

# Vehicle Return Guide

1/27/2025 Confidential

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The termination of the operating lease agreement includes the return of the used vehicle to ALD Automotive Ltd.

This document has been created to clearly describe the process of returning the vehicle - in it you will find the key stages and responsibilities of the parties involved.

This manual specifies the acceptable technical condition of the vehicle according to normal use and depending on the mileage and lease period.

The guide defines which damages are acceptable and unacceptable for ALD Automotive Ltd.

Upon return of the vehicle, an authorized representative of ALD Automotive Ltd. shall inspect the vehicle, prepare an acceptance report to be signed by both parties.

Together with the vehicle, the representative of the lessee company must return the documents and accessories received at the beginning of the contract.

In the following days, the authorised independent assessor summaries and calculates the acceptable and unacceptable damages. The unacceptable ones will be at the expense of the Lessee.



# 1. Normal usage of the vehicle

To avoid any difficulties during the use of the vehicle and unforeseen costs that may arise when returning it, it is recommended that you carry out the periodic servicing and necessary technical interventions on time and repair any damage that occurs during the lease period.

In the event of technical problems or insurance damage, you must inform ALD Automotive Ltd as soon as possible. This has the following advantages for you:

- ✓ Safety for the driver;
- ✓ Avoidance of deterioration of the damage over time;
- ✓ A positive image for your company;
- ✓ Minimising of possible costs related to use.

If you return the vehicle with damage incurred during the lease period that have not been recorded and acknowledged as such by the insurance company, or are denied, the cost thereof will be borne by the Lessee, if they are unacceptable to the ALD.



## 2.1. Vehicle return



The Commercial department of ALD Automotive Ltd will contact you 6 months before the end of the lease period to inform you of the approaching end of the contract.



Before the end of the lease period, you will receive a notification letter to remind you that the contract for the vehicle is about to expire.



You will then work out the details of the car return schedule with an ALD representative: location, date, time.



The return of the vehicle to ALD Automotive will take place at the place specified by the Lessor, in the presence of your representative and the representative of ALD Automotive Ltd authorised to accept the vehicle.



Upon return of the vehicle, the Lessee's representative and a representative of the appraiser authorized by the ALD will complete and sign the acceptance report.





# 2.2. Assessment of the condition of the returned vehicle

## Evaluation Report

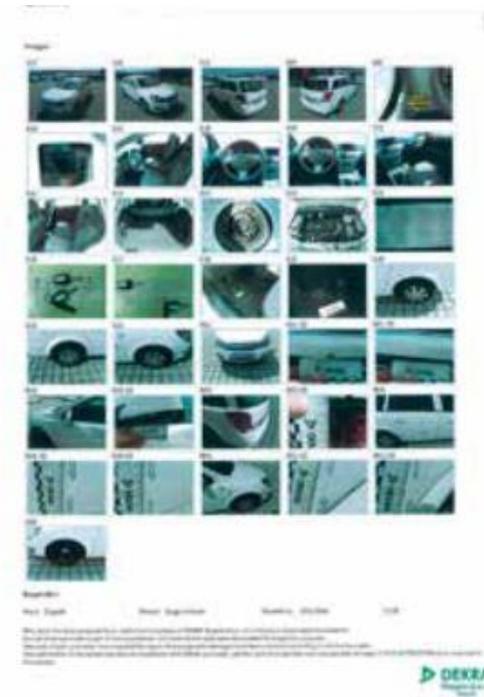
The report is based on a physical inspection and photographs of the interior and exterior of the vehicle. It shall include a valuation of any damage found on return. The evaluation report issued by the independent appraiser shall indicate the condition of the vehicle upon return, based on this manual.

If the returned vehicle shows a condition, other than standard use, the values of any repairs necessary to remedy the unacceptable damage shall be invoiced to the Lessee. The amounts chargeable at the end of the contract shall be based on the evaluation report.

The established mileage shall determine:

- Whether there is excess mileage for which the Lessee owes additional payments
- Whether there are under-mileages for which reimbursement will be made under the terms of the contract

The image shows a 'VEHICLE CONDITION REPORT' form from DEKRA ALD carmarket. The form is titled 'ALD/MILIEU/BIWENH' and contains various sections for recording vehicle details and inspection results. It includes fields for 'Model', 'Type', 'Color', 'Mileage', and 'Date'. There are also sections for 'Exterior', 'Interior', and 'Engine/Transmission'. A table at the bottom of the form lists various components and their condition, with columns for 'Component', 'Status', and 'Remarks'. The form is partially filled out with handwritten information.



# 3. What should be returned with vehicle?

The following accessories and documents will be returned with the vehicle if they were handed over at the beginning of the contract.

## **EQUIPMENT:**

- ✓ Vehicle key, including spare (if in your possession);
- ✓ The vehicle's handcuffs;
- ✓ The screen;
- ✓ The spare tyre or repair kit;
- ✓ The emergency kit;
- ✓ Tyre caps or securing bolt kit (if fitted)
- ✓ Other accessories that were delivered with the vehicle.



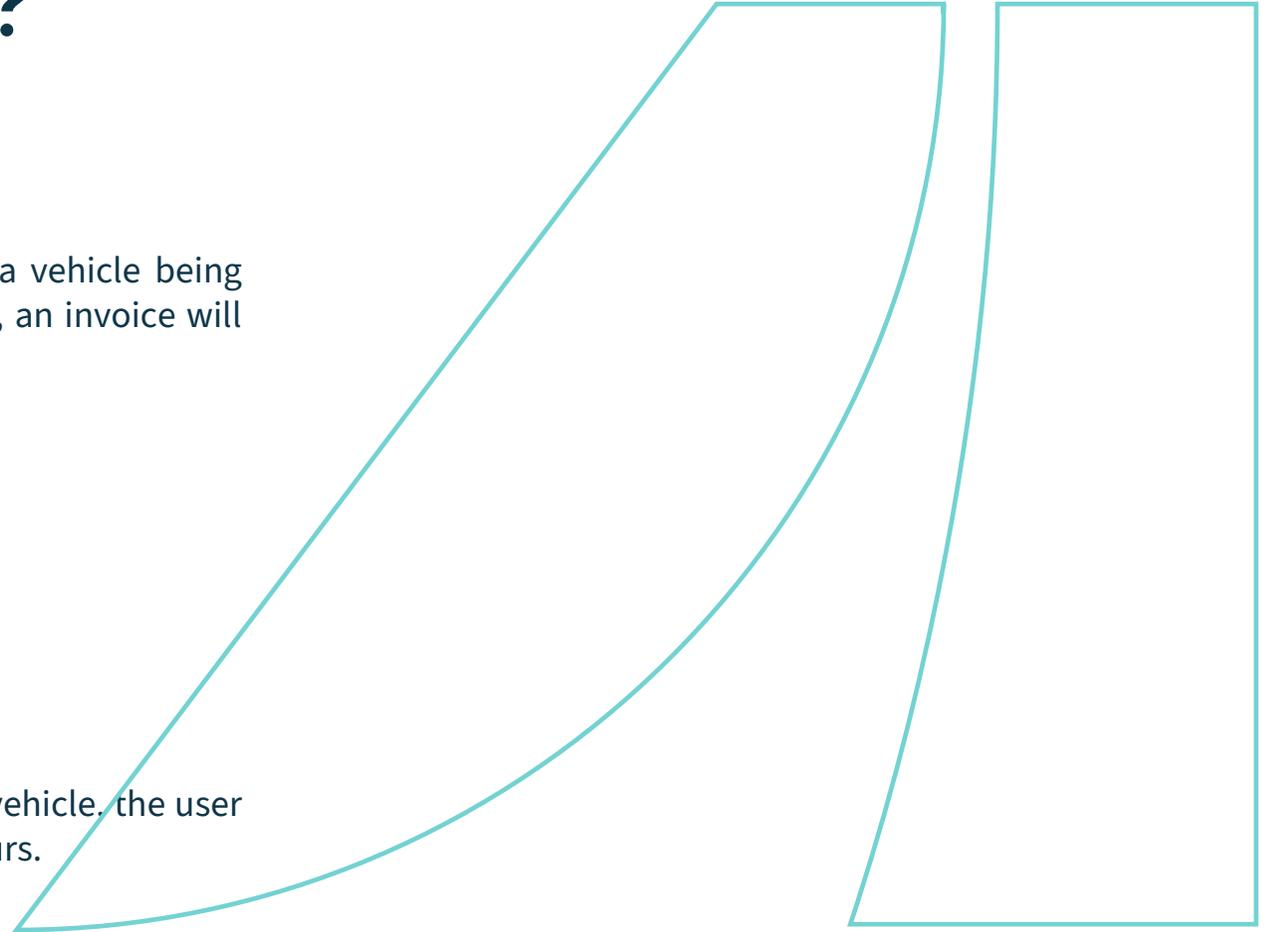
# 3.1. What should be returned with vehicle?

## THE ORIGINAL DOCUMENTS

- ✓ Registration certificate Part II (small certificate);
- ✓ Registration certificate Part I (large certificate - if you have it);
- ✓ Valid certificate for the annual technical check - in the event of a vehicle being returned with an expired annual technical check or lost certificate, an invoice will be issued at the current list price;
- ✓ Service book;
- ✓ Manufacturer's Handbook;
- ✓ Fuel card from ALD Automotive (if using one);
- ✓ ALD Automotive service card;
- ✓ Insurances (Third party liability and Casco policy);
- ✓ Valid insurer's inventory of all recorded and unrepaired damage.

## RESPONSIBILITIES

If the described accessories and documents are not returned with the vehicle, the user of the vehicle is obliged to return them to ALD Automotive within 24 hours.



## Removing accessories and devices

Before the vehicle is returned, it is the user's responsibility to ensure that the following accessories are removed from the vehicle:

- ✓ GPS systems and other devices;
- ✓ Advertising signs and stickers;
- ✓ Any other adhesive labels.

If any of the items listed are not removed, the cost of removal will be billed to the Lessee.

## Removal of additional equipment

Additional equipment not installed by ALD Automotive must be removed prior to return.

If during the lease period the user has equipped the vehicle with additional accessories that affect the integrity of the exterior and interior bodywork components, such equipment shall not be removed upon return of the vehicle.

ALD Automotive will accept the vehicle with the additional equipment without the Lessee being entitled to claim a refund.

If the additional equipment affects the aesthetics and functionality of the vehicle, or affects its resale value, the cost of bringing it up to standard will be invoiced to the Lessee.



## **Responsibilities**

In case that the additional equipment affecting the integrity of the exterior and interior elements of the bodywork is removed, the user is responsible for returning the vehicle to its original condition prior to return and bears all costs for its restoration.





## 4. How to assess the condition of the vehicle?

The vehicle condition assessment includes the following categories of external and internal items:

1. Bodywork: bumpers and safety trims, headlights, stop lamps, mirrors, antennas, windows, exterior bodywork;
2. Functional mechanisms and electrical installation;
3. Tires and wheels;
4. Interior Condition.

Following the inspection, the condition of the vehicle will be assessed in accordance with the categories of acceptable and unacceptable damage and deterioration caused by normal use of the vehicle, which are defined in this manual.

The assessment report resulting from this inspection will be sent to the Lessee.

Acceptable damages are those that do not affect the resale value of the vehicle.

Any damage to the interior is unacceptable because it is not a covered risk under the Insurance Companies General Conditions.

Damage affecting the sale price of the vehicle is defined as unacceptable if it requires repair or replacement of the part concerned.



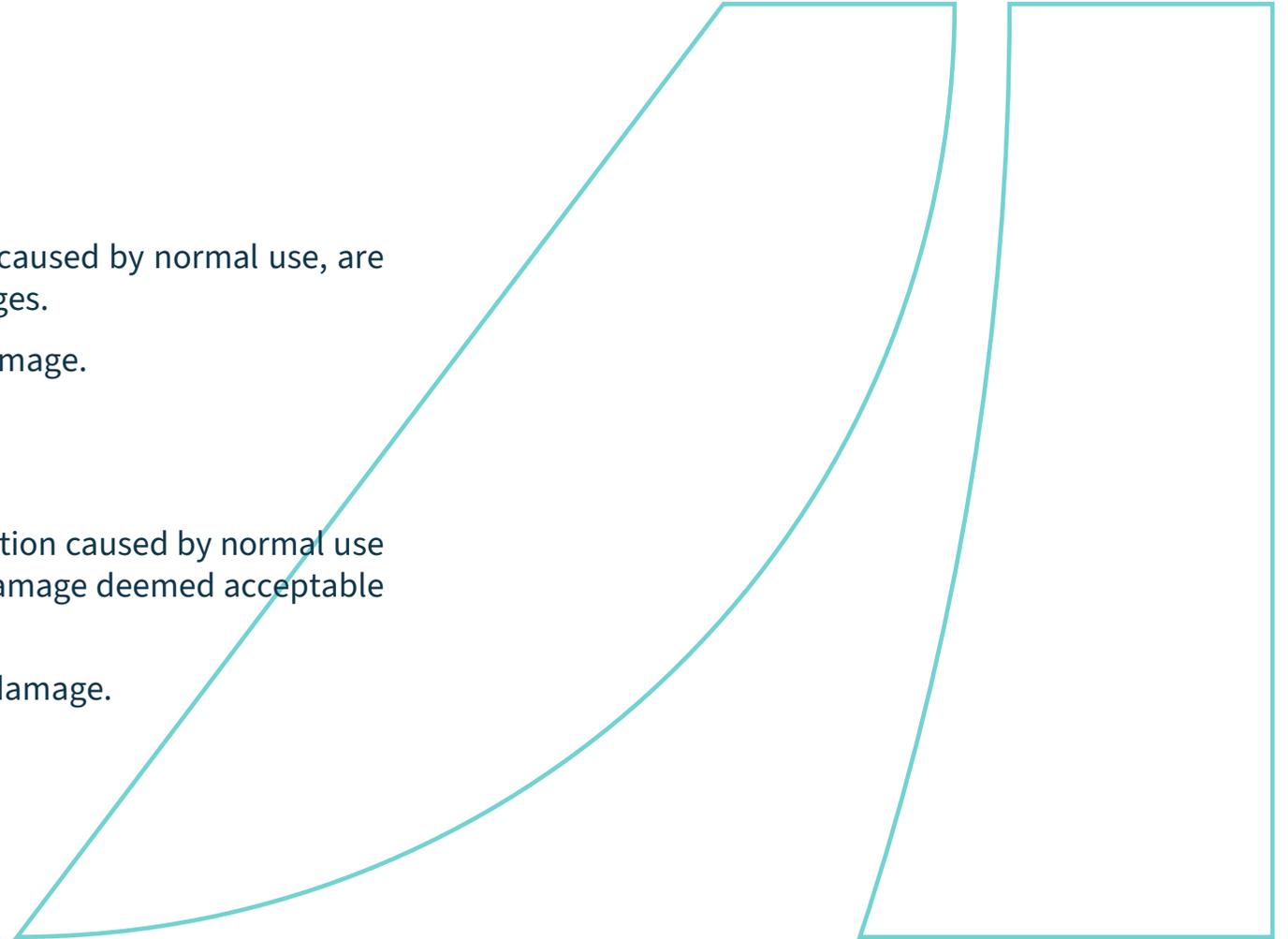
Acceptable and unacceptable damage, as well as depreciation caused by normal use, are classified into four categories and illustrated in the following pages.

The images are indicative and do not exhaust all variations of damage.

**IMPORTANT:**

ALD Automotive Ltd will bear the costs determined by deterioration caused by normal use of the vehicle, depending on the period and mileage, and the damage deemed acceptable as defined in this manual.

The costs to be borne by the Lessee are those for unacceptable damage.

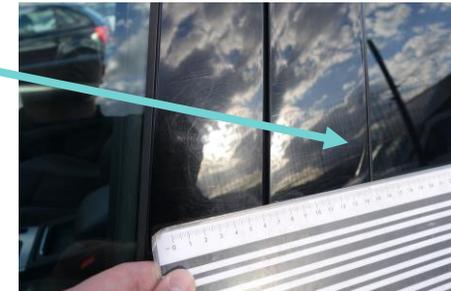


# 4.1. Coupe

## 4.1.1. Coupe exterior

### Acceptable damage only if:

- The diameter of the impact dent is less than 2 cm;
- The length of the scratch is less than 10 cm, the depth of the scratch does not go through the paint and the width of the scratch is less than 2 mm;
- The number of pebble marks is less than 10, the size of each pebble scratch is less than 1 mm, and the area of concentration of damage is less than 100 cm.



# Unacceptable damages, no matter their location on the car body



# 4.1.2. Bumpers and safety strips

## Acceptable damages:

- The length of the scratch is less than 10 cm, the depth of the scratch does not go through the paint, and the width of the scratch is less than 2 mm;
- The diameter of the flaking is less than 3 cm.

## Unacceptable damages:



# 4.1.3. Glass



## Acceptable damage only if:

- The size of the pebble marks is less than 2 mm and the glass is not punctured/cracked.



## Unacceptable damages:



# 4.1.4. Lightning



## Acceptable damage only if:

- The size of dents, scratches, pebble marks and other damage present is less than 5 cm and the damage does not extend onto the surface;
- Depreciation due to material fatigue is also considered acceptable damage.

## Unacceptable damages:



# 4.1.5. Mirrors

## Acceptable damage only if:

- The size of dents, scratches, pebble marks and other damage present is less than 5 cm, and the damage does not extend onto the surface and does not go through the paint.

## Unacceptable Damages:

- Peeling of any surface of the mirror, regardless of size, is unacceptable damage.



# 4.2. Mechanical elements and electrical installation

## 4.2.1. Mechanical elements

When you return the vehicle, the following mechanical components must be in working order and not show a level of wear higher than is consistent with the mileage and period of use of the vehicle:

- Mirror adjustment systems;
- The wiper system;
- Blinds;
- Windscreen wipers;
- On-board controls (audio system controls and knobs, lighting system, air conditioning system, etc.);
- Security items;
- Door opening/closing and mechanical security features;
- The remote alarm control with its functions.



# 4.2.2. Electric installation

The electrical installation consists of the control, power and lighting components, which must be in good working order and not missing when you return the vehicle.

The lighting elements must not show any cracks or other faults greater than those shown in the preceding illustrative images.

## **Exterior Lighting Elements:**

- Headlamps;
- Blinkers;
- Fog lamps (as fitted);
- Stop lamps.

## **Interior lights:**

- Ceilings.



# 4.3. Tires and wheels

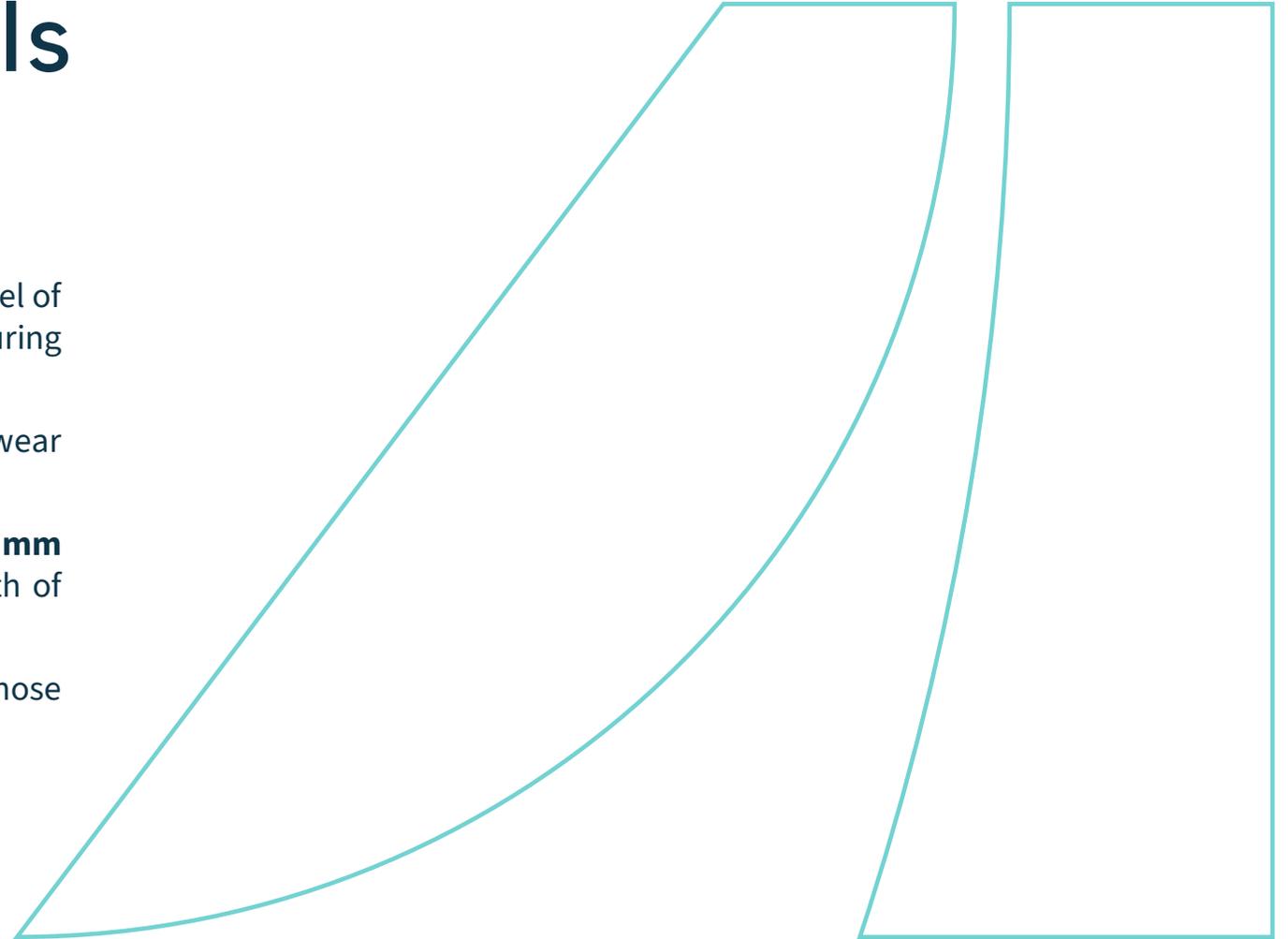
## 4.3.1. Tires

The make and model of the tires must match the make and model of the tires supplied at the start of the contract or purchased during the contract.

The tires on the returned vehicle must show a level of wear consistent with the mileage covered.

Example: the vehicle delivered is fitted with new tires with a **7,2 mm** tread depth. After **45 000 km**, the legal minimum for the depth of the tread is **1,6 mm**.

The tires to be assessed when returning the vehicle are those currently fitted to the vehicle.



# 4.3.1. Tires

Acceptable damage:



Unacceptable damages:



# 4.3.2. Wheels and wheelsets

## Acceptable Damage:

- Minor coating damage that does not compromise the integrity of the workpiece and its functional suitability



## Unacceptable Damages:

- Breaks or missing material from the rim. Damage to the integrity of the rim and its functional suitability. Missing tassels / clips - if found missing, a set of 4 clips will be calculated.



# 4.3.3. Interior

## Acceptable damage only if:

- The vehicle has over 80,000 km on the odometer and has been used for at least 2 years. Otherwise, the damage is unacceptable;
- The vehicle has rubber floor coverings, mileage over 120,000 km and has been used for at least 3 years;
- The vehicle has textile floor coverings, a mileage of over 80 000 km and has been used for at least 2 years.



The interior of the car must be clean and free of stains or other types of dirt. These are not acceptable regardless of the age and mileage of the vehicle.



# 4.3.3. Interior

Unacceptable damage is any damage to the interior that is the result of improper vehicle exposure and neglect - e.g. cigarette burn, missing pieces or broken parts, abrasions, etc.



The interior of the car must be clean and free of stains or other types of dirt. These are not acceptable, regardless of the age of the vehicle and the mileage.



# 5. Returning of the vehicle

Prior to termination of the contract, a representative of ALD Automotive Ltd will contact your fleet manager to inform them of how you should return the vehicle and arrange for the return of the vehicle.

Please:

- Return the vehicle together with all documentation and accessories received at the time of handover in accordance with the agreed schedule.
- Remember to clean the vehicle and stow all personal belongings prior to return.

## Important

The returned vehicle must show normal wear and tear consistent with its age and mileage. In the event that the condition of the vehicle does not meet the wear and tear standards set forth in the "Vehicle Return Guide", the cost of bringing the vehicle to the condition described in this guide will be billed to your company.

If your representative returns the vehicle, please ensure that the exterior and interior are cleaned before the vehicle is returned so that the damage assessment process can be performed accurately and smoothly. Otherwise, the ALD Automotive Ltd representative may refuse to accept the vehicle.



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The logo for ayvens, featuring a stylized white icon of three slanted bars to the left of the word "ayvens" in a lowercase, sans-serif font. Below "ayvens" is the text "SOCIETE GENERALE GROUP" in a smaller, uppercase, sans-serif font. The logo is centered over a background of a winding road through green hills.

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