

VEHICLE RETURN GUIDE

WEAR AND TEAR GUIDE



WHAT NOT TO FORGET WHEN RETURNING YOUR VEHICLE



CHECKLIST



DOCUMENTS

- Part 1 of the reg. certificate must be returned, if it has previously been issued to you
- Vehicle instruction manual
- Service log book (if digital, remember the receipt from last service)
- Discard energy cards and tokens, as Arval will close any open accounts

EQUIPMENT

- The second set of possibly stored tyres will be collected by Arval
- All (optional) extras that has been included and delivered with the car, such as:
 - All keys (including keys for the tow bar)
 - Detachable tow bar
 - Roof box/rack

SPECIAL FOR EVS

- Ensure that there is at least 60% battery charged in the vehicle
- Charging cable included and delivered with the car

PERSONAL DATA

- Ensure the vehicle has been emptied for personal belongings. Also, make sure to erase all stored information such as:
 - User profile incl. driver and navigation data and personal apps
 - Brobizz
 - Sunglasses

SERVICE & MAINTENANCE

- In case of any service notifications - contact Arval Maintenance on telephone: 70 26 50 62 or e-mail: maintenance@arval.dk for instructions



DEFINITION OF DAMAGE TO VEHICLE

When the car is returned, an independent third party will inspect the car and prepare a condition report.

REGULAR WEAR AND TEAR OF VEHICLE

After the end of a lease, a car will typically show signs of wear and tear from normal use. For this reason, we differentiate between normal wear and tear and damage.

Damages and defects in categories K1 to K3 are considered normal wear and tear.

DAMAGE TO VEHICLE

Damages in categories K4 to K5 will incur a charge.

Greenval insured vehicles

Report damages before returning the car and wait for instructions from the insurance department if the car is casco insured.

Vehicles insured elsewhere

Report damages to the insurance company before returning the car and leave a print-out of the damage form on the front seat of the car when returned. For non-Greenval insured cars, Arval recommends damages to be repaired before the car is returned, as Arval will invoice our client and not the insurance company.

Any questions can be referred to damage@arval.dk or telephone: 70 26 50 61.



EXTERIOR - PAINTED SURFACES

SCRATCHES REMOVABLE BY POLISHING

ACCEPTABLE



- A scratch, that can be removed by polishing, is acceptable (K1-K3).



UNACCEPTABLE

- Damage where the paint has been removed, is unacceptable (K4-K5).

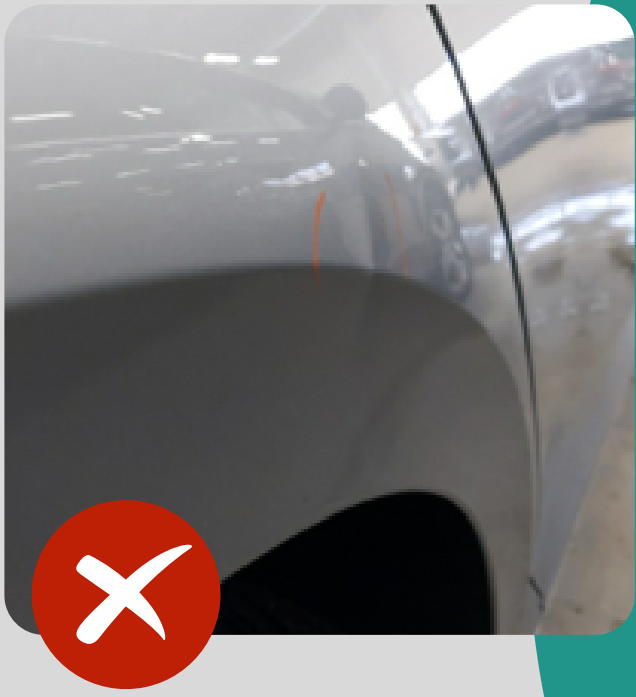
PAINTED AREAS

CHIP AND DENTS ("BILKA-BULE")

ACCEPTABLE



- Minor deformations with a diameter less than 25 mm, without damages to paintwork and start of corrosion are acceptable (K1-K3).



UNACCEPTABLE

- Larger deformations with a diameter of more than 25 mm are unacceptable (K4-K5).

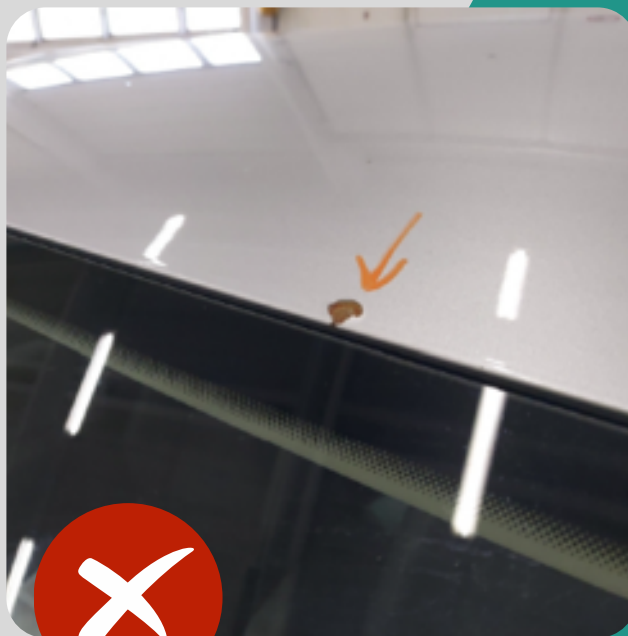
PAINTED SURFACES

DAMAGE FROM FLYING GRAVEL

ACCEPTABLE



- Minor stone chips up to 10 mm without rust are acceptable (K1-K3).



UNACCEPTABLE

- Stone chips larger than 10 mm with rust are not acceptable (K4-K5).

PAINTED SURFACES

DAMAGE TO BODYWORK PART EDGES

ACCEPTABLE



- A maximum length of 20 mm is acceptable, without start of corrosion or deformation of edge (K1-K3).



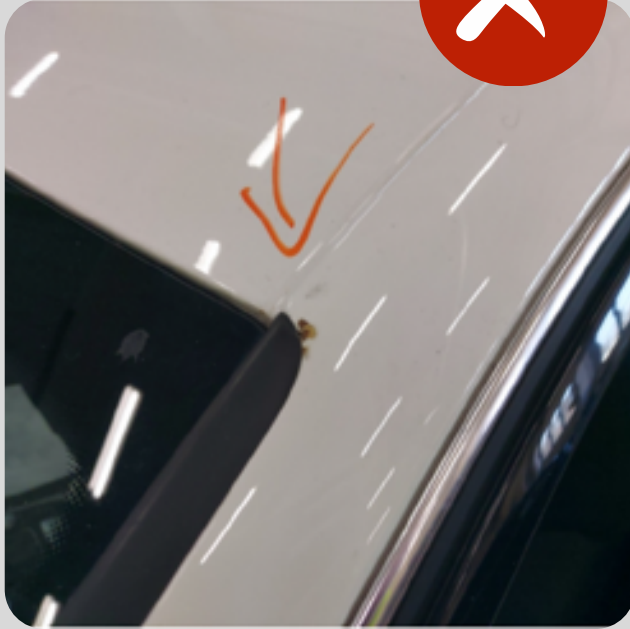
UNACCEPTABLE

- Damage where the paint has been removed, is unacceptable (K4-K5).
- Door sills and door frames must not be damaged, e.g. from seat belt buckle marks etc. (K4-K5).

PAINTED SURFACES

CORROSION

UNACCEPTABLE



UNACCEPTABLE

- Corrosion or paintwork damage is unacceptable (K4-K5).

FRONT AND REAR HEADLIGHTS, FOG LAMPS & SIDE INDICATORS

ACCEPTABLE



- Minor scratches having no influence on functionality and aesthetic appearance or cracks are acceptable (K1-K3).



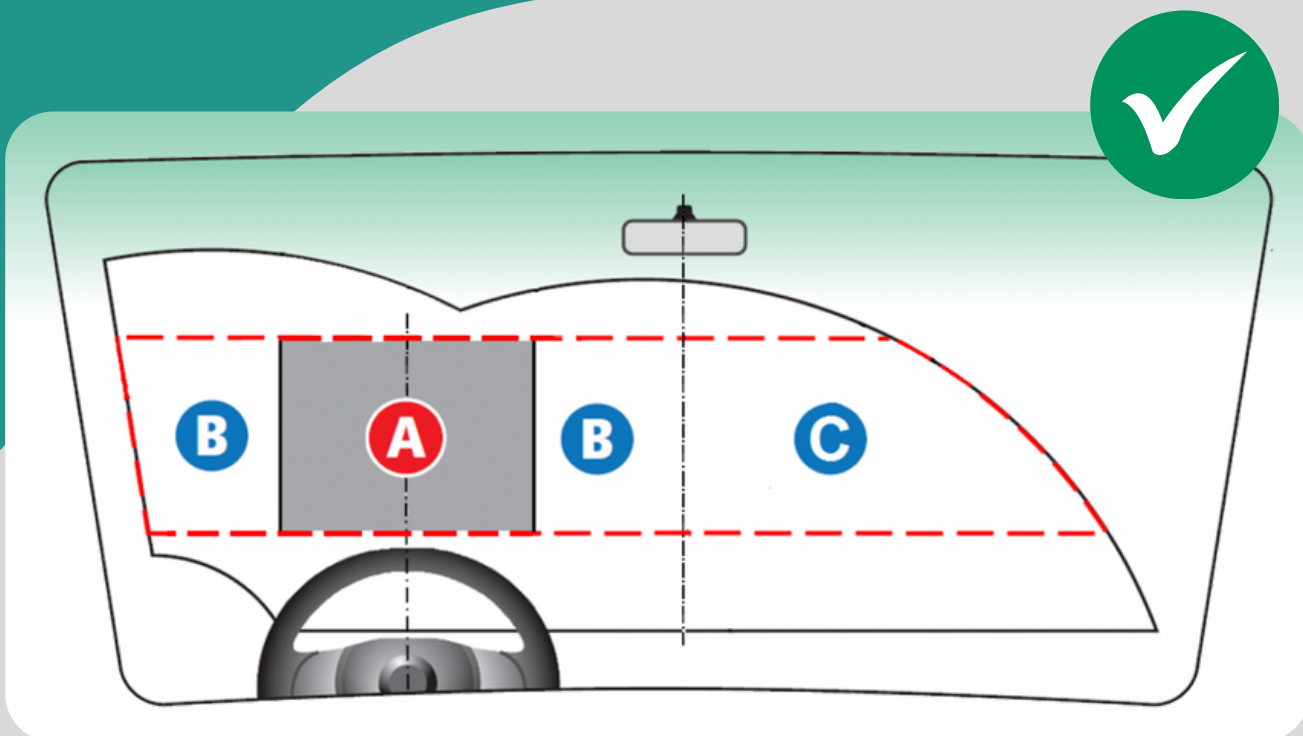
UNACCEPTABLE

- Larger scratches, cracks and stone chips are not acceptable (K4-K5).

WINDSCREEN

DAMAGE TO GLASS

ACCEPTABLE



- A windscreen with minor repaired stone chips in section B and C are acceptable (K1-K3). Any damage in section A (field of vision) or around the edge of the windscreen is not acceptable (K4-K5). Er der tidligere foretaget stenslagsrep., anbefaler vi rudeskift inden aflevering. Stenslagsrep. anses som en forlængelse af rudens levetid, men garanteret for, at ruden ikke skal udskiftes.



UNACCEPTABLE

- A windscreen scratched by the wipers is unacceptable (K4-K5).
- Any damage in section A (field of vision) or around the edge of the windscreen is not acceptable (K4-K5).

PLASTIC UNPAINTED PARTS

SCRATCHES, DEFORMATION AND CRACKS

ACCEPTABLE



- The scratches may be only visible, there must be no local thinning or deformation of the part (K1-K3).
- Marks and nicks are only acceptable on the lower parts of bumpers and protective trim (K1-K3).



UNACCEPTABLE

- Visible scratches and damages are unacceptable (K4-K5).

INTERIOR - SEAT UPHOLSTRY

- Dirt and stains on seats that can be removed from normal cleaning are acceptable (K1-K3).
- Seats with wear and dents due to normal use are also acceptable (K1-K3).

UNACCEPTABLE

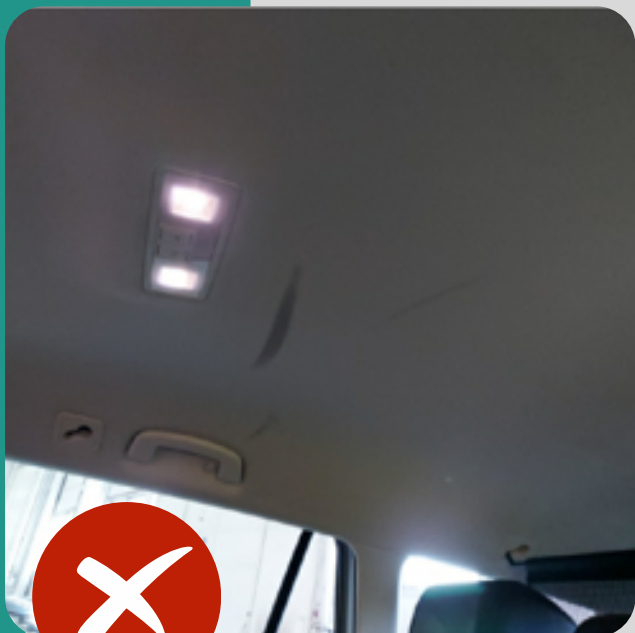


UNACCEPTABLE

- Upholstery must not be scratched and there must be no holes in the seats. Dirt and stains on seats that require special cleaning are not acceptable (K4-K5).

INTERIOR - CEILING AND COLUMN UPHOLSTERY

UNACCEPTABLE

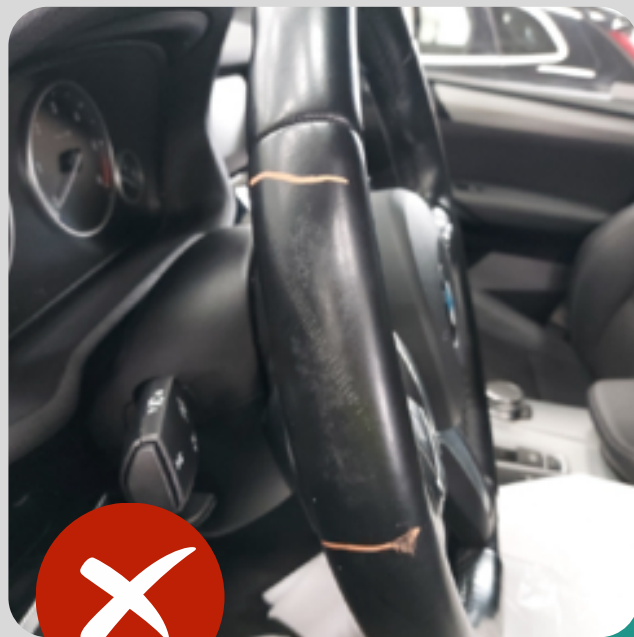


UNACCEPTABLE

- The ceiling and column upholstery must not be torn, scratched or damaged by foreign objects or liquids (K4-K5).
- Upholstry damages connected to smoking, burn hole etc. is not acceptable. If smoking has occurred in any of Arval's leased vehicles, there will be a fee in accordance with the wording of the contract. The fee will be added to the damages costs mentioned on the inspection report (K4-K5).

DASHBOARD AND CENTRAL CONSOL

ACCEPTABLE



UNACCEPTABLE

- 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 (K4-K5).

BOOT

ACCEPTABLE



- Only surface scratches without larger nicks are acceptable (K1-K3). If the vehicle has a boot partition, this must be returned along with the vehicle.

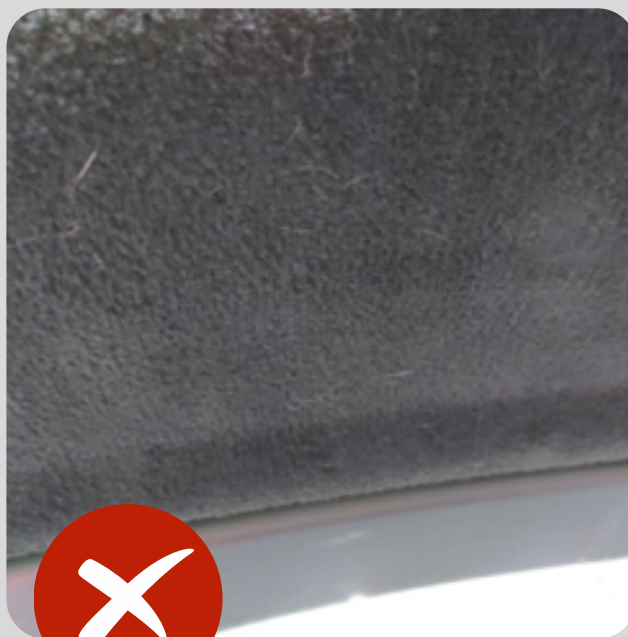
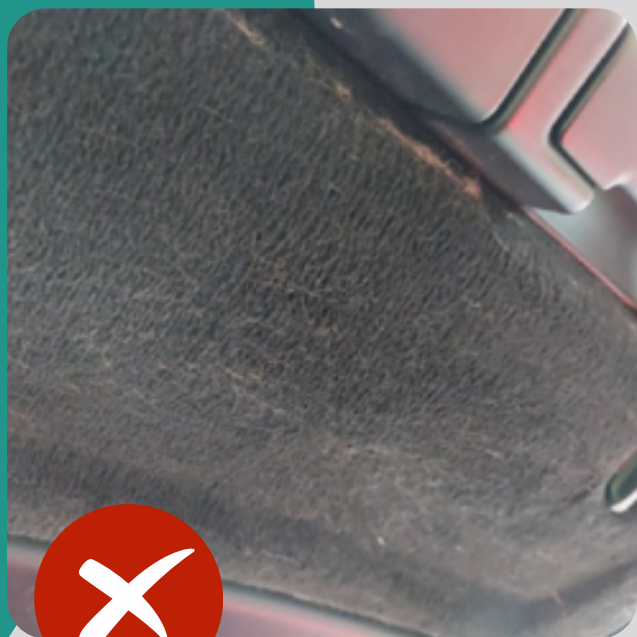


UNACCEPTABLE

- Cracks and larger nicks (for example, caused by load or stains from chemicals) or damage to the luggage compartment cover are unacceptable (K4-K5).

INTERIOR AND BOOT SPACE

UNACCEPTABLE



UNACCEPTABLE

- The vehicle must be cleaned and vacuumed before return. Dirt requiring carpet cleaning or evidence of animals in the vehicle is unacceptable, as is an interior contamination by cigarette smoke or other significant smells (K4-K5).

RIMS

ACCEPTABLE



- The acceptable length of a scratch is 50 mm - maximum of 2 per wheel (K1-K3).



UNACCEPTABLE

- Damage from collision from curb stone is unacceptable (K4-K5).

TYRES

DAMAGE

- The tyres must be free of any damage to the sides.

UNACCEPTABLE

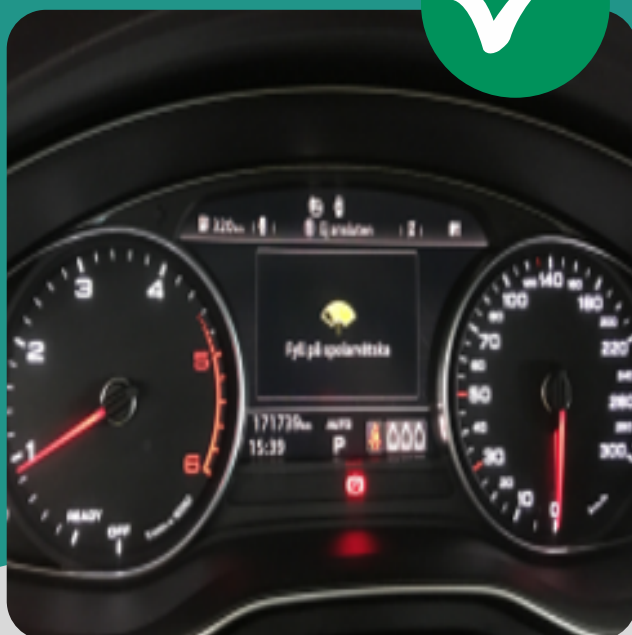


UNACCEPTABLE

- Tyres must not have bulges (K4-K5).
- Flat tyre or larger tyre damage is also unacceptable (K4-K5).

SERVICING AND ENGINE

ACCEPTABLE



- The dashboard and central console 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.



UNACCEPTABLE

- Failure to service the vehicle in accordance with the manufacturer's instructions is unacceptable (K4-K5).

CONTACT

FOR PURCHASE OF THE VEHICLE

Contact:
remarketing@arval.dk

END OF CONTRACT

Book pickup of your vehicle
[online here](#)

GREENVAL INSURANCE DAC

Contact us at:
damage@arval.dk or via [our webform here](#)

