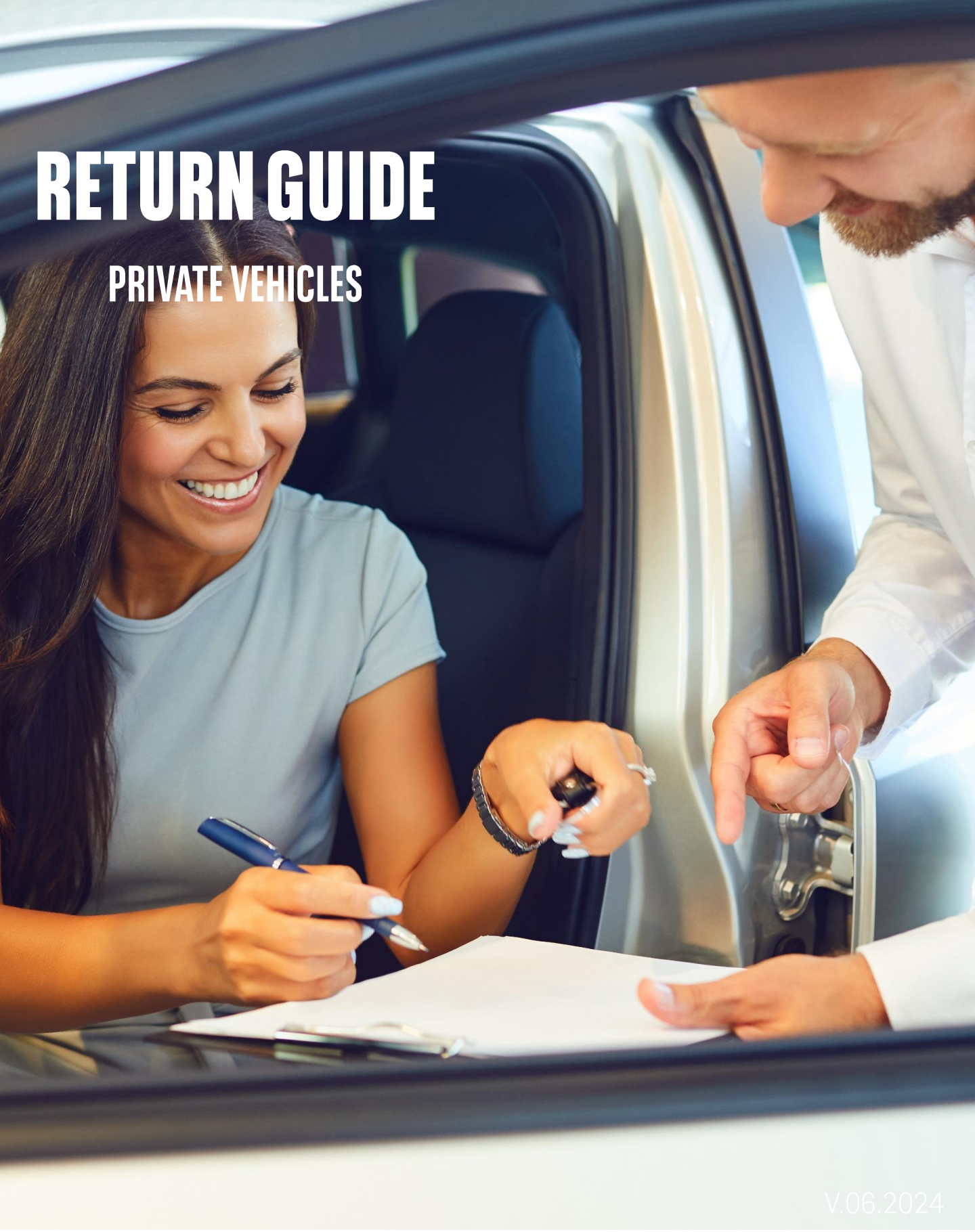


RETURN GUIDE

PRIVATE VEHICLES



V.06.2024



ARVAL
BNP PARIBAS GROUP

For the many journeys in life



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IS YOUR RENTAL AGREEMENT COMING TO AN END SOON?

For the duration of your agreement:

Taking good care of your vehicle is the key to its smooth return. To do this, follow the maintenance procedures recommended by the manufacturer. In the event of an accident, report the damage to Arval as soon as it occurs and have the repairs carried out by an Arval-approved repairer. Return your vehicle in a clean condition. If the interior and/or exterior of the vehicle is dirty, the costs of cleaning and intake will be charged back to your employer.

Here are some tips for returning your vehicle:

On the day of return, your vehicle must be **clean inside and outside** to facilitate inspection and must have all the documents and equipment that were provided to you on delivery (registration certificate, insurance certificate, tax sticker, fuel cards, energy card, duplicate keys*, maintenance booklet, manufacturer's manual, equipment supplied, accessories and safety elements). Remove all personal belongings and remember to delete your personal data from the phone and GPS applications.

*A fixed fee of €300 excl. VAT will be charged for all types of vehicles if missing keys are not returned within 5 days of the return



Who inspects your vehicle?

- Our service provider will draw up an inventory **in your presence**.
- The vehicle will be inspected at Arval. Any damage considered abnormal will be charged to your employer. Based on the Car Policy applicable in your company, your employer will determine the extent to which it will pass on the costs to you.

Who to contact?

Make an appointment, at least 2 days before the desired date, via the e-mail address: eoc@arval.lu

Where can you return your vehicle?

- At your employer in Luxembourg
- At the dealer where you receive your new vehicle (between 9am and 12pm or between 1pm and 4pm). Please provide us with the address.

Should you need to cancel this appointment, you must notify us by e-mail at least 24 hours in advance or a "no show" fee will be charged. Please note that you and your employer remain responsible for the vehicle until it is collected by our carrier. The agreement will be terminated once the vehicle has been returned with all its equipment and official documents.

**DAMAGE THAT MAY
RESULT IN
DEPRECIATION COSTS.**



NORMAL WEAR

Damage is acceptable as long as its diameter does not exceed the size of a €2 coin, the paintwork has not been penetrated, there is no deformation and there is no more than one point of damage per component. Marks that can be removed using normal cleaning products are acceptable.



ABNORMAL WEAR

Abnormal damage is charged individually based on the estimated loss of value, or up to the agreed excess if the insurance is taken out with Arval Luxembourg.

LETTERING/COVERING



All lettering, coverings, logos or other markings on any part of the vehicle must be removed for return.

If they are not removed, you will be charged for any costs incurred.



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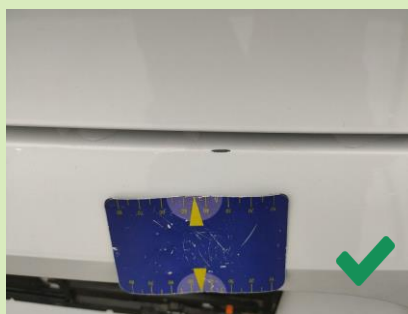


Normal wear

- Any damage not exceeding the size of a €2 coin
- Colour variations or glue residue following the removal of lettering



E.g. 1 door knock



E.g. Small chip in the paintwork



E.g. Scratched unpainted plastic

Abnormal wear

- Any damage exceeding the size of a €2 coin
- Dents with paintwork damage
- Rust
- Paintwork damage down to bare metal
- Anything that would lead to failure of the vehicle safety test



E.g. Door pushed in



E.g. Scratched bumper



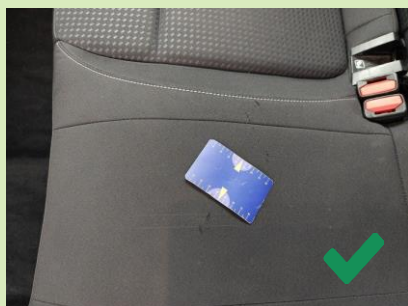
E.g. More than one dent on the same component





Normal wear

- Normal wear of the seats
- Slight scratches on interior plastics



E.g. Scratch on fabric



E.g. "Normal" wear of the seat



E.g. Slight scratches on plastic

Abnormal wear

- Damage other than normal wear and tear of the seats (e.g. cigarette burns, torn coatings, etc.)
- Holes in the carpet
- Damage to the dashboard
- Interior damage that requires the damaged component to be replaced



E.g. Cigarette burn



E.g. Torn seat



E.g. Holes in the ceiling fabric





Normal wear

- Scratches and/or rust on steel wheels
- Scratches on the hub caps



E.g. Slight scratch on aluminium rim



E.g. Oxidised aluminium rim

Abnormal wear

- Light-alloy wheel damage larger than 5 cm
- Cracked or missing hub caps
- Folded rims



E.g. Scratched aluminium rim over more than 5 cm



E.g. Deformed metal rim



WINDOWS AND LIGHTING

Normal wear

- Superficial stone chips on the entire windscreen due to frequent motorway use
- Chips without crack initiation if smaller than 26 mm (= €2 coin) and outside the driver's field of vision

Abnormal wear

- Chips with crack initiation larger than 26 mm*
- Cracks or deep scratches on any window or lighting element, such as headlights, tail lights, fog lights and other signalling lights
- Damage to rubber window seals



E.g. Broken lamp unit



E.g. Broken side indicator light

**If the vehicle is not insured under the Arval agreement*



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*This document is for information purposes only
and is subject to change. For more details,
please get in touch with your usual sales contact.*

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L-1253 Luxembourg

I am an Arval customer: +352 44 91 801
I am a driver: +352 44 91 80 400
Monday to Thursday from 8:15am to 5:30pm
(8:30am to 5pm on Friday)

Roadside assistance: +352 27 44 94 94
24 hours a day, 7 days a week



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