

V O L V O

Return guide

Guidelines for corporate car via Volvo Bil

Applies to all car brands





Our expectations and your responsibility

It is important for us to be open about what is expected of you in our contractual relationship. We want you, as a driver/contract holder to take good care of the car and to follow our recommendations.

The basic principle is that damage to the car must be repaired continuously during the time it is used and that the car must be returned in a condition where repairs are not necessary. Wear and tear that is considered acceptable for the mileage and age of the car is not charged. Unacceptable wear or damage according to this guide that is not repaired will, however, be charged when you return your car.

Important before returning the car

- The car must be cleaned inside and out

The outside of the car must be washed prior to return and returned in a condition that enables a return check. We recommend our Original Car Care Products, which are developed specifically for your car.

Using the wrong products can create stains and damage the paintwork.

Inside, all furnishings, seats, floors and carpets must be cleaned from dirt and stains. If you have had pets in the car, all traces such as, for example, hair or scent must be removed so that it is not considered unacceptable wear.

- Any indicated service needs must be completed before the car is returned. If the car begins to indicate a need for service in close connection with the return of the car, this must be reported to the receiving Volvo dealer. Please note that excess service will be charged to you according to the terms of the contract.
- Any damage must be fixed before return to avoid being charged the full repair cost.
- For any damage that is reported, inspected and approved by the insurance company, but not repaired, a fee equal to the deductible is charged.
- Vehicle documents must be available at the time of return (instruction manuals and service manual).
- All equipment belonging to the car must be returned. For example:
 - All keys
 - Summer and winter tyres
 - Privacy protection and cargo nets
 - Key for lockable wheel nuts
 - Charging cables for rechargeable cars

Any additions to equipment after the return are not accepted. Damaged equipment, as well as the consequences of missing equipment are charged according to the agreement, examples of consequences are changing locks due to missing keys.

- The car must be returned with the same amount of fuel and/or charge status as it was delivered with.

Return control

When you return the car, a return check is carried out where the car is inspected by staff trained according to the guidelines presented in this guide.

In connection with the inspection of your car, a protocol is drawn up.





EXTERIOR

Not acceptable:

- Scratches that have gone through to the paintwork down to the car's base coat and cannot be polished away
- Dent that has gone through paintwork
- Dent that exceeding 20 mm in size
- Dent in sheet metal folds regardless of size
- 3 dents or more regardless of size, applies to the entire car
- Damage in doorways and/or other paintwork damage that is visible with the doors open
- Unremedied paintwork damage caused by natural phenomena or animals
- Damage to the car that occurred in connection with the installation or removal of stickers/ decals
- Cracks, or pieces of material missing, on the car
- Paintwork repairs that do not match the car's original paint and/or have a different color
- Repairs that are not carried out by a Volvo authorized workshop
- Damage to the car's undercarriage

Mileage and age affect the assessment of stone chips/blasts on the car's exterior



INTERIOR

Not acceptable:

- Not cleaned car. Inside, all furnishings, seats, floors and carpets must be cleaned of dirt and stains
- If you have had pets in the car, all traces such as, for example, hair and scent must be removed so that it is not considered unacceptable wear
- Impact on interior design, for example burn marks or holes after removing retrofitted equipment
- Cracks or scratches on interior details
- Stains and marks that cannot be removed by machine cleaning
- Interior scratches, pressure marks or damage caused by cargo, retrofitted equipment or passengers
- Unexpected smells and traces, which includes but is not limited to the smell of smoke or the smell of goods transported in the car

Mileage and age affect the assessment of surface wear on, for example, seats and steering wheel



Not acceptable:

- Service not performed according to the service plan (see more details in the "Care guide")
- Oil and liquid leakage as a result of external influences
- Damage that affects the car's drivability or causes the car to fail an inspection
- Damage to the high-voltage battery
- Damage to the chassis
- Incorrect wheel alignment due to curb/pothole driving



Not acceptable:

- Defects on the tyre, for example cracks and/or bumps in the tyre
- Material is missing in the tyre side
- Temporarily repaired tyres
- Slanted tyres or other deformations
- Non-approved tyres for the car model regarding both brand and tyre type
- Not complete tyre repair kit if the car was delivered with a tyre repair kit
- Tyres that have reached their wear limit (3 mm on summer tyres and 4 mm on winter tyres). (Unacceptable wear within 30000 km from when the car was delivered, or new tyres were last fitted)

Mileage and age affect the assessment of expected pattern depth



Not acceptable:

- More than 2 scratches per rim that have gone through paintwork
- All scratches larger than 1x2cm
- More than 2 rims on the car with scratches
- Other rims then the one that was included on delivery
- Cracks and deformations



Not acceptable:

- Non-approved repaired stone chips and all cracks. Repair method depends on the location and nature of the damage, and is decided by an authorized Volvo workshop
- Damage that affects the car's drivability or causes the car to fail an inspection
- Scratches on glass, which includes but is not limited to damage caused by bad wiper blades or window scraper
- Blasted glass that affects the driver's field of vision as assessed by a Volvo authorized workshop



Not acceptable:

- Stone chips
- Blasted surface that affects the function, or causes the car to fail an inspection
- Glass or plastic surface with holes
- Material that is missing
- Cracks



Not acceptable:

- Decals and stickers that have not been removed upon return
- Damaged compartment carpet or damaged trunk carpet
- Charging cable with scratches, holes or deformations
- Additional equipment that has lost its original function
- Equipment or accessories not approved by Volvo Cars and fitted by an authorized Volvo workshop
- Missing key needs to be replaced