

**KEEP ME
SOMEWHERE
SAFE**

Handing your vehicle back?

Time to begin a new journey...

In this guide you'll find everything you need to know about handing your vehicle back to us at the end of your agreement.

A few key things to remember:

- Book a collection at a location of your choice (within mainland UK and Ireland) before the date your contract ends
- Check your vehicle against the British Vehicle Rental and Leasing Association (BVRLA) Fair Wear & Tear guidelines at [fairweartear.tips/bvrla](https://www.fairweartear.tips/bvrla)
- Decide whether to repair any damage that falls outside of these guidelines
- Take note of the items you must return along with your vehicle



MAKE SURE YOU RETURN...

- **Full service history**
stamped book (if applicable) and service receipts
- **All keys**
including spare key
- **Vehicle tools**
including tyre inflation kits and locking wheel nut
- **Satellite navigation disks or cards**
(if applicable)
- **Parcel shelves and headrests**
- **Charging cables for electric vehicles**
(if applicable)
- **V5C vehicle registration document**

If you have this, please complete Section 9 and send the whole document to the Remarketing Administration Team, ALD Automotive, Oakwood Drive, Emersons Green, Bristol BS16 7LB as soon as your vehicle has been collected.

MAKE SURE YOU REMOVE...

- **All personal data**
from onboard sat nav, phone and entertainment systems
- **All personal belongings**

Your vehicle's condition

When a vehicle is returned to us, we accept a level of fair wear and tear in line with its age, mileage and use.

However, you could be charged for any damage that falls outside of the BVRLA's fair wear and tear guidelines.

You may wish to check the condition of your vehicle against these guidelines before handing it back.

You can use the measuring card opposite (applicable to cars only) and follow the steps overleaf to help you carry out your checks.

Excess mileage and other charges

If your vehicle is returned and you've gone over your agreed mileage limit, you may need to pay excess mileage charges. You could also be charged for any missing items detailed overleaf.

Guidelines applicable to cars only.
For LCVs go to fairweartear.tips/bvrla

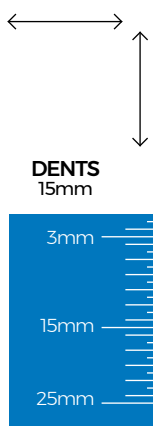
Scuffs & scratches

Scuffs and scratches within 25mm are acceptable where:

- They can be polished out
- Primer / bare metal isn't showing
- Moulding / wheel arch trim isn't broken, cracked or deformed
- There are no more than 4 scuffs per panel

For wheels & tyres:

- Scuffs up to 50mm on the total circumference of the wheel rim and on alloy wheels are acceptable
- There must be no damage to sidewalls or tread



Dents & chips

Dents no larger than 15mm in diameter are acceptable where:

- There are no more than 2 per panel
- Paint surface isn't broken
- There are no dents on the wheel arch rims/trims
- There are no dents on roof or swage line

Chips no larger than 3mm in diameter are acceptable where:

- They're not rusted
- Max 4 chips per panel, 6 chips per door edge & 8 chips per any forward-facing panel

Countdown to collection

Tick off the steps as you go



180 days to go

If you haven't already, start thinking about your next vehicle.
Once you've ordered your next vehicle, make arrangements to have it delivered before your agreement ends.

Order your next vehicle & book a collection for your current vehicle

45 days to go

Book a date for your current vehicle's collection using the details in your covering letter - we need at least 5 working days' notice before the date your agreement ends. We can collect your vehicle at a location that's convenient for you (within mainland UK and Ireland). A collection fee may be payable at the time of booking.

Picking your next vehicle up from a dealership?

If you plan to leave your current vehicle at a dealership when you pick up your new vehicle you'll need to tell us that's where you'd like it collected from.

Personalised registration plate?

If you're not the registered keeper of the vehicle, please contact us to have it removed.

If you are the registered keeper, go to: www.gov.uk/personalised-vehicle-registration-numbers to have it removed.

Prep your current vehicle for inspection & collection

1 month to go

Check the condition of your vehicle using the steps below, referring to the BVRLA guidelines available at: fairweartear.tips/bvrla

Spot any damage that falls outside of these guidelines?
Decide whether to repair it now to minimise the risk of charges when you hand the vehicle back.

Last chance to book your collection

10 days to go

Last opportunity to book a collection if you haven't already. We need at least 5 working days' notice before the date your agreement ends.

Make sure your vehicle has a valid MOT – it must be in place on the day of collection.

3 weeks to go

Make sure your service/maintenance book is fully stamped and up to date.

If your vehicle doesn't have a service book, or service records are stored on the vehicle's key, you'll need to provide us with paper copies of the service/maintenance history.

Check service receipts

1 day before collection

- Remove all personal belongings and clear any data from the onboard sat nav, phone or entertainment system (see overleaf for details).
- Replace any items you've removed from the vehicle (see overleaf for details).
- You'll receive a text from the collection agent to check you're still happy with the collection date and location.

Carry out final checks

Day of collection

Your vehicle will be collected at the agreed location. It will be inspected by an independent BVRLA representative upon collection or later at a de-fleet centre.

Make sure you hand over all sets of keys, all the service and maintenance records and any other documentation. Remember to send us the V5C vehicle registration document if you have this (see overleaf).

You'll need to sign to confirm you've handed the vehicle over to the collection agent.

Collection & Inspection

TOP TIP:

To reduce the risk of additional charges, make sure your car is available at the agreed date and location, it has a valid MOT that's in place on the day of collection and it's in a roadworthy condition. Fees may be applied if you require special collection arrangements not discussed at the time of booking.

14 days+ after collection

If your vehicle is considered to have any damage that falls outside of fair wear and tear, we'll invoice you for the relevant charges.

You'll also be invoiced for any excess mileage charges and any missing items.

Preparing your vehicle for handover

Pick a time and place with good light levels



Your vehicle should be clean so you can easily spot damage.



Walk around the vehicle checking for dents and scratches.



Crouch down at the front or rear so you can see along the bodyline of the vehicle.



Check all windows, lights, lenses and mirrors for cracks and holes.



Check all tyres are roadworthy and tread depth is no less than 1.6mm.



Check all upholstery is clear of odours, tears, burns, stains and wear.



Check all vehicle controls, lights and horn are working fully.



Gather service receipts, vehicle documentation and keys.

You'll find the British Vehicle Rental and Leasing Association (BVRLA) fair wear & tear guidelines at:

fairweartear.tips/bvrla