



Restitution guide
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ARVAL
BNP PARIBAS GROUP

For the many
journeys in life

Restitution guide

This document contains everything you need to know about returning your leased vehicle.

De-hire is an important step: it is the time when the contract for your vehicle between Arval and your employer comes to an end. When you return your vehicle, its general condition will be checked, and both the date of return and the number of kilometres driven will be compared with the contract data.

This manual informs you on how to ensure the return of your vehicle goes as smoothly as possible and how to avoid additional costs because something was forgotten or overlooked.

How should I return my vehicle?

- The vehicle should be clean both inside and outside for the quality inspection.
- All official documents, keys and original options/accessories (see check-list) must be included.
- The tyres must be appropriate for the current season: summer tyres (1 May – 30 September) or winter tyres (1 October – 30 April), if included in your contract.
- All personal data (GPS history, Bluetooth, etc.) must be removed.

Where should I return my vehicle?

Your fleet manager will explain the method to be followed when returning your vehicle.

Classic

You or your fleet manager need to inform us at least five business days in advance on what day, at what time and at what address your vehicle may be collected.

Remote

- You or your fleet manager need to inform us at least five business days in advance on what day, at what time and where (an office or garage) your vehicle may be collected.
- Our external partner will then contact you or your fleet manager to arrange an inspection appointment. We need your mobile telephone number and e-mail address to contact you.
- The inspector will perform the inspection in your presence and will ask you to sign the inspection report afterwards (in accordance with the Renta standards).

Drive-in

- You may return your vehicle to Arval, Ikaroslaan 99, 1930 Zaventem.
- Vehicles may be returned from Monday to Friday from 8.30 am to noon and from 1 pm to 4 pm.
- You need to make an appointment at least 24 hours in advance by calling +32 (0)2 240 01 99 or by sending an e-mail to logistic.be@arval.be.

What about usage damage?

Naturally, vehicles that have been in use for a number of years can no longer be considered new. Any damage incurred as a result of normal use of the vehicle is considered usage damage.

Renta, the Belgian Vehicle Rental Association, has specified the criteria all vehicles must meet when they are returned. Any usage damage in accordance with the Renta guidelines will not be charged for. The Renta restitution guide is available on www.renta.be.

The removal of any accessories you purchased yourself must not result in any visible damage to your vehicle.

May I purchase my vehicle at the end of the contract?

Are you looking for a new vehicle for your partner, friend, neighbour, colleague or someone else?

Did you know that Arval offers you the option to purchase your lease car at the end of the contract? What are the benefits?

More certainty

As the vehicle's driver, you know the number of kilometres that it has driven, its history and technical condition better than anyone.

All servicing is carried out by an official concession holder at the intervals prescribed by the manufacturer.

We offer you a one-year warranty, one-year of roadside assistance and we reimburse you the costs of the technical inspection.

Time-saving

You don't have to waste time looking for another vehicle that meets your needs.

Interested?

Do not hesitate to contact the B2C Remarketing Team on time (at least four weeks in advance) by calling +32 (0)2 240 01 99 or by sending an e-mail to usedcar@arval.be.

Vehicle return checklist

Are the necessary official documents present?

- official vehicle number plate (at the back)
- certificate of registration
- certificate of identity (please make sure that it is not a photocopy)
- vehicle inspection certificate (if applicable)
- maintenance booklet and user manuals for the vehicle and options.

If one or more of these documents has been lost or stolen, please contact our Insurance department as soon as possible on +32 (0)2 240 01 99. We will explain what steps you need to take to obtain a duplicate copy as quickly as possible.

Keys

- original key
- spare key
- all special cards and keys provided at the start of the contract (including remote controls), the anti-theft and anti-carjacking codes must either be restored to the factory settings or clearly mentioned.

Options

- global positioning system CD, DVD or SD card
- parcel shelf or rear cargo net
- headrest
- removable seat(s), etc.

Accessories

- GPS (if mobile)
- roof box (including keys), roof racks (including keys)
- towing hook (including keys)
- bicycle rack (including keys), etc.

Fuel card

If you have a fuel card, issued by Arval, we ask that you destroy it once the leasing contract has ended in order to avoid any misuse, loss or theft.

Have I removed all personal data?

- GPS history, Bluetooth, etc.
- connection with a constructor's app on your smartphone
- personal documents (resident's card, access badge, etc.)
- CD in the reader
- garage door remote control, tolls device, etc.
- (sun)glasses, etc.

Have I cleaned the inside and outside of my vehicle?

Have all accidents been reported?

