



VEHICLE RETURN GUIDE RETAIL



ARVAL
BNP PARIBAS GROUP

For the many
journeys in life

Vehicle Return Guide

Returning your vehicle is an important step: this is when Arval and your employer terminate the contract. 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.

The purpose of these operating instructions is to provide you with the fullest possible information, so that the vehicle can be returned smoothly, and you can avoid any unnecessary additional costs through forgetfulness or confusion.

How should I return my vehicle?

- The vehicle should be clean both inside and outside for the quality inspection.
- In case of an electric vehicle (BEV): the battery needs to be charged up to 80% of its capacity.
- All official documents, keys and original options and accessories (see checklist) must be included.
- On the correct tyres for the current season: summer tyres (1 May – 30 September) or, if they are included in your contract, winter tyres (1 October – 30 April). You may also return with summer tyres during the winter period.
- All personal details (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.

Drive-in

- You make an appointment at least 48 hours in advance by phone 02 240 01 99 or by e-mail at logistic.be@arval.be.

What about usage damage?

Naturally, vehicles that have been in use for several years can no longer be considered new. Any damage incurred because 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. You can look up the Renta vehicle return guide at <https://renta.be/rentanorm> (Dutch version) or <https://renta.be/fr/rentanorm> (French version). The removal of any accessories you purchased yourself must not result in any visible damage to your vehicle. For example, a retrofitted tow hook, stickers, dark-tinted windows with films, etc.

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

Are you looking for a new vehicle for your partner, a 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 of doing so?

More certainty

As the driver of the vehicle, you know the mileage, the complete maintenance and repair history and therefore the technical condition of the vehicle better than anyone else.

All the maintenance and repairs have been carried out by the Arval partner network, and at the intervals and according to the recommendations of the manufacturer.

We offer you one year's warranty and one year's breakdown assistance via Touring Assistance, and we reimburse you the costs of the legal inspection. It is possible to keep the existing set of winter tyres if they were included in the lease car contract and still have sufficient tread.

Save time

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

Interested?

Contact the B2C Remarketing Team in good time (preferably at least four weeks in advance) by phone on +32 (0)2 240 01 99 or by e-mail at usedcar@arval.be.

Vehicle return checklist

Are the necessary official documents present?

- Official vehicle number plate (at the back)
- registration certificate (part 1)
- Certificate of conformity (please make sure that it is not a photocopy)
- LCV identification report (if applicable)
- certificate of conversion (LCV or passenger car adapted for a driver with reduced mobility, if applicable) + phase 2 certificate of conformity
- 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 or keys that were provided at the start of the contract (including remote controls) and the anti-theft and anti-carjacking codes must either be restored to factory settings or clearly written down.

Options

- CD, DVD or SD card for the navigation system (if applicable)
- floor mats
- 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.
- spare wheel
- anti-theft wrench
- fire extinguisher
- legal kit
- charging cables
 - AC charger for 220V domestic socket
 - smart charging cable

Charge card

If you have a charge card (fuel or electric) issued by Arval, we ask you to destroy it as soon as the lease contract has expired in order to prevent abuse, loss or theft.

Have I removed all personal details?

- GPS history, Bluetooth, etc.
- connection to applications for vehicle marque
- personal documents (resident's card, access badge, etc.)
- CD in the player
- garage door remote control, road toll device, etc.
- (sun)glasses, etc.
- phone app/profile/etc.

Have I cleaned the inside and outside of my vehicle?

If the car is not sufficiently clean for an expert assessment, additional cleaning costs may be charged to be allow the inspection to be carried out correctly.

- exterior: car wash
- interior: vacuuming (dog hair, stains, etc.).

Have all accidents been reported?

If you have not yet declared something, you can do so using “MyArval – Report damage” or via the app. You can also contact the Insurance department on +32 (0)2 240 01 99 or by e-mail: insurance.be@arval.be.

Video

[Car leasing: End of contract](#)

[Car leasing: End of contract](#)

Disclaimer:

Note: The information contained in this video is of a general nature and is not intended to illustrate the specific circumstances of any person or entity.

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Under no circumstances will Arval Belgium SA/NV be liable for any direct or indirect damage arising from, or in connection with, the information provided herein.

The photos shown are for illustration purposes only and may differ from the vehicles offered for rental.

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Questions?

If you have any questions or are unclear about something, please do not hesitate to contact us on +32 (0)2 240 01 99 or by sending an e-mail to the department or person concerned. We are always ready to help you.