CLASSIFICATION
EXTERNAL/PUBLIC

DETERMINATION OF DAMAGE COSTS END OF CONTRACT

INTRODUCTION

Your drivers will probably ask you regularly how any damage is evaluated at the end of the contract and what possible costs can be charged.

We have designed this document specifically to explain our evaluation system to you in a clear way. This allows you to easily:

- determine what is acceptable or unacceptable damage.
- determine the final value of the damage.
- draw up your own internal car policy, with which you can justify the costs to your drivers.
- inform drivers about this subject by sharing this document with them.

Please also read the return manual beforehand when you need to return the car. The purpose of this guide is to provide you with the information you need to make the process of returning your vehicle as seamless as possible.

EVALUATION PROCESS

After the vehicle has been transported to one of our partners, each vehicle undergoes a final inspection. If an inspection has already been carried out by one of our partners in the presence of the driver, the final inspection will be based on this inspection with the driver, unless this initial inspection was carried out with reservations.

Based on this final inspection and after inspection by an authorised expert, we, Arval, draw up the inspection report on any damage present.

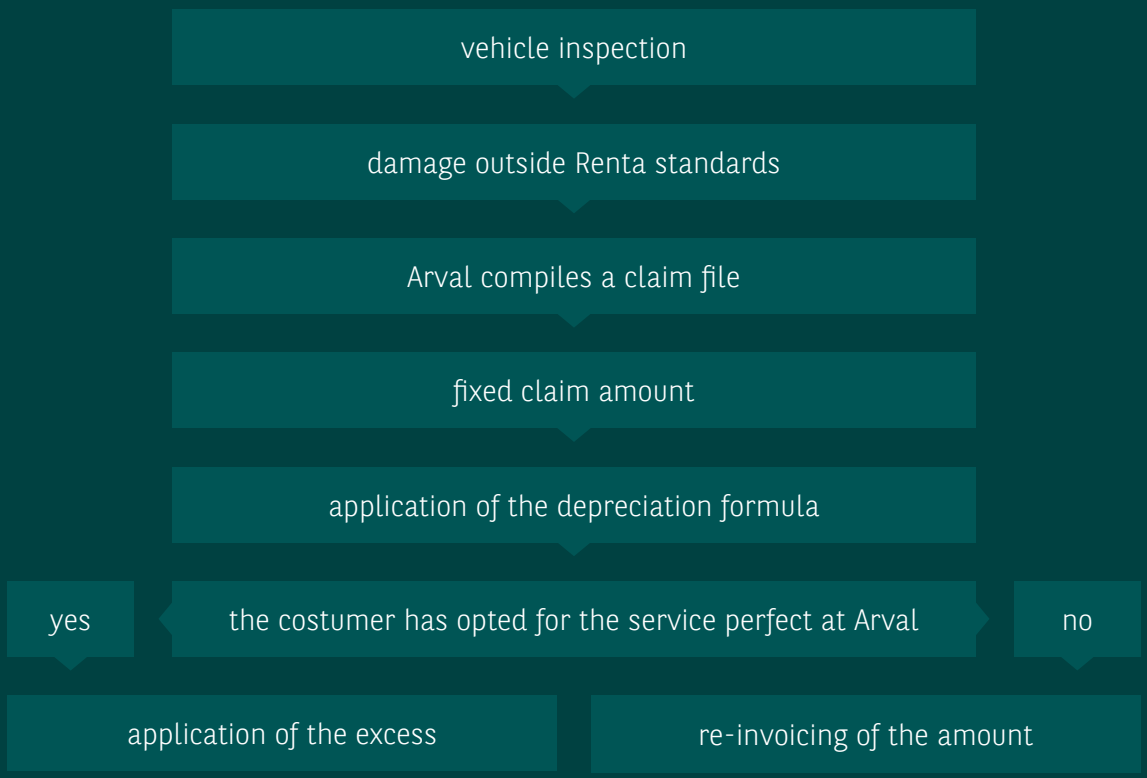
This damage can affect the exterior or interior of the vehicle as well as missing items such as vehicle documents, keys, charging cables and accessories.

If any missing items were charged, you have five working days after receiving the inspection report to send these to Arval and avoid this additional cost.

Arval determines the damage caused by use on the basis of the standards drawn up by Renta, the federation of long-term and short-term vehicle rental companies. For additional information, please consult the Renta Return Manual, available on www.renta.be. You can also contact your account manager at any time.

WORK SCHEDULE

The work schedule below provides a clear overview of the procedure we follow to determine the final value of the damage (and the amount to be paid).



DAMAGE COST VALUATION

We use fixed amounts to determine the value of normal end-of-contract damage. This fixed basic amount per vehicle category is determined per component in consultation with independent experts. This amount is reviewed, updated and indexed annually (excluding taxes).

A depreciation formula is applied to this amount that takes into account the age and mileage of the vehicle (for passenger cars or commercial vehicles).

During the final inspection carried out on behalf of Arval, we take into account any grouping of the damage caused by the same accident.

For the final determination of the costs to be charged at the end of the contract, we distinguish between vehicles insured via Perfecta by Arval and vehicles insured externally.

You have opted for the Perfecta service from Arval

The maximum amount of the excess will be charged, both for individual claims and for the sum of group claims.

You are insured externally

The depreciated amount will be charged both for individual claims and for the sum of group claims.

EXAMPLE OF DAMAGE CALCULATION

The customer has opted for the Perfecta service from Arval.

- Mileage: 121,500 km
- Age: 48 months
- Own risk of EUR 350.00

In this example, we assume four unacceptable damages, for a total repair value of EUR 1,271.

By applying the depreciation formula, we obtain 67.12%, i.e. an amount of EUR 853.23.

Damage 1: Since two claims relate to the same accident, they are combined, and the excess of EUR 350.00 will only be charged once.

Other damages: As the amount is lower than the excess, the damage is invoiced at its depreciated value (if applicable), i.e. EUR 178.00.

This brings the total cost to EUR 528.00.

EXAMPLE OF DAMAGE CALCULATION

ID	Damage	File n°	Repair cost	Deprec.	Deprec. Value	Deductible	Acceptable damage	Decl.	Recover-able	Sub total
Damage 1										
13	Bumper / Front / Repair & paint	214038169	685.00	67.12%	459.77	-	N	N	N	-
63	Wing / Front Left / Paint	214038169	321.00	67.12%	215.46	-	N	N	N	-
		Sub total	**1,006.00**	**-**	**675.23**	**350.00**	**-**	**-**	**-**	**350.00**
Other damages										
222	Side View Mirror Right // Painting	214098147	155.00	67.12%	104.00	104.00	N	N	N	-
101	Door Rear Left // Smart Repair Medium	214098147	110.00	67.12%	74.00	74.00	N	N	N	-
		Sub total	**265.00**	**-**	**178.00**	**178.00**	**-**	**-**	**-**	**178.00**
		Total	**1,271.00**	**-**	**853.23**				**TOTAL COST**	**528.00**

EXAMPLES OF VEHICLE CATEGORIES

Passenger cars	1	Mini/Mini MPV, Compact	Mini, 500, Clio, Polo, A1, E-Up, ZOE, Aygo, DS3, Captur, i3, ...
	2	Small middle class	A3, Série 1, 308, Focus, Astra, Mégane, E-Golf, Auris, ...
	3	Middle class MPV	A5, Mondeo, Talisman, XC60, D-Max, GLC, Model 3, 508, ...
	4	High middle class	GLE, Cayman, Galaxy, Model S, XF, X6, Discovery, A6, ...
	5	High class, coupé, 4x4	A7, Série 6, CLS, Q7, XJ, E-Tron, Panamera, Class S, ...
	-	Exclusive, special vehicles, large 4x4	upon request
Vans	1	Bipper, Transit Courier, ...	
	2	Caddy, Citan, Dokker, Combo, Berlingo, Partner, Cangoo, ...	
	3	Caravelle, Expert Combi, Trafic, Vito, Vivaro, ...	
	4	Jumper, Master, Movano, Sprinter, Crafter, Ducato, ...	

OVERVIEW OF THE MOST IMPORTANT FLAT RATES FOR 2025 IN EUROS

Below you will find the flat rates (excluding taxes), the depreciation matrix, the work schedule and an example. Items marked with * in the list of flat rates are not depreciated. In the event of more extensive damage (possibly as a result of an accident), the above flat rates cannot be applied and a cost estimate will be drawn up or even a specific expert assessment will have to be carried out.

The flat rate for a missing key includes: a new key, the programming of that key on the car, an emergency key and, for safety reasons, a replacement of the cylinder lock on the front left door.

You must return the car with summer tyres from 1 May to 30 September. If you return it on winter tyres during this period, Arval will be obliged to charge you EUR 250.00 for the reduction in value realised at that time.

		Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
GENERAL						
Smart repair	Small	55	55	55	55	55
	Medium	110	110	110	110	110
	Large	183	183	183	183	183
Interior repair		185	185	185	185	185
Polish per part		44	44	44	44	44
Complete polish		268	268	268	268	268
Registration certificate*		567	567	567	567	567
Certificate of conformity*		317	317	317	317	317
Spare key(s)*	Emergency key	51	60	66	75	84
	Key Price Range 1 / Missing /	245	288	317	360	403
	Key Price Range 2 / Missing /	365	429	472	536	601
	Key Prive Range 3 / Missing /	844	993	1,092	1,241	1,390
DELETTERING						
Delettering*	XXS (1 element)	18	18	18	18	18
	XS (1 element)	18	18	18	18	18
	S (2 elements)	35	35	35	35	35
	M (3-5 elements)	90	90	90	90	90
	L (6+ elements)	180	180	180	180	180
	XL (special lettering)	on demand	on demand	on demand	on demand	on demand
	Forfait	on demand	on demand	on demand	on demand	on demand
DELETTERING LCV						
Delettering*	XXS (1 element)	15	18	20	23	NA
	XS (1 element)	15	18	20	23	NA
	S (2 elements)	30	35	39	44	NA
	M (3-5 elements)	77	90	99	113	NA
	L (6+ elements)	153	180	198	225	NA
	XL (special lettering)	on demand	on demand	on demand	on demand	on demand
	Forfait	on demand	on demand	on demand	on demand	on demand

		Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
INTERIOR CLEANING						
Interior cleaning	S	88	88	88	88	88
	L	204	204	204	204	204
BUMPER						
Paint	Front	463	545	600	681	763
	Rear	345	406	447	508	568
Repair & paint	Front	582	685	754	856	959
	Rear	548	645	710	806	903
Replacement & paint	Front	870	1,024	1,126	1,280	1,434
	Rear	794	934	1,027	1,168	1,308
Replacement without paint		435	512	563	640	717
Replacement spoiler	Front	89	105	116	131	147
	Rear	180	212	233	265	297
Replacement lower cover not painted	Front	517	608	669	760	851
	Rear	517	608	669	760	851
Replacement park assist sensor	Front	385	453	498	566	634
	Rear	303	356	392	445	498
Replacement tow cover	Front	53	62	68	78	87
	Rear	53	62	68	78	87
Replacement grill		57	67	74	84	94
Replacement moulding	Front	59	69	76	86	97
	Rear	42	49	54	61	69
Replacement central moulding		84	99	109	124	139
FRONT						
Paint		144	169	186	211	237
Repair & paint		258	303	333	379	424
Replacement & paint		364	428	471	535	599
Replacement logo		37	44	48	55	62
Replacement radiator grill		230	270	297	338	378
BONNET						
Paint		335	394	433	493	552
Repair & paint		713	839	923	1,049	1,175
Replacement & paint		786	925	1,018	1,156	1,295
Replacement moulding		22	26	29	33	36

		Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
SIDE PANEL						
Paint	Front	273	321	353	401	449
	Rear	345	406	447	508	568
Repair & paint	Front	464	546	601	683	764
	Rear	561	660	726	825	924
Replacement & paint	Front	655	771	848	964	1,079
	Rear	1,806	2,125	2,338	2,656	2,975
Replacement fuel cap		83	98	108	123	137
Replacement fender		91	107	118	134	150
Replacement window	Rear	165	194	213	243	272
DOOR						
Paint		344	405	446	506	567
Repair & paint		509	599	659	749	839
Replacement & paint		835	982	1,080	1,228	1,375
Replacement moulding		63	74	81	93	104
Replacement window	Front	167	197	217	246	276
	Rear	122	144	158	180	202
Replacement handle	Rear	131	154	169	193	216
ROCKER						
Paint		336	395	435	494	553
Repair & paint		428	503	553	629	704
Replacement & paint		1,873	2,204	2,424	2,755	3,086
Replacement plastic coating		384	452	497	565	633
Replacement plastic coating without painting		180	212	233	265	297
ROOF						
Paint		633	745	820	931	1,043
Repair & paint		1,079	1,269	1,396	1,586	1,777
Replacement & paint		3,040	3,577	3,935	4,471	5,008
Replacement antenna		65	76	84	95	106
Replacement panoramic roof		974	1,146	1,261	1,433	1,604
Replacement roof rails		501	589	648	736	825
TRUNK						
Paint		309	363	399	454	508
Repair & paint		651	766	843	958	1,072
Replacement & paint		1,544	1,817	1,999	2,271	2,544
Replacement moulding		100	118	130	148	165
Replacement wiper arm	Rear	76	89	98	111	125
Replacement wiper	Rear	13	15	17	19	21
Replacement window		678	798	878	998	1,117

		Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
REAR						
Paint		303	357	393	446	500
Repair & paint		462	543	597	679	760
Replacement & paint		846	995	1,095	1,244	1,393
OUTSIDE REAR-VIEW MIRRORS						
Paint		131	154	169	193	216
Replacement & paint		506	595	655	744	833
Replacement cover	Painted	102	120	132	150	168
	Not painted	145	171	188	214	239
Replacement glass		98	115	127	144	161
Replacement blinker		98	115	127	144	161
LIGHTS						
Standard replacement	Front	322	379	417	474	531
Replacement xenon	Front	1,074	1,264	1,390	1,580	1,770
Replacement LED	Front	1,306	1,536	1,690	1,920	2,150
Replacement fog lights	Front	89	105	116	131	147
	Rear	60	71	78	89	99
Replacement	Rear	126	148	163	185	207
Rear light block on trunk	Rear	131	154	169	193	216
Replacement 3rd stop light		82	96	106	120	134
WHEELS						
Replacement hubcap with logo		25	29	32	36	41
Replacement trim		47	55	61	69	77
Replacement steel trim		82	97	107	121	136
Repair alloy rim		147	147	147	147	147
Repair two tone rim		269	269	269	269	269
Replacement alloy rim		520	612	673	765	857
Replacement tyre		167	197	217	246	276
Replacement spare wheel		250	294	323	368	412
Space-saving spare wheel		102	120	132	150	168
Replacement tyre kit		242	242	242	242	242
Replacement mud flap		52	61	67	76	85

		Cat. 1	Cat. 2	Cat. 3	Cat. 4	Cat. 5
WINDOWS						
Repair windshield		75	75	75	75	75
Replacement windshield		755	888	977	1,110	1,243
Replacement wipers	Front	31	37	41	46	52
Replacement wiper arm		76	89	98	111	125
Replacement moulding	Front	59	69	76	86	97
Replacement sun visor	Windshield	94	110	121	138	154
Replacement rear view mirror	Front	246	289	318	361	405
SEATS						
Repair per part		186	186	186	186	186
Replacement seat upholstery		522	614	675	768	860
Replacement complete upholstery per part		1,044	1,228	1,351	1,535	1,719
Replacement armrest		241	284	312	355	398
Replacement seat belt		237	279	307	349	391
Replacement headrest		220	259	285	324	363
INTERIOR						
Ionization smell		148	148	148	148	148
Replacement carpet complete		712	838	922	1,048	1,173
Replacement roof lining		765	900	990	1,125	1,260
Replacement door lining		366	431	474	539	603
Replacement trunk door lining		73	86	95	108	120
Replacement ashtray		66	78	86	98	109
Replacement gear shift		88	103	113	129	144
Replacement central console		504	593	652	741	830
Replacement hand brake		95	112	123	140	157
Replacement airbag		990	1,165	1,282	1,456	1,631
Replacement complete dashboard		861	1,013	1,114	1,266	1,418
Replacement storage compartment		156	184	202	230	258
Replacement storage space cover		79	93	102	116	130
Replacement vent		84	99	109	124	139
Replacement steering wheel		400	471	518	589	659
Replacement cup holder		45	53	58	66	74
Replacement trunk lining	Sides	119	140	154	175	196
	Rear	64	75	83	94	105
Replacement trunk carpet		139	164	180	205	230
Replacement speaker cover		31	37	41	46	52
Replacement trunk cover		360	423	465	529	592
Replacement window shelf		179	211	232	264	295

PASSENGER CAR MATRIX

Below you will find the matrix based on the depreciation formula for passenger cars with the age of the vehicle expressed in months and the mileage.

KM/month	12	18	24	30	36	42	48	54	60
-	94.00	91.18	88.36	85.54	82.72	79.90	77.08	74.26	71.44
5,000	93.50	90.70	87.89	85.09	82.28	79.48	76.67	73.87	71.06
10,000	93.00	90.21	87.42	84.63	81.84	79.05	76.26	73.47	70.68
15,000	92.50	89.73	86.95	84.18	81.40	78.63	75.85	73.08	70.30
20,000	92.00	89.24	86.48	83.72	80.96	78.20	75.44	72.68	69.92
25,000	91.50	88.76	86.01	83.27	80.52	77.78	75.03	72.29	69.54
30,000	91.00	88.27	85.54	82.81	80.08	77.35	74.62	71.89	69.16
35,000	90.50	87.79	85.07	82.36	79.64	76.93	74.21	71.50	68.78
40,000	90.00	87.30	84.60	81.90	79.20	76.50	73.80	71.10	68.40
45,000	89.50	86.82	84.13	81.45	78.76	76.08	73.39	70.71	68.02
50,000	89.00	86.33	83.66	80.99	78.32	75.65	72.98	70.31	67.64
55,000	88.50	85.85	83.19	80.54	77.88	75.23	72.57	69.92	67.26
60,000	88.00	85.36	82.72	80.08	77.44	74.80	72.16	69.52	66.88
65,000	87.50	84.88	82.25	79.63	77.00	74.38	71.75	69.13	66.50
70,000	87.00	84.39	81.78	79.17	76.56	73.95	71.34	68.73	66.12
75,000	86.50	83.91	81.31	78.72	76.12	73.53	70.93	68.34	65.74
80,000	86.00	83.42	80.84	78.26	75.68	73.10	70.52	67.94	65.36
85,000	85.50	82.94	80.37	77.81	75.24	72.68	70.11	67.55	64.98
90,000	85.00	82.45	79.90	77.35	74.80	72.25	69.70	67.15	64.60
95,000	84.50	81.97	79.43	76.90	74.36	71.83	69.29	66.76	64.22
100,000	84.00	81.48	78.96	76.44	73.92	71.40	68.88	66.36	63.84
105,000	83.50	81.00	78.49	75.99	73.48	70.98	68.47	65.97	63.46
110,000	83.00	80.51	78.02	75.53	73.04	70.55	68.06	65.57	63.08
115,000	82.50	80.03	77.55	75.08	72.60	70.13	67.65	65.18	62.70
120,000	82.00	79.54	77.08	74.62	72.16	69.70	67.24	64.78	62.32
125,000	81.50	79.06	76.61	74.17	71.72	69.28	66.83	64.39	61.94
130,000	81.00	78.57	76.14	73.71	71.28	68.85	66.42	63.99	61.56
135,000	80.50	78.09	75.67	73.26	70.84	68.43	66.01	63.60	61.18
140,000	80.00	77.60	75.20	72.80	70.40	68.00	65.60	63.20	60.80
145,000	79.50	77.12	74.73	72.35	69.96	67.58	65.19	62.81	60.42
150,000	79.00	76.63	74.26	71.89	69.52	67.15	64.78	62.41	60.04
155,000	78.50	76.15	73.79	71.44	69.08	66.73	64.37	62.02	59.66
160,000	78.00	75.66	73.32	70.98	68.64	66.30	63.96	61.62	59.28
165,000	77.50	75.18	72.85	70.53	68.20	65.88	63.55	61.23	58.90
170,000	77.00	74.69	72.38	70.07	67.76	65.45	63.14	60.83	58.52
180,000	76.00	73.72	71.44	69.16	66.88	64.60	62.32	60.04	57.76
190,000	75.00	72.75	70.50	68.25	66.00	63.75	61.50	59.25	57.00
200,000	74.00	71.78	69.56	67.34	65.12	62.90	60.68	58.46	56.24

COMMERCIAL VEHICLE MATRIX

Below you will find the matrix based on the depreciation formula for commercial vehicles with the age of the vehicle expressed in months and the mileage.

KM/month	12	18	24	30	36	42	48	54	60
-	75.20	72.94	70.69	68.43	66.18	63.92	61.66	59.41	57.15
5,000	74.80	72.56	70.31	68.07	65.82	63.58	61.34	59.09	56.85
10,000	74.40	72.17	69.94	67.70	65.47	63.24	61.01	58.78	56.54
15,000	74.00	71.78	69.56	67.34	65.12	62.90	60.68	58.46	56.24
20,000	73.60	71.39	69.18	66.98	64.77	62.56	60.35	58.14	55.94
25,000	73.20	71.00	68.81	66.61	64.42	62.22	60.02	57.83	55.63
30,000	72.80	70.62	68.43	66.25	64.06	61.88	59.70	57.51	55.33
35,000	72.40	70.23	68.06	65.88	63.71	61.54	59.37	57.20	55.02
40,000	72.00	69.84	67.68	65.52	63.36	61.20	59.04	56.88	54.72
45,000	71.60	69.45	67.30	65.16	63.01	60.86	58.71	56.56	54.42
50,000	71.20	69.06	66.93	64.79	62.66	60.52	58.38	56.25	54.11
55,000	70.80	68.68	66.55	64.43	62.30	60.18	58.06	55.93	53.81
60,000	70.40	68.29	66.18	64.06	61.95	59.84	57.73	55.62	53.50
65,000	70.00	67.90	65.80	63.70	61.60	59.50	57.40	55.30	53.20
70,000	69.60	67.51	65.42	63.34	61.25	59.16	57.07	54.98	52.90
75,000	69.20	67.12	65.05	62.97	60.90	58.82	56.74	54.67	52.59
80,000	68.80	66.74	64.67	62.61	60.54	58.48	56.42	54.35	52.29
85,000	68.40	66.35	64.30	62.24	60.19	58.14	56.09	54.04	51.98
90,000	68.00	65.96	63.92	61.88	59.84	57.80	55.76	53.72	51.68
95,000	67.60	65.57	63.54	61.52	59.49	57.46	55.43	53.40	51.38
100,000	67.20	65.18	63.17	61.15	59.14	57.12	55.10	53.09	51.07
105,000	66.80	64.80	62.79	60.79	58.78	56.78	54.78	52.77	50.77
110,000	66.40	64.41	62.42	60.42	58.43	56.44	54.45	52.46	50.46
115,000	66.00	64.02	62.04	60.06	58.08	56.10	54.12	52.14	50.16
120,000	65.60	63.63	61.66	59.70	57.73	55.76	53.79	51.82	49.86
125,000	65.20	63.24	61.29	59.33	57.38	55.42	53.46	51.51	49.55
130,000	64.80	62.86	60.91	58.97	57.02	55.08	53.14	51.19	49.25
135,000	64.40	62.47	60.54	58.60	56.67	54.74	52.81	50.88	48.94
140,000	64.00	62.08	60.16	58.24	56.32	54.40	52.48	50.56	48.64
145,000	63.60	61.69	59.78	57.88	55.97	54.06	52.15	50.24	48.34
150,000	63.20	61.30	59.41	57.51	55.62	53.72	51.82	49.93	48.03
155,000	62.80	60.92	59.03	57.15	55.26	53.38	51.50	49.61	47.73
160,000	62.40	60.53	58.66	56.78	54.91	53.04	51.17	49.30	47.42
165,000	62.00	60.14	58.28	56.42	54.56	52.70	50.84	48.98	47.12
170,000	61.60	59.75	57.90	56.06	54.21	52.36	50.51	48.66	46.82
180,000	60.80	58.98	57.15	55.33	53.50	51.68	49.86	48.03	46.21
190,000	60.00	58.20	56.40	54.60	52.80	51.00	49.20	47.40	45.60
200,000	59.20	57.42	55.65	53.87	52.10	50.32	48.54	46.77	44.99