

it's not the car
it's our care

Advice on returning an end of lease vehicle

2012



business lease
same cars, better care

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Where can you return your vehicle?

Business Lease has contracted the chain of independent damage repair shops, Schadenet, to handle the return of 'end of lease' vehicles. We would kindly request you contact them at least one day prior to your preferred return date to arrange a suitable return time. Select your nearest branch at www.schadenet.nl. The telephone number of your selected branch will be clearly shown.

When arranging a suitable time you can also indicate whether you wish to make use of the drop-off service. Having returned your vehicle, a Schadenet employee can take you to a location of your choice. Within a 15 kilometre radius, this is free of charge.

Important things to know when returning your vehicle

To facilitate a smooth return of your vehicle we kindly refer you to our return procedure. Following these steps will prevent any unnecessary delays and discussions with you or your employer about settling the lease contract.

Step 1: report recent damage in advance

Has your vehicle recently been damaged and you haven't yet had time to report it?

If so, you must report this damage before returning your vehicle. You can contact the Damage department by telephone on: 00 31 (0)30 698 57 06 and they will assist you further.

Step 2: remove lettering in advance

Once the lease period has ended and before you return the vehicle, any advertising and lettering on the vehicle must be removed. Schadenet can take care of this for you once the vehicle has been returned; the costs for this will be charged to your employer.

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Step 3: clean the vehicle

On the day of return your vehicle must be clean both on the inside and out, to allow it to be properly assessed. Vehicles which are returned unclean will not be accepted.

Step 4: complete

The following must also be submitted when returning the vehicle (if relevant):

- Vehicle registration document, parts 1a and 1b;
- Fuel card;
- Maintenance and service logbooks;
- User manuals and/or instruction leaflets;
- Audio and/or navigation code;
- All (remote) keys supplied;
- Aircon, alarm and gas installation certificates, etc;
- Wheel locks for lightweight metal wheel rims;
- Removable control panels or other security cards

In the absence of audio or navigation equipment or other accessories included in the lease contract, or any standard options installed at the factory, the replacement and/or repair value will be charged to your employer. Any repair costs for damage incurred during the dismantling of the abovementioned / accessories that were not included in the lease contract will, similarly, be charged for.

Damage

When returning your vehicle the following details are recorded on the return form: the return date, the mileage, available vehicle documentation (see step 4), as well as all damage. The Schadenet employee will assess the vehicle with you and complete the return form that requires both your signatures.

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User damage

This is understood to mean any item of damage arising through everyday use, i.e. minor damage to the bodywork, bumpers, mirrors, wings and the interior. It covers: any damage to the bodywork that measures less than 24mm (a two euro coin), a scratch that measures less than 10cm and that can be removed using a polish, and/or any damage to the wings that measures less than the size of a credit card (8.5cm x 5.5cm). For further information on (un)acceptable damage please see the next pages. Acceptable damage will not be charged for.

Other damage

For all other established, unacceptable items of damage, a check will be made as to whether these were previously reported by you to the Business Lease Damage department. Please note: damage to the finish caused by external acids (bird droppings, resin or other materials) or to the paintwork caused by lettering removal is also regarded as damage.













If the damage has been reported, only the own-risk per damage occurrence is charged to your employer, insofar as this has not already taken place. Unreported damage will be charged to your employer for the depreciation resulting from the damage incurred.

Any further questions?

We hope these instructions help clarify the end of lease vehicle return procedure. Should you still have any questions please do not hesitate to contact us during office hours on telephone number: 00 31 (0)30 698 57 06.

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Acceptable and unacceptable damage

	Dent(s) smaller than a two euro coin. These dents can be repaired by restyling. The appendix lists the number of acceptable dents (user damage).		A dent larger than a two euro coin; cannot be restyled (unacceptable).
	Damage to bumpers and wings measuring less than the size of a credit card (8.5 x 5.5 cm). The appendix lists the number of acceptable damages (user damage).		Bumper and wing deformation (unacceptable).
	The wheel rims must be fastened with all the nuts or bolts and may not be cracked or seriously deformed. The tyres may not be damaged in any way up to the carcass (unacceptable).		Visible damage caused by the dismantling of installed accessories is not permitted (unacceptable).
	Windscreen damage in the direct line of vision must not measure more than 20mm. Outside of the line of vision any cracks and indentations measuring 35mm or smaller that as yet do not show signs of cracking, are acceptable.		Any damage to the interior, which includes burn holes, stubborn smells or extreme filth (unacceptable).
	Scratches measuring less than 10cm and that can be removed using a polish (user damage).		A scratch longer than 10cm and that cannot be polished out (unacceptable).
	Damage to the paintwork caused by acids e.g. bird droppings, resin from trees (unacceptable).		Filthy interior e.g. the floor lining, door lining, dashboard and roof lining that requires professional cleaning (unacceptable).

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	Scratches that can no longer be polished out <i>(unacceptable).</i>		Dirty vehicle <i>(unacceptable).</i>
	Shattered/broken fog, wide or high-beam lamps <i>(unacceptable).</i>		Full ashtray <i>(unacceptable).</i>
	Tears in the upholstery <i>(unacceptable).</i>		Tears in the upholstery <i>(unacceptable).</i>

We have compiled a list of the number of acceptable items of damage, taking the vehicle age and mileage into account.

Number of acceptable items of user damage to the bodywork						
Age in months						
Mileage	Damage	Up to 12	24	24 - 36	36 - 48	48 - 60
Up to 60,000	per part	1	2	3	4	5
	per vehicle	2	3	4	6	8
60,000 - 120,000	per part	2	2	4	4	6
	per vehicle	4	6	8	10	12
120,000 - 180,000	per part	3	3	4	5	6
	per vehicle	10	12	14	16	18