



# Check-in guide

## Vans

**NF Fleet**





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

We recommend that you participate in the inspection of your van. If you do not want to participate, you simply return the van to FDM, and they will conduct the inspection. Remember to get a receipt when dropping off the van.

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

In addition, we list the types of damage that will be invoiced 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 van upon returning it. Choose an FDM test center near you and book an appointment.**

Please return your van at an FDM test center for an inspection. Book an appointment online in advance on [www.fdm.dk/booking/aflevering?partner=NF-Fleet](http://www.fdm.dk/booking/aflevering?partner=NF-Fleet).

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

The van 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 van 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 van must be returned the day before.

The van can also be handed in without booking an appointment. In that case, you simply return the van 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 e-mail. Please bring the confirmation when returning the van.

We recommend that the user of the van or a representative from the company participates during the inspection of the van. The inspection will take 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 bring and do when returning your van.**

### Cleaning

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

### PLEASE NOTE

Your company/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 van 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.
- All foil must be removed, e.g. foil with logo or CVR number.
- 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. Inspection of the van

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

The inspection of the van 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 van or a representative from your company.

If remarks are made on the van 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 van?**

To the extent that it is possible, damages must be repaired before returning the van. 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](mailto: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 van been serviced?**

Regular maintenance of the van 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 inspection, the van is divided into different zones. Blue zone is all exterior surfaces, yellow zone is the trunk and loading area, and red zone is the interior including the passenger compartment.

## Blue zone - Paint damages (body parts)

- Surface scratches as long as they do not reach the metal.
- Minor dents up to 30 mm that can be fixed and do not require paint. The paint must be intact.
- Stone chips up to 10 mm.

## Blue zone – Wheels

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

## Blue zone – Windows, mirrors, and lights

- Small superficial stone chips without any cracks as long as they are not located in the driver's visual field.
- Minor wear and tear and surface scratches in the lamp glass.

## Blue zone – Bumper

- Regular scratches (up to 25 mm).
- Scratches under the bumper.
- Surface scratches on the plastic bumper both painted and unpainted.

## Yellow zone – Trunk and loading area

- Regular wear and tear of the loading area.
- Satisfactory repair of holes caused by equipment and racks installed during the lease term.

## Red zone – Interior/passenger compartment

- Regular wear and tear.
- Repairs that are not visible on the dashboard.
- Satisfactory repairs of holes caused by equipment installed during the lease term.

## Damages that are not accepted

**Certain damages will not be accepted as regular wear and tear and will therefore be invoiced. Here are some examples.**

### Blue zone - Paint damages (body parts)

- Multiple dents on each body part and dents over 30 mm that require paint jobs.
- Deep scratches over 25 mm that cannot be polished.
- Paint damages as a result of bird droppings that have reached the body and require a paint job.



### Blue zone – Wheels

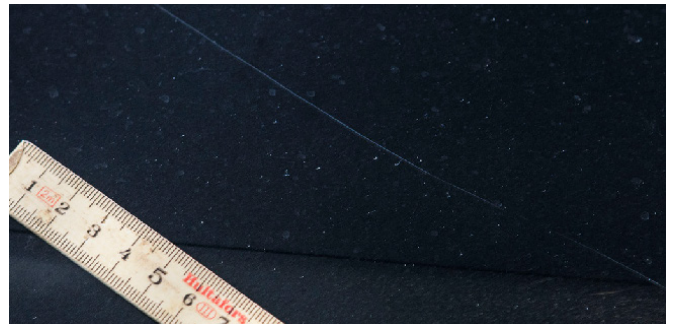
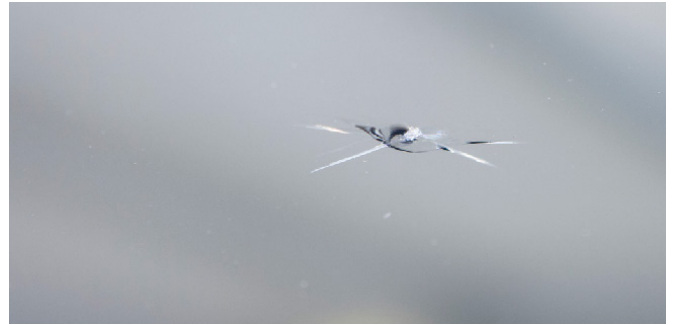
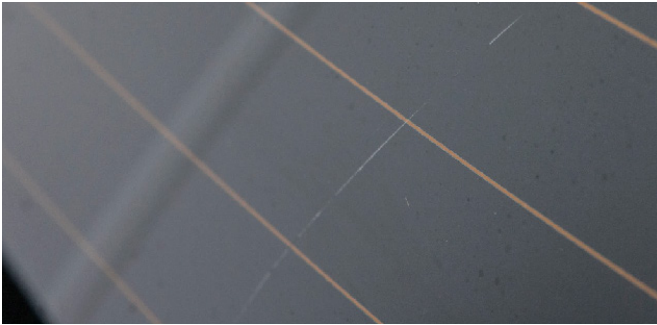
- Dents or damages on alloy wheels, steel wheels, hub caps, or the tires (all four wheels must be intact).
- Visible damages on the side of the tire as a result of clipping a curb or the like.





## Blue zone – Windows, mirrors, and lights

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



## Blue zone – bumper

- Deformation on the bumper that requires replacement.
- Cracks in the bumper that require changing.
- Deep scratches over 25 mm that cannot be polished. This does not apply to the edge of the loading area.



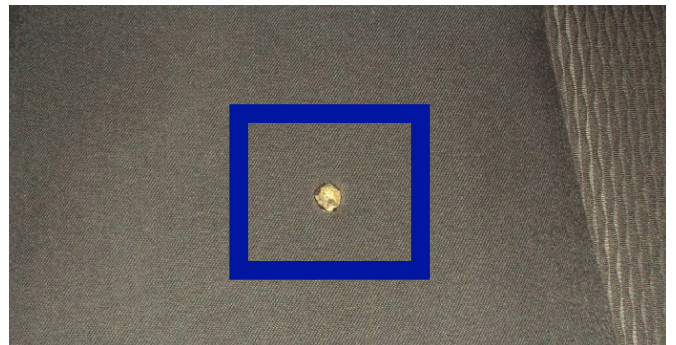
## Yellow zone – Loading area

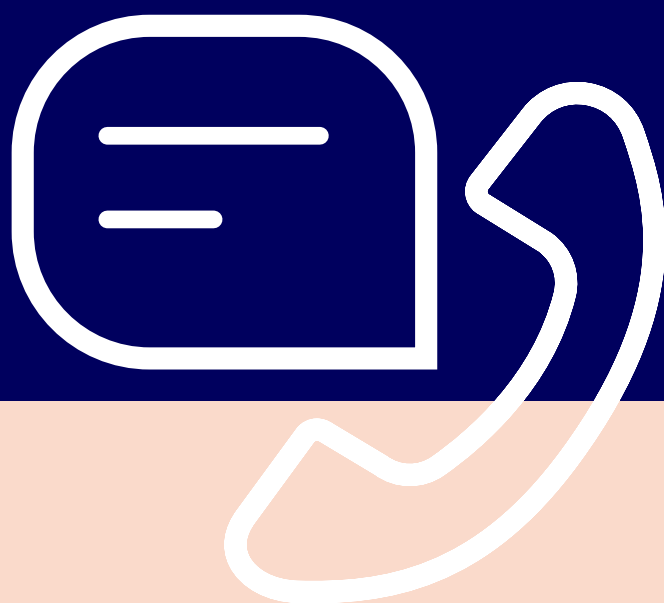
- Deformation or damage on the interior.
- Deformation of wheel arches.



## Red zone – Interior/passenger compartment

- If the van is not properly washed, cleaned, or vacuumed.
- Visible holes from equipment installed during the lease term.
- If the van smells of smoke.
- Burn marks or stains that require cleaning or replacement of upholstery or mats.





# 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](mailto:kundeservice.dk@nffleet.com)

# NF Fleet