

FREQUENTLY ASKED QUESTIONS



ARVAL
BNP PARIBAS GROUP



vodafone

Contents

Invoicing

- Q After paying my initial rentals in advance why am I then being charged multiple monthly rentals?
- Q Why am I being charged for additional road fund licence (excise licence/tax disc)?
- Q Why have you started billing me for a vehicle that wasn't on last months invoice?
- Q Why has my monthly rental increased after my contract has ended?

Maintenance & Breakdown Cover (if selected)

- Q I have elected to take Arval's optional maintenance policy. What is covered in this scheme?
- Q If I have a maintenance contract, at what point will Arval notify me of any charges?
- Q I have chosen to take Breakdown Cover, am I covered if I take my car abroad?

During your contract

- Q Why have I been charged for replacement glass?
- Q What do I do if I do not want Arval to arrange and invoice me for glass and require this to be managed by my insurance company?
- Q Should I inform Arval of any changes in contact details?
- Q How does Arval administer fines, penalties and notices of intended prosecution?
- Q Why does Arval charge a fine admin fee?
- Q What do I do if I believe that a fine may not be valid?
- Q What happens if I think I might do more than my agreed mileage allowance?
- Q Are there any driving licence restrictions?
- Q What happens if my circumstances change and my contract hire vehicle is no longer suitable?

End of contract

- Q When do I stop paying for a contract hire vehicle that I have returned early?
- Q When do I stop paying for a vehicle which is at the end of its contract?
- Q Why have you charged me for wear and tear at the end of my contract?
- Q Why is VAT not included in an unfair wear and tear invoice?

Q After paying my initial rentals in advance why am I then being charged multiple monthly rentals?

A Arval invoice the initial rentals upon vehicle delivery. Depending on the timing there may be a gap before the vehicle appears on the normal monthly rental invoice. This could be for several reasons:

- The delivery date is after our invoice production date. Our invoices are downloaded for production 4 working days before the invoice date to allow time for them to be dispatched. This means if your vehicle is delivered on the 27th of the month, it will not appear on the following monthly invoice.
- If your account is new there can sometimes be a delay with the direct debit mandate being set up and accepted by your bank. In some instances this can result in more than one rental payment being taken to cover the previous monthly rental period. All rental periods are dated on the invoice. You become responsible for rental payments from the date of delivery.

Q Why am I being charged for additional road fund licence (excise licence/tax disc)?

A This charge or credit is for the difference between the road fund licence value at the point of quotation and any changes which occur during the lease, as the government annually amends

road fund licence costs. Any changes to that value (whether charges or credits) will be passed back to you on the invoice run following the purchase of the road fund licence.

Q Why have you started billing me for a vehicle that wasn't on last months invoice?

A You are responsible for making payments of rentals from the point the vehicle is delivered and until it is returned.

During the contract life Arval bills for the vehicle in advance. However, when it reaches the end of the contract we revert to billing in arrears and automatically apply a pro-rata charge to the last rental based on the number of days you had the vehicle. This change means that the vehicle will disappear from your invoice before appearing again in arrears the month after. If you no longer wish to use the vehicle then please contact Arval and we will collect it.

Q Why has my monthly rental increased after my contract has ended?

A This occurs when you have paid additional rentals as an initial payment, but also continued to pay rentals throughout the whole contract. This means that the extra initial payment rentals act to reduce your monthly average. However, once the vehicle is outside of the contract, the monthly rental will revert to the higher amount that would have been applicable if the additional rentals hadn't been in place.

Maintenance & Breakdown Cover (if selected)

Q I have elected to take Arval's optional maintenance policy. What is covered in this scheme?

A Within the Arval Maintenance product, we cover all routine work that is due to occur during the vehicle's contract term (based on manufacturer guidelines).

This will include:

Routine servicing, maintenance, repairs, tyres*, batteries, breakdown cover, exhaust and any worn items.

Work not covered includes:

Glass/windcreens, accident damage, driver abuse, damage and replacement as a result of neglect. These charges will be billed via a vehicle services invoice.

Q If I have a maintenance contract, at what point will Arval notify me of any charges?

A There is currently a £350 + VAT notification threshold. If the work is over this amount and a recharge is applicable, we will contact you.

Q I have chosen to take Breakdown Cover, am I covered if I take my car abroad?

A Breakdown Cover is provided by the RAC, so support is available outside of the UK. Details of your cover and all relevant contact details are provided in your Breakdown Cover documentation.

* Arval has a Fair Play policy on car tyres. This means that damaged tyres will be replaced inside the maintenance budget on cars. Replacements in the event of abuse, neglect, theft or vandalism will be recharged.

Van charges:

Tyres replaced due to fair wear and tear will be charged inside the maintenance budget. Damaged tyres on vans will be recharged as a percentage based on the tread remaining.

0.0 mm – 3.9 mm	No Recharge
4.0 mm – 5.9 mm	25% Recharge
6.0 mm – 6.9 mm	50% Recharge
7.0 mm – 7.9 mm	75% Recharge
8.0 mm	100% Recharge

During your contract

Q Why have I been charged for replacement glass?

A The cost of replacement glass is not included in your rental. If you have contacted Arval regarding replacement glass, we will organise for our supplier to repair or replace your glass if necessary. This cost is then automatically billed on to you.

Q What do I do if I do not want Arval to arrange and invoice me for glass and require this to be managed by my insurance company?

A Please contact Arval and advise us if you would not like us to undertake any glass repairs or replacement. Arval will then update its systems accordingly. Thereafter, to avoid confusion, we request that you encourage your drivers to contact your insurer directly for any glass replacement or repair.

Q Should I inform Arval of any changes in contact details?

A To ensure that we are able to provide you with up to date information regarding your invoice or back up documents please ensure that you advise us of any change in address, contact details or email – please email this to customerservices1@arval.co.uk

Q How does Arval administer fines, penalties and notices of intended prosecution?

A As the registered owner of the vehicle, Arval receive all parking fines, bus lane contraventions, congestion fines, as well as intended prosecutions and unpaid tolls.

Arval's policy is to pay all fines upon receipt in order to reduce risk. Delays or failure to pay and deal with these could lead to increased costs to you.

Q Why does Arval charge a fine admin fee?

A We will charge an admin fee for the management of fines to cover Arval's cost of administration. This is common industry practice. Arval's current fee is £12.50 + VAT.

We are committed to providing products and services of the very highest standards. If you feel that we haven't lived up to your expectations in any way, we would like to know so we can put things right for you.

We have made it easy for you to complain either by contacting us by phone, by email or by writing to us.

 **By phone:** 0345 266 5017

 **By email:** customerservices1@arval.co.uk

 **By post:** Arval UK Ltd, Whitehill House, Windmill Hill, Swindon SN5 6PE



Q What do I do if I believe that a fine may not be valid?

A In some cases, Arval may be able to lodge an appeal with the issuing authority to challenge the fine. This can be a time consuming and arduous process, with some authorities taking 8 weeks or more to either acknowledge or adjudicate on the fine.

You should only appeal when you can demonstrate valid grounds for your appeal.

Q What happens if I think I might do more than my agreed mileage allowance?

A Your agreed mileage allowance can be altered during your contract if you find you are doing significantly more or less miles than you anticipated. This can be done anytime after the first 12 months, and before the last 6 months, of the contract. If you are worried about your mileage, please contact your Account Manager to discuss your options.

Q Are there any driving licence restrictions?

A Personal Contract Hire is available to anybody over the age of 18 who holds a valid full UK or European driving licence.

Q What happens if my circumstances change and my contract hire vehicle is no longer suitable?

A If you can no longer keep your lease agreement, or your existing vehicle no longer meets your needs, our Customer Services team will be able to provide you with a quote for early termination. This cost varies depending on the vehicle, kind of contract, and how close you are to the end of your agreement.



End of contract

Q When do I stop paying for a contract hire vehicle that I have returned early?

A Arval does not pro-rata final rental on an early termination. Therefore, you will be liable to pay for any full month's rental where you have had the vehicle for part of the month. Any future dated rentals will be credited if they have already been raised (due to billing periods) on the next available rental invoice.

Q When do I stop paying for a vehicle which is at the end of its contract?

A You are responsible for making payments of rentals from the point the vehicle is delivered until it is returned.

If the vehicle has had the invoice issued for the final payment, the vehicle can be collected and will be treated as a normal termination. No rentals will be credited.

If the vehicle is returned after the contract end date, the rental invoices will revert to billing in arrears at the end of the contract and continue until the vehicle is collected by Arval's authorised supplier. Pro-rata billing will apply for the final month.

Arval will organise for the collection of the vehicle 3 working days after you tell us it is available and you no longer need it. Arval will not automatically collect the vehicle on the last day of its contract.

Q Why have you charged me for wear and tear at the end of my contract?

A When vehicles are returned at the end of their contract, they should be in good condition for their age and mileage. Please note the following:

- All spare keys and the service book should be in the vehicle. The electronic safety features and devices must be in working order.
- There should be no rust or corrosion on any part of the bodywork or trim of the vehicle.
- The vehicle must be roadworthy and no warning lights should be illuminated.
- The vehicle must have been inspected and serviced according to the manufacturer's servicing/maintenance schedule.

At the end of your vehicle's lease, Arval requires that the vehicle is returned in a condition which meets the BVRLA's fair wear and tear standard.

Details of this standard together with service and maintenance, vehicle accessories and MOT (if appropriate) requirements are outlined in a comprehensive 'Guide to Fair Wear and Tear' issued by the BVRLA.

If damage has occurred to the vehicle which is not fair wear and tear you are responsible for compensating Arval financially.

Q Why is VAT not included in an unfair wear and tear invoice?

A The charge is treated as compensation as Arval do not undertake the repair and therefore the charges are exempt from VAT. This charge is to compensate for the damage caused to Arval's vehicle. This is standard industry practice.

To avoid these costs being incurred at the end of the lease, you can have the damage repaired before the vehicle is returned to Arval.



Direct Debit dates

Rental Invoices include total rentals payable for all vehicles for the relevant period and any other charges or fees for vehicle related services. Please note invoices are:

- Sent on a monthly basis
- Despatched on or near 1st of each month
- Paid within 15 days of the date of invoice
- Direct Debit is taken between 15 - 17th of each month.



Your contact details

E-mail Address

Telephone Number

Please remember to update us with your latest email address and telephone number as we need to keep in touch to notify you of things like:

- MOT dates
- duty of care
- fines
- manufacturer recalls.



If you have a question that hasn't been answered in this document, please contact our team on:

Telephone:

0345 266 5324

Email:

vodafonecarleasing@arval.co.uk

The Vodafone Car Leasing team are available from 9-5.15 Monday-Friday. Our Driver Helpline is available 24/7, 365 days a year.

Arval UK Limited (Whitehall House, Windmill Hill, Swindon, SN5 6PE. Registration number 1073098. VAT Registration GB 202 1441 76) is authorised and regulated by the Financial Conduct Authority | Email: info@arval.co.uk | Telephone: 01793 887000

TC.1451.11/16



ARVAL
BNP PARIBAS GROUP



vodafone