

Returning Your Vehicle

This guide explains your return options, how to prepare the vehicle and what happens after it is returned.

Return Requirement – Clause 15.1

When the hire period expires, or the Agreement is terminated under Clause 16, you must return the vehicle at your own cost to our registered office.

You remain responsible for the vehicle, including its condition and safety, until it has been returned to and accepted by us.

Returning the Vehicle Yourself

Returning the vehicle to our registered office is the standard requirement under your Agreement.

- You are responsible for arranging and paying for its return.
- No collection charge will apply.
- You remain responsible for the vehicle until we accept it.

Requesting Company Collection

You may ask us to collect the vehicle. Collection is subject to our availability and absolute discretion.

You may request a collection quotation before deciding whether to use this service. If collection is agreed:

- The collection charge stated in your Agreement will normally apply.
- The collection cost will be confirmed before collection is arranged.
- The vehicle must be available at the agreed location, date and time.
- You remain responsible for the vehicle until it has been collected.

If collection cannot be agreed or completed, you remain responsible for returning the vehicle in accordance with Clause 15.1.

Collection When Renewing

If you enter into a new hire agreement and we deliver a new vehicle, we may collect your existing vehicle at the same time without charge.

If your replacement vehicle is used, a collection charge may apply unless otherwise agreed in writing.

Preparing the Vehicle

Please inspect the vehicle carefully before it is returned. You may wish to ask someone else to check it with you.

Bodywork

Check for scratches, dents and other damage. Make sure the doors, boot and bonnet open and close correctly.

Windscreen and Glass

Check the windscreen, windows and lights for cracks, chips or other damage.

Wheels and Tyres

Check the alloy wheels for scuffs or kerb damage. Inspect the tyres for cuts, damage or excessive wear.

Interior

Check the seats, carpets, dashboard, controls and interior fittings for stains, marks, burns, rips, tears or excessive wear.

Keys, Equipment and Accessories

Please make sure all items supplied with the vehicle are returned, including:

- All vehicle keys
- Vehicle handbook and service book
- Locking wheel nut key
- Tyre repair kit or spare wheel
- Charging cables, where applicable
- Any other equipment or accessories supplied with the vehicle

Please remove all personal belongings and return the vehicle in a reasonably clean condition.

Repairs Before Return

If you identify any damage, you may arrange for it to be repaired before returning the vehicle or contact us to discuss the likely charge.

Where appropriate, we will try to use the most cost-effective repair method.

4. What Happens at Handover

If You Return the Vehicle Yourself

When you arrive, please tell a member of staff that you are returning a vehicle and hand over all keys and accessories.

An initial appraisal may be completed while you are present, subject to staff availability and suitable lighting and weather conditions.

You may inspect the vehicle with our appraiser and ask them to show you any damage identified.

If the Vehicle Is Collected

The collection driver will complete a basic inspection and record:

- The vehicle's mileage
- Its general condition
- Any obvious damage
- The collection date and time

This is a preliminary inspection only and is not a complete or final assessment of the vehicle's condition.

The driver may not be able to identify all damage because of the vehicle's cleanliness, weather, lighting or the collection location.

Detailed Inspection and Return Disclaimer

After the vehicle arrives at our de-fleet centre, it will undergo a more detailed condition assessment under suitable inspection conditions.

Any damage falling outside our fair wear and tear guidelines will be recorded. Additional damage may be identified and charged even if it was not noted during the initial return or collection inspection.

The final assessment completed at our de-fleet centre will be used to determine any applicable damage, cleaning or missing-item charges.

Final Invoice

We aim to issue your final invoice within six weeks of the vehicle being returned.

The invoice may include:

- Damage or repair charges
- Excess mileage
- Cleaning charges
- Missing keys, equipment or accessories

- Unpaid rentals
- Collection charges
- Any other amounts due under the Agreement

Where appropriate, you may contact us to discuss whether a payment plan is available.

Returning or collecting the vehicle does not remove your responsibility for any outstanding charges or other obligations under the Agreement.