

# HOW TO RETURN YOUR ARVAL VEHICLE



If you have any questions regarding vehicle returns after reading this guide, please contact us  
[endofcontract@arval.fi](mailto:endofcontract@arval.fi) or +358 9 8254 1234



**ARVAL**  
BNP PARIBAS GROUP

For the many  
journeys in life

# RETURNING YOUR LEASE VEHICLE

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## 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 invoiced for cleaning and valeting costs and may charge them to you.

**Send a verification email** to [endofcontract@arval.fi](mailto:endofcontract@arval.fi) informing when and where the vehicle is going to be returned. Email should be sent at least three (3) working days before returning the car. 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, sunglasses or your memory card. We also advise you to delete your data and history in the media & navigation system.

### IMPORTANT

You may only remove optional accessories you paid for if their removal will not cause any damage to the vehicle. If you do improper removals, repair costs will be invoiced to your employer. Your employer may charge the costs from 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 about these alternative points of returns. Depending on your contract, alternative return points might cause expenses to your employer so using one needs to be agreed with your employer prior to the return. The final return inspection will be made in the Arval central point of return after the vehicle has arrived there.

**Please remember:** Send a verification email to [endofcontract@arval.fi](mailto:endofcontract@arval.fi) at least **three (3) working days** before the return informing about 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 the Arval central point of return (complete with its equipment and documents) and inspected.



## 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
- charging cables of electric vehicles
- maintenance booklet and instruction booklet
- the rear parcel shelf
- 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 in the Arval central point of return (SE Mäkinen, Lamminsuontie 1, 01750 Vantaa). If the vehicle is returned elsewhere, the final inspection will be made when the car arrives to the Arval central point of return. The inspection cannot be done anywhere else. If you want to be present in the final inspection, you need to make an appointment for the return of your vehicle with your Arval contact person.

### **Participating to inspection:**

- if you want to take part in the return inspection, please contact Arval (09-8254 1234) at least three days before the 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.
- unacceptable damages, missing equipments or accessories and any missed/overdue maintenances will be invoiced. More information in the "End of contract - pricing grid" -document.

### **Final return of the vehicle**

The vehicle will be inspected at the Arval central point of return on its arrival. The findings of the expert who inspects the vehicle's condition are binding. Depending on the agreement 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.

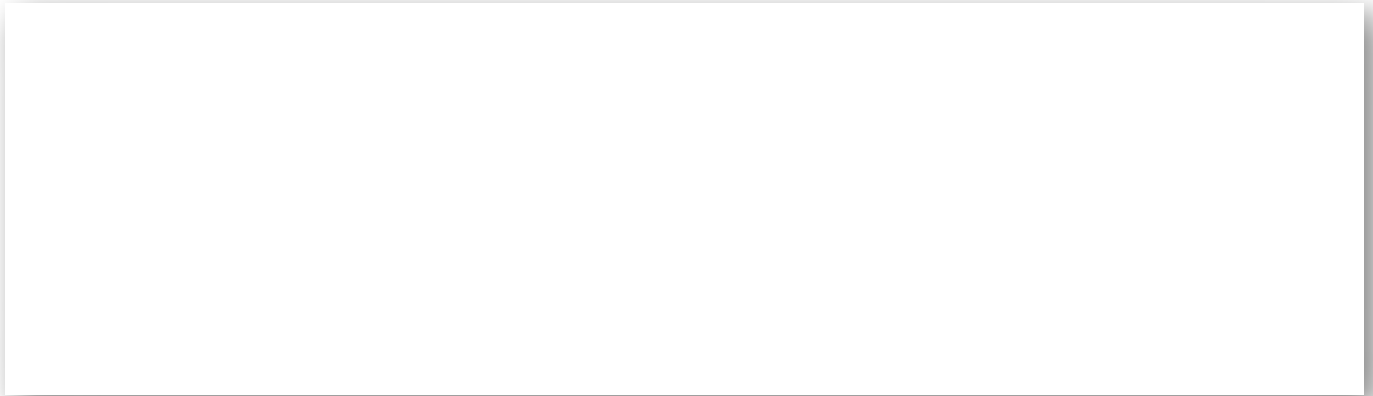


# ABOUT DAMAGES

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## Acceptable or unacceptable?

**Pictures say more than words.** The pictures on the following pages show what we consider to be **unacceptable damage**. If there are damages on the vehicle they need to be reported to Arval and to your insurance company and repaired 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 kilometer 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.



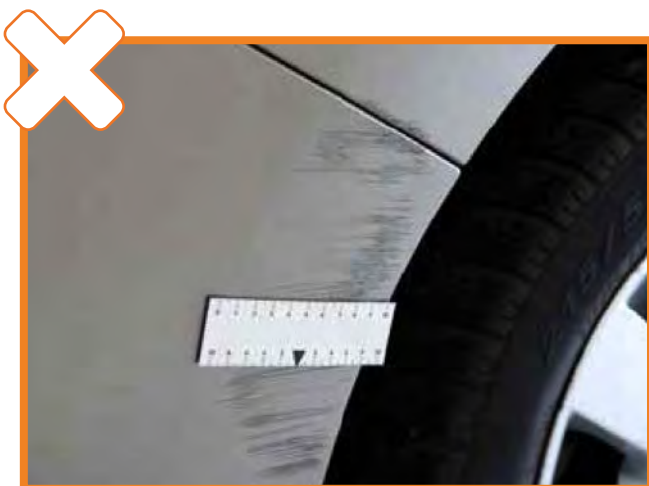
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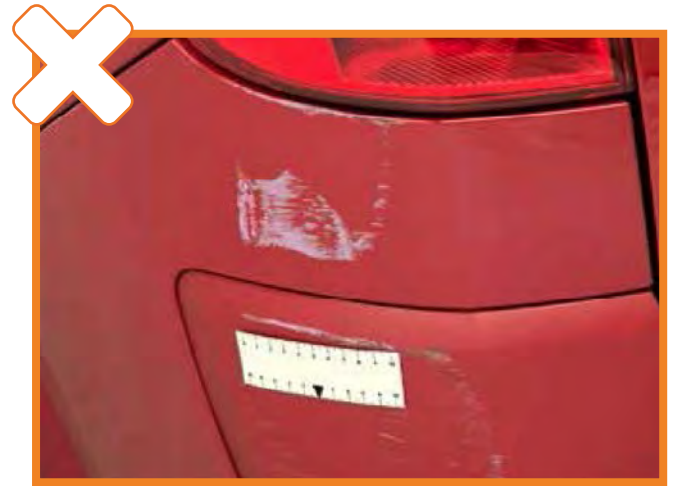
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# Scrapes

**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 chip 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 if the total mileage of the vehicle is over 100,000 km, and in passenger vehicles if the total mileage of the vehicle is more than 200,000 km.

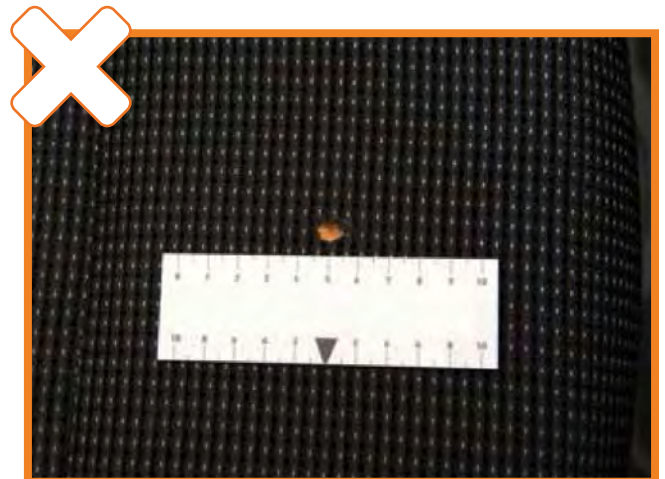
**Tears, burn spots and holes are unacceptable.**

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 missing** from the unit, parts of the lamp unit have been **broken** or **cracked** 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.



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UNACCEPTABLE

## Windows

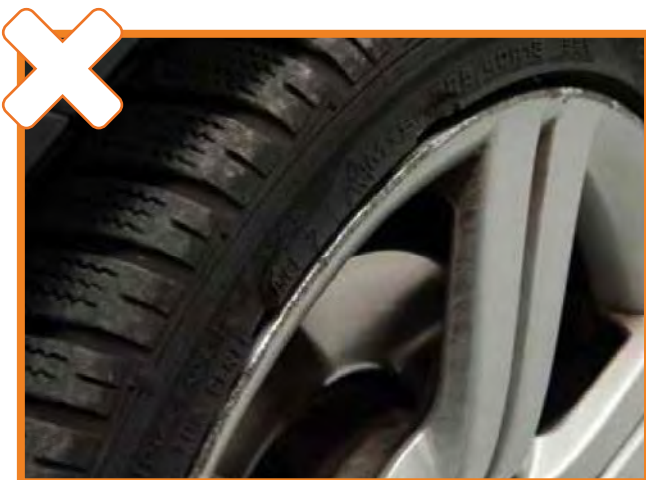
**Cracks and scratches** on a window are unacceptable. **Chips** in the windscreen should be repaired before vehicle return and only **minor chips** are acceptable provided that they are less than **5mm** in diameter and **not visibly dirtied or started to crack**.



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 misshaped. A **missing hubcap is unacceptable**.



UNACCEPTABLE

# CONTINUE YOUR JOURNEY

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## CONTINUE WITH PRIVATE LEASE

**If the expiring contract concerns a company car, we offer you an attractive option to continue using the vehicle by changing it to Arval Private Lease.** You get the freedom to continue using a familiar vehicle, still enjoying the peace of mind of leasing and Arval's services.

If you are interested in Private Lease, contact us at [privatelease@arval.fi](mailto:privatelease@arval.fi) to discuss more!

## PURCHASE YOUR VEHICLE

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

Check the great benefits listed below and request a free, non-binding offer of your current leasing vehicle! Your family members can also take advantage of this offer.

If you are interested in purchasing your lease vehicle, read more and contact us on [our website](#)

### 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 at a much more attractive price than at the dealer.



# FAQ

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## 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 a new driver to Arval if the car should not be returned. 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. Damages that are not repaired before returning the car will be invoiced. If you have questions or concerns, please contact us ([driverservices@arval.fi](mailto:driverservices@arval.fi))

## Should I return my lease vehicle with second set of tyres?

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. If tyres are not returned with the vehicle, a new set of tyres will be invoiced.

## 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 needs to be maintained before return only if its due and if the maintenance programme would be exceeded. We advise you to contact Arval ([driverservices@arval.fi](mailto:driverservices@arval.fi)) and discuss with our maintenance experts what is best in your case.

## What should I do with my fuel card and/or electricity charging tag?

You should destroy all the fuel cards and/or charging tags to avoid any missusage. At the end of the contract your fuel card is blocked and cannot be used anymore, but there can be a delay, so destroy your fuel/charging solutions yourself.

## 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 [endofcontract@arval.fi](mailto:endofcontract@arval.fi) or your own account manager. We will check if the car has already continued its journey from where you returned it, or if it is possible for you to 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 at the time the vehicle was handed to you, please contact [endofcontract@arval.fi](mailto:endofcontract@arval.fi)

