

VEHICLE RETURN GUIDE



ARVAL
BNP PARIBAS GROUP

For the many journeys in life



VEHICLE RETURN

Dear user! Upon expiration of the lease agreement, the vehicle is subject to return to ARVAL. According to the decision of your company's management the vehicle use period can be extended or the vehicle can be replaced by a new one.

If you want to buy out a corporate car, please contact the manager in charge of your company's fleet.

We at ARVAL urge you to stick to the guidance provided herein to avoid unnecessary costs associated with vehicle damage or unavailability of documents.

VEHICLE RETURN PROCESS

1. If the management of your employer decides that the vehicle has to be returned, day, time and place of vehicle return will be confirmed with you (or with your colleague in charge) no later than 1 day prior to return by an ARVAL representative.

2. When returning the vehicle, you must have the following set of documents subject to return:

- original PoA issued by your employer authorizing you to return the vehicle (to be submitted to ARVAL);
- passport;
- vehicle state registration certificate (to be submitted to ARVAL);
- OSAGO policy (to be submitted to ARVAL).

During vehicle handover, the things and accessories which had been handed over to your employer at the onset of the lease, must be returned (such action to be confirmed by an acceptance certificate):

- full set of keys (it is within up to three working days since the actual vehicle handover that the second key must be handed in);
- copy keys;*
- fuel card* (has to be cut in two and carrying no pin code inscription!);
- keyfobs and alarm cards, navigation equipment memory sticks;*
- a jack, secret wheel nuts, a cylinder wrench, wheel caps, a motorist's kit;
- spare tyre or a tyre repair kit;
- accessories according to the lease agreement (rugs, a trunk rack, a tow bar, a car stereo etc.);*
- vehicle service (guarantee) book showing records of maintenance complying with the vehicle manufacturer's requirements;*
- vehicle user manuals, alarms, stereo systems, CD- or DVD-playback.*

3. Check the vehicle for your personal possessions.

Unfortunately, are unable to return personal possessions once the vehicle return has taken place.

4. Vehicle return certificate is to be compiled and signed together with the ARVAL representative. This document contains place, day and time of return and the list of all damage to and absent parts of the vehicle.

* If applicable to your company – things must be returned to ARVAL no later than 48 hours prior to signing the vehicle return certificate.

ATTENTION! The vehicle needs to be returned:

- with least amount of fuel as a quarter of the tank;
- in a clean state (with no visible signs of dirt of any origin, including vegetation, chemicals, tracks of bird or animal life preventing detection of defects and their photographic recording on the vehicle). In case a dirty vehicle is returned, ARVAL reserves the right to draw up a supplementary vehicle examination memo indicating the damage revealed after washing;
- with tyres complying to the vehicle use season;
- in a technically sound condition and full set complying to the moment of the vehicle handover.

If the vehicle isn't moving without external aid, this needs to be reported to ARVAL prior to arranging the vehicle return request.

VEHICLE DAMAGE

The vehicle must be operated and maintained in strict accordance with the user manual that you received at the time of the vehicle handover (including the schedule of maintenance). If these conditions are not met and there are damages exceeding normal wear and tear, your company (lessee) may be required to pay the estimated cost of damage inflicted to the vehicle as a result of excessive wear and tear.

Normal wear and tear is what the car would have been subject to under its normal use for the purposes specified in the lease agreement and the operating manual and within the period of use.

Damage (abnormal wear and tear) results from a certain event or series of events, such as impact, placement of unsupported load inside the vehicle, rough/misaligned operation or improper handling of the vehicle.

In the event of damage to vehicle or if the condition of vehicle does not correspond to normal wear and tear, it is important to officially claim the insured event and, if possible, carry out all repair work before the time of the vehicle return.

IMPORTANT! When you have the insurer's authorization to repair, make sure that service station specifies in the service book that no prior repair has been performed and no spare parts have been ordered.

If an insured event was not reported to the insurer, ARVAL may bill the lessee the estimated cost of repairing the vehicle worn out above normal wear and tear.

ATTENTION! Once the vehicle return is performed, you no longer can claim an insured event.

For a better understanding of normal/abnormal wear and tear, you can find examples of damage that ARVAL accepts without billing/invoicing the lessee to compensate for the cost of repairing the damage.

TERMS AND DEFINITIONS (THE GLOSSARY)

VEHICLE NORMAL WEAR AND TEAR shall mean the damage sustained by the vehicle during its normal use.

VEHICLE EXCESSIVE WEAR AND TEAR shall mean the damage sustained by vehicle as a result of emergencies (accidents and such), user's breach of vehicle use and storage rules, untimely claims of vehicle insured events or breakdowns, as well as other damage entailing deterioration of vehicle exterior or technical condition, reduction of its commercial value.

LKP (paintwork) shall mean the vehicle bodywork paint or lacquer coating including, depending on a type of a part, an anti-corrosion layer, primer coating, paintwork and lacquer finish (see the LKP chart).

Types of paintwork damages



Spider lines



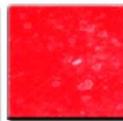
Random scratches



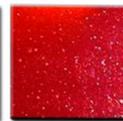
Deep scratches



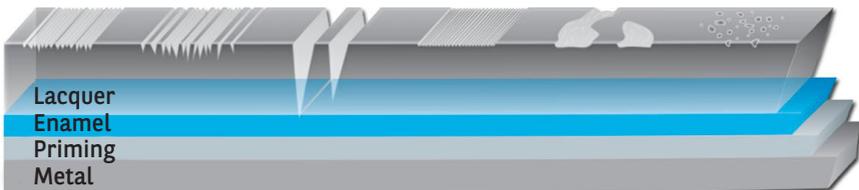
Holograms

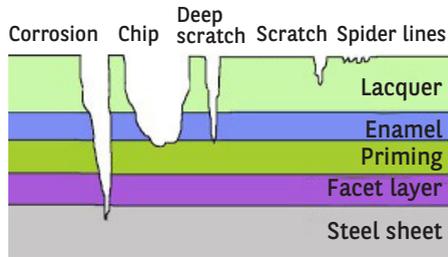


The effects of acid rain



Chemistry marks





Damage up to the layer of enamel shall be deemed normal wear and tear.

DAMAGE shall mean changes in size, shape or state of surfaces, sustained by the vehicle because of mechanical, chemical or electric power impact to its surface materials during use or temporary storage.

SCRATCH shall mean damage inflicted to the surface of a vehicle part because of its contact with a hard object without deformation.

SCRUB shall mean a wide scratch or a number of scratches received by one contacting part.

CHIP shall mean a damage incurred to a part of the vehicle by a stone or other object hit.

INDENT shall mean a deepening formed on the surface of a vehicle part because of mechanical impact (hit, press or else) exerted on it.

DEFORMATION shall mean changes in/breach of a part's shape, including changes to its weight that have taken place as a result of external impact (stretching, shrinkage, break, twisting etc.).

CUTS shall mean surface damage looking like wide and deep track.

LIGHT COMMERCIAL VEHICLE (LCV) shall mean a vehicle (a load carrier) intended for transportation of goods under 3.5 tons or under 16 passengers (e.g. Lada Largus, WV Transporter). Also, a relevant record in the vehicle state registration must be made.

Example:

1. Идентификационный номер (VIN) MR0FR29G401029606
2. Марка, модель ТС ТОУОТА HILUX
3. Наименование (тип ТС) ГРУЗОВОЙ-БОРТОВОЙ
4. Категория ТС (А, В, С, D, прицеп) В



Recommendation: when mounting a canopy on an LCV vehicle, ARVAL recommends complying with the maintenance guidelines issued by the canopy manufacturer.

DAMAGE TO BODY AND PAINTWORK

INVOICED TO THE LESSEE:

- chips/potholes over 5 mm in diameter;
- indents over 20 mm in diameter;
- two such indents less than 20 mm in diameter or more on an element;
- more than 30 mm long scratches touching the metal base in depth;
- three or more less than 30 mm long scratches touching the metal base in depth;
- more than 50 mm long scrubs touching the metal base in depth;*
- bodywork deformation;
- no radiator grill, no plastic parts, no fog lamps or plugs, no door handles, no emblem, no identification marks;
- repair work below standard carried out independently by the client;
- paintwork chemical damage;
- damage by hail;
- removal of stickers.

* For commercial vehicles (LCV):

- more than 100 mm long scratches, scrubs on an unstructured plastic, or up to four such defects of under 30 mm;
- more than 50 mm long scratches, scrubs on an unstructured plastic, or up to two such defects of under 30 mm.





DAMAGE TO BUMPER OR SIDE ELEMENTS

INVOICED TO THE LESSEE:

- more than 30 mm long scratches with PW damage;
- less than 30 mm long three or more scratches with PW damage on an element;
- Indents over 20 mm in diameter;
- two such indents less than 20 mm in diameter or more on an element;
- more than 50 mm long scrubs touching the metal base in depth;*
- cracks, breaks, deformation of bumper or its elements (e.g. molding, bumper skirt);
- over 1 cm gaps between contacting bodywork elements;
- no bumper or part of a bumper, or else its elements;
- no tow hook.

* For commercial vehicles (LCV):

- more than 100 mm long scratches, scrubs on an unstructured plastic, or up to four such defects of under 30 mm;
- more than 50 mm long scratches, scrubs on an unstructured plastic, or up to two such defects of under 30 mm.



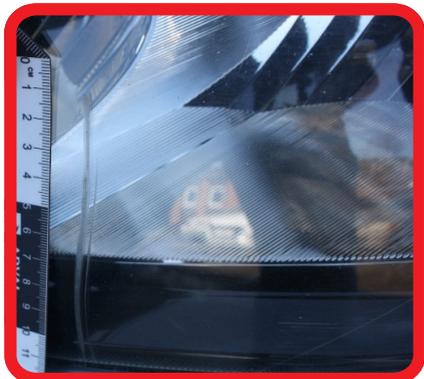
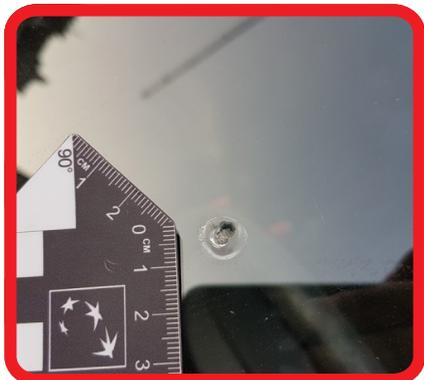


DAMAGE TO GLASS, MIRRORS AND LIGHTING DEVICES

INVOICED TO THE LESSEE:

- over 5 cm chips, cracks, potholes on a windscreen, or on side and rear window, but up to four similar defects less than 5 mm;
- over 40 mm scratches, scrubs on a windscreen, or on side and rear window, but up to four similar defects less than 40 mm;
- defects of the side mirrors;
- non-functioning mechanisms of side windows and/or side mirrors;
- broken headlamps or lighting fixtures, cracks or holes in them;
- badly scratched and/or shabby headlamps, lighting fixtures;
- fogging of headlights or lighting fixtures with mechanical damage.





DAMAGE TO TYRES, WHEEL RIMS AND HOODS

INVOICED TO THE LESSEE:

- no discs or hoods (if originally provided with the vehicle);
- over 100 mm scratches and/or scrubs on rims;
- over 50 mm long cuts;
- cracked or deformed discs or hoods;
- hood partially absent;
- no spare wheel (except for the vehicles where it's not provided for);
- cut, torn, deformed tyres, obvious sidewall or tread damage, "hernias".





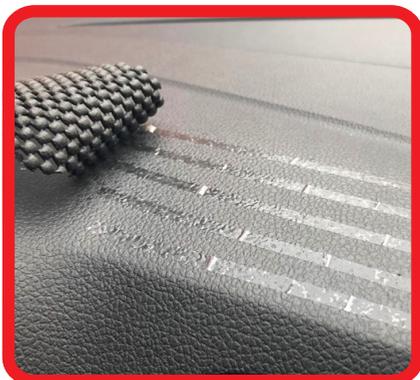
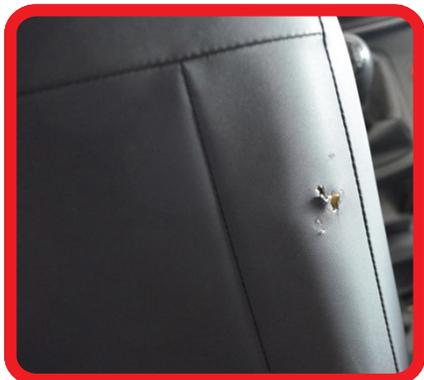
DAMAGE TO VEHICLE INTERIOR

INVOICED TO THE LESSEE:

- dirt on the seats, interior upholstery, luggage compartment requiring special dry cleaning (specified in the return report);
- holes, scratches, cuts, deformed elements on any element of the interior: upholstery of seats, doors and ceiling, shelf behind the back seat, dashboard, floor, etc.;
- over 30 mm scratches on elements of interiors;
- marks of removal of additional devices;
- repair work below standard carried out independently by the client;
- foreign objects in the luggage compartment;
- luggage compartment damage.*



* Except commercial transport – LCV (ref. to separate section).





DAMAGE TO THE LCV FREIGHT COMPARTMENT

INVOICED TO THE LESSEE:

- indents, over 100 mm cracks;
- severe deformation, holes in the floor, faults, tears, cuts, burns in the freight compartment;
- non-functioning mechanisms (windows, doors, etc.) caused by damage to the freight compartment;
- parts of the freight compartment are missing;
- equipment dismantling (not agreed upon with ARVAL);
- foreign objects in the freight compartment.





Please note that this list is not exhaustive. Information may be adjusted and added.

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Note: ARVAL reserves the right to make changes in photos and information without prior notice.

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