

A close-up photograph of a man with a well-groomed beard and short brown hair, smiling warmly. He is wearing a dark blue button-down shirt under a grey textured blazer. He is seated in the driver's seat of a car, with the steering wheel and dashboard visible in the foreground. The background shows the car's interior and a glimpse of the outside world through the window.

Check-in guide

Passenger car

NF Fleet



When a leasing car is returned, FDM will conduct an inspection for possible damages or deficiencies on the car.

We recommend that you are present during the inspection of your car. If you do not want to participate in the inspection, you simply hand over the car to FDM, and they will conduct the inspection. Remember to get a receipt when dropping off the car.

In this guide, you will find information about how to book an appointment with FDM, requirements for the condition of the leasing car upon return, as well as a checklist of the items that must be returned along with the car.

In addition, we list the types of damage you will be charged for and which types of damage that can be passed during the inspection as normal wear and tear, which is free of charge.

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1. Book an appointment online

It is easy to book an appointment online for the inspection of your leasing car upon returning it. Choose an FDM test center near you and book an appointment.

Please return your leasing car at an FDM test center for an inspection. Book a time online in advance on www.fdm.dk/booking/aflevering?partner=NF-Fleet.

If you are returning multiple cars at once, you can book your appointment with FDM on telephone number +45 70 13 30 40. Remember to inform FDM that you are returning cars from NF Fleet.

The car must be returned on the last day of the contract as will appear from **My NF Fleet**.

If the contract end date is during a weekend or holiday, the car must be returned on the last working day before the weekend or holiday.

If there are no available times on the contract end date, the car must be returned the day before.

The car can also be returned without booking an appointment. In that case, you simply drop off the car at an FDM test center, and the check-in will be conducted without your participation. You sign a document upon the return, and an electronical receipt will be sent via e-mail after the check-in.

How to book an appointment online:

- **Go to online booking.**
- Enter the vehicle registration number.
- Choose an FDM test center.
- Select date and time.
- Enter your contact information.

Subsequently, you will receive a confirmation via e-mail. Please bring the confirmation to the FDM test center when returning the car.

We recommend that the user of the car or a representative from the company participates in the inspection. The inspection takes approximately 30 minutes.



- med dig på vejen

Bliv medlem

Log ind

Aflevering af leasingbil

Her booker du en tid til en uvildig kontrol hos FDM i forbindelse med aflevering af din leasingbil.



NF Fleet

Indtast din nummerplade

Søg

2. Checklist

We have made a checklist for you, so you know exactly what to bring and do when you are returning your leasing car.

Cleaning

When handing in the car, it should be newly washed, cleaned on the inside, vacuumed, and empty of personal objects. Remember to remove equipment and foliation that you have added yourself during the lease term. If these parts have not been removed, a fee will be charged ([see list of fees here](#)).

PLEASE NOTE

Your employer/lessee will be invoiced for missing items listed on the checklist according to the [list of fees](#) on **My NF Fleet**.

INFORMATION: FUEL CARD

The fuel card will be closed when the car is returned.

Checklist

- Instructions book and service booklet.
- Part 1 of the vehicle registration certificate (if you have received this).
- Extra key/keycard.
- Additional equipment, e.g. detachable tow bar, roof rails, interior appliances, remote control for engine heater etc.
- Additional wheels such as summer/winter tires, unless they are stored at Euromaster, Superdæk, Andersen Biler, or Andersen & Martini.

In consideration of GDPR, it is important that you remember the following:

- Remove all papers with personal or sensitive information.
- Delete Bluetooth phone numbers (if possible).
- Delete home address etc. in the navigation system.
- Delete user profile in app providing access to the vehicle (e.g., in apps from Mercedes, VW, Tesla, Audi, Ford, and Volvo), if such a user profile has been created.

3. Vehicle inspection

To the extent that it is possible, damages must be repaired and service checks must be maintained before the car is returned. The inspection will be conducted by our business partner FDM in one of their test centers.

The inspection of the leasing car will be conducted on the chosen date at the selected FDM test center. The inspection can be conducted with the participation of the user of the car or a representative from your company.

If remarks are made on the car during the inspection, you will have to sign a receipt of the remarks online. Thereupon, your NF Fleet contact person will receive an electronical check-in receipt.

On the following pages, we provide examples of what is accepted as regular wear and tear and what types of damages that will be invoiced.

In this guide, we only highlight the most common examples of damages. Thus, the list is not complete.

Damages on the car?

To the extent that it is possible, damages must be repaired before returning the leasing car. Please note that you are required to inform us about all repairs covered by the insurance.

If the damages are not reported, a claims report must be sent to: checkin.dk@nffleet.com.

If you are an insurance customer at NF Fleet, you can file the report online via [My NF Fleet](#).

Has the car been serviced?

Regular maintenance of the car and service checks must be conducted by an authorized workshop in accordance with the manufacturer guidelines. If service checks have not been maintained, you will be invoiced in accordance with the [list of fees](#) on [My NF Fleet](#).

Acceptable damages

During the vehicle inspection, the car is divided into zones which all go through individual checks. Regular wear and tear on both the interior and exterior will be accepted. Specific examples of what is accepted are listed below.

Paint damages (body parts)

- Small surface scratches as long as they can be polished and do not reach the metal.
- Scratches up to 10 mm (maximum one on each part of the body).
- Small dents up to 10 mm that can be fixed and do not require a paint job. The paint must be intact.
- Stone chips up to 10 mm from normal use of the car.

Wheels

- Small scratches up to 10 mm on alloy rims and hub caps.
- Normal wear on the tires. By law, the tire's tread pattern must be 1.6 mm or deeper.

Interior

- Light wear from normal use, e.g. wear on mats and seats.
- Repairs on dashboard, seats and the like that are not visible.

Bumper

- Regular scratches on top of the rear bumper (loading edge).
- Scratches underneath the bumper.
- Small surface scratches if they can be polished and do not reach the plastic.
- Scratches up to 10 mm.
- Stone chips up to 10 mm from normal use of the car.

Windows, mirrors, and lights

- Small superficial stone chips without any cracks.
- Light wear and surface scratches.

Damages that are not accepted

Some damages will not be accepted as regular wear and tear and will therefore be invoiced. Specific examples of unacceptable damages are listed here.

Paint damages (body parts)

- Dents/damages over 10 mm that require paint jobs.
- Deep scratches over 10 mm that reach primer or metal and are unable to be polished.
- Paint damages as a result of bird droppings where the paint is ruined and requires a paint job.



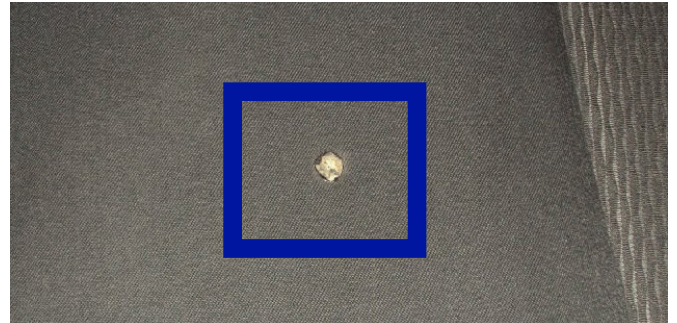
Wheels

- Dents or damages on alloy wheels, steel wheels, hub caps, or the tires (all four wheels must be intact).
- Visible damages on the side of the wheels as a result of clipping a curb or the like.



Interior

- If the car is not properly cleaned or vacuumed.
- If the car smells of smoke or animals, or if there are dog hairs on the interior.
- Holes in upholstery, lining, or mats.
- Visible mounting holes or marks from equipment installed during the lease term.
- Burn marks and stains that require cleaning or replacement of upholstery, lining, or mats.



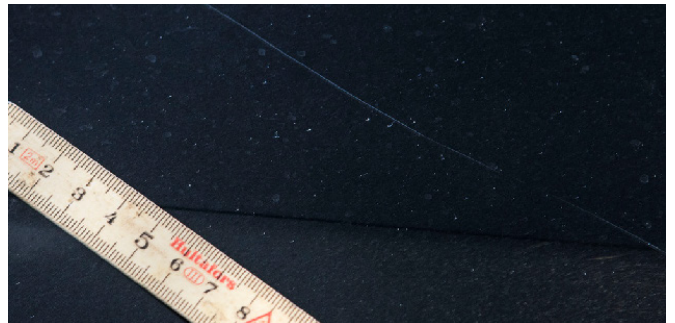
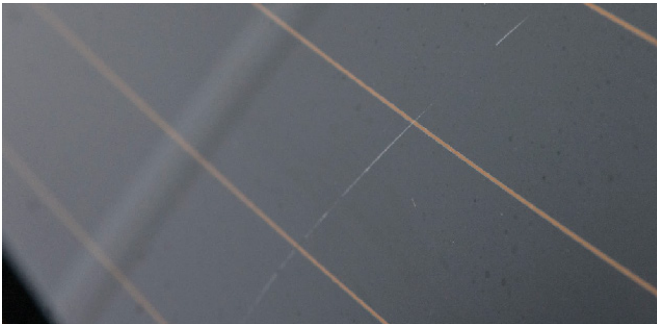
Bumper

- Deformation on bumper/grill that requires replacement.
- Deep scratches over 10 mm unable to be polished.
- Paint damage as a result of bird droppings, where the paint is corroded/ruined and requires repainting.
- Cracks in bumper that require replacement.



Windows, mirrors, and lights

- Broken, cracked or damaged glass, mirrors, mirror box or lights (the mirrors must be intact, and the mirror boxes cannot be cracked).
- Stone chips resulting in a crack in the windshield, and, thus, require a repair job.
- Stone chips in the driver's visual field and, thus, require replacement.
- Large scratches or cracks in the windshield, side windows, or rear window that require replacement.





Contact us

You are more than welcome to contact us if you have any questions regarding the guide or check-in process. We are here to help you.

Contact information

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kundeservice.dk@nffleet.com

NF Fleet