



# **Return guide**

Business lease

**NF Fleet**



Once you have returned your company car, it will be inspected for any damage and deficiencies by FDM.

You must book time online before returning the car.

In this guide, you will find a description of the process of returning your car when the leasing contract expires.

Also, you can find links to book an appointment with FDM and an overview of which damage is accepted as fair wear and tear, and what damage is not accepted, and as a result will be invoiced. You will find a checklist on what items must be returned with the car and different examples of excess wear and tear on the exterior and interior.

## CONTENT

Online booking	3
Things to remember before returning your car	5
Fee list	6
Car inspection	7

# 1. Online booking

**FDM handles the inspection of all NF Fleet leasing cars. You need to book time online before returning the car, regardless of whether you want to be present for the inspection or simply drop off the car.**

The car must be returned via an FDM test centre and **booking time online** must be done in advance.

If you do not wish to be present for the inspection of the car, you still need to book a time in advance for **drop-off**.

If you need to return multiple cars at the same time, you can book an appointment with FDM on phone number +45 70 13 30 40. Remember to specify that the cars are NF Fleet company cars.

The car must be returned no later than on the contract expiration date, which is stated in the leasing contract and in **My NF Fleet**.

If the expiration date falls on a weekend/holiday or if there are no available times on the contract expiration date, the car must be returned on an earlier date.

## **How to book time online:**

- Book time online for a **return of car with your participation** or for **drop-off**
- Enter the car's registration number
- Select an FDM test centre
- Choose the date and time
- Enter your contact information

You will receive a confirmation via e-mail, and you need to show this when returning the car.

We recommend that you book a time with participation. After FDM has inspected the car, you will be presented with the check in report so you can see any remarks and issues with the car. Returning a car takes approximately 30 minutes.

## Aflevering af leasingbil

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



### NF Fleet

Indtast din nummerplade

# 2. Things to remember before returning your car

**It is important that you review the following list well in advance before returning the car.**

## **Cleaning**

When returning the car, it must be washed, cleaned inside, vacuumed, and emptied of personal belongings. Remember to remove any equipment that you added during the leasing period. If these items are not removed, it will incur a fee, as outlined in the fee list on page 6.

### **Please note**

You will be invoiced for missing items according to the fee list on page 6.

### **Forgotten items cannot be returned later**

Please note that it is not possible at a later stage to return forgotten items, such as spare wheels, parcel shelves, lock caps, etc. Therefore, it is important to ensure that everything is returned with the car to avoid being charged for this.

## **Checklist**

- Instruction manual and service booklet (if these are not electronic)
- Part 1 of the registration certificate (if this has been issued)
- Extra keys/key cards
- Additional equipment, e.g., detachable tow bar including key, roof racks, interior fittings, remote control for engine pre-heater, etc.
- The car must be returned on the original wheels
- The car must be returned with sufficient fuel or power for a minimum of 150 km of driving

## **Due to GDPR compliance, you should also remember the following:**

- To remove all papers containing personal sensitive information
- To delete all connected phones and phone numbers if possible
- To delete home address and other addresses in the navigation system
- To delete any user profiles in apps that may provide access to the car

# 3. Fee list

In connection with the return of the car, there may be additional fees if for instance you do not return the items from the checklist (see p. 5). Below is an overview of these fees.

All prices are excluding VAT

Current fee list as of May 2025

At contract expiration / car return	
Pickup and preparation of passenger car	4,990 DKK
Pickup and preparation of van	5,990 DKK
GDPR Fee, control of deletion of personal data in the car's information system	250 DKK
Failed pickup (inbound)	1,500 DKK
Car pickup on a flatbed truck	2,500 DKK
Shipping of forgotten items to the customer	650 DKK
Breach of contract for not adhering to service intervals according to manufacturer specifications	2,500 DKK
Breach of contract for not performing service inspections according to manufacturer specifications	5,000 DKK
Illegal modifications (plus actual repair costs)	2,500 DKK
Upon return of the car after normal contract expiration, the actual leasing costs and monthly fee will be charged	2,000 DKK
For missing items upon return of the car, an administrative fee will be charged (plus costs for the missing items)	1,000 DKK
Other fees	
Hourly rate for extraordinary services	850 DKK
Missing extra key	depends on make / model
Removal of CVR number	400 DKK
Removal of logo, small	600 DKK
Removal of logo, medium	1,200 DKK
Removal of logo, large	1,800 DKK
Removal of logo, full	3,500 DKK
Missing parcel shelf	depends on make / model
Missing detachable tow bar/key or fixed tow bar	2,750 DKK
Missing charging cable	3,250 DKK
Lack of other extra equipment	depends on make / model
Missing removal of extra equipment	1,500 DKK
Smoked in car + possible damaged upholstery	5,000 DKK
Pet hair + possible damaged upholstery	2,500 DKK
Failure to clean seats (large stains)	1,200 DKK
Failure to wash and vacuum	750 DKK
Special cleaning - particularly dirty	2,500 DKK
Lack of charge on electric cars - minimum 30% or 150 km upon return	350 DKK
Lack of fuel on petrol/diesel cars - minimum 15L or 150 km upon return	350 DKK

# 4. Car inspection

**Damage must be repaired, and service inspections adhered to before the car is returned. The inspection is conducted by our independent partner FDM at one of their test centres.**

The car inspection takes place at the booked time in the chosen FDM test centre. The inspection is conducted with you, but you can also choose to have FDM carry it out without your presence.

Any remarks will be acknowledged online, and thereafter, NF Fleet's contact person in your company will receive an electronic check in report.

In the following pages, we provide examples of what we consider fair wear and tear on the car, and what is classified as damage, deficiencies, or breaches of contract, which will therefore be invoiced.

We only address the most common damage and deficiencies in this guide, and the list is therefore not exhaustive.

**Has there been any damage to the car?**

If the car has had insurance claims that have been covered, these must be disclosed upon return. Please bring a receipt indicating which garage performed the repairs.

**Has the car adhered to service?**

Regular maintenance of the car and adherence to service inspections within the approved intervals must have been performed by an authorized garage according to the manufacturer's instructions. In case of failure to adhere to service intervals, charges will be invoiced according to the fee list on page 6.

# Accepted damage

**When the car is inspected, it is divided into different zones that are checked. Fair wear and tear, both externally and internally, is accepted. Below are examples of what is accepted.**

## Paint damage, body parts

- Minor surface scratches, if they can be polished away and do not reach the base coat
- Scratches up to 10 mm
- Minor dents up to 10 mm that can be repaired without requiring painting. The paint must be intact.
- Stone chips up to 10 mm that have occurred from normal use of the car

## Bumpers

- Minor surface scratches, if they can be polished away and do not penetrate the plastic
- Scratches up to 10 mm
- Stone chips up to 10 mm that have occurred from normal use of the car

## Wheels

- Small scratches up to 50 mm on alloy wheels and hubcaps
- Fair wear on tyres (minimum 1.6 mm tread depth according to legal requirements)

## Interior

- Light wear from normal use, e.g., worn mats

## Windows, mirrors, and lights

- Small superficial chips in the windshield, if they are not in the driver's line of sight and are not cracked
- Minor wear and surface scratches on light lenses

## Cargo area and bed

- Fair wear from use of the cargo area/bed
- Satisfactory repair of mounting holes caused by retrofitted equipment and shelves

## Damage that is not accepted

**Certain damages are not accepted as fair wear and tear and will therefore be assessed and subsequently invoiced. Below are examples of what is not accepted.**

### Paint damage, body parts

- Dents/damage over 10 mm that cannot be repaired without repainting
- Deep scratches over 10 mm that reach the base colour and cannot be polished away
- Paint damage caused by bird droppings, where the paint is etched/damaged and requires repainting



## Bumpers

- Deformation of the bumper/front grille that requires replacement
- Deep scratches over 10 mm that cannot be polished away
- Paint damage caused by bird droppings, where the paint is etched/damaged and requires repainting
- Cracks in the bumper that require replacement



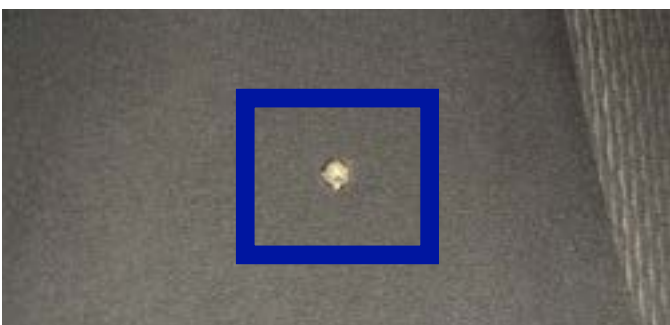
## Wheels

- Dents or damage to alloy wheels, steel wheels, hubcaps, or the tire itself exceeding 50 mm, or with more than 2 mm material loss, with total damage exceeding 100 mm per wheel
- Damage to the side of the tyre, e.g., from hitting a curb or other objects



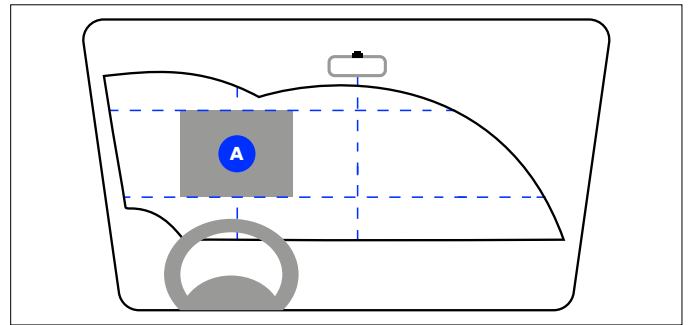
## Interior/cabin

- If the car is not washed, cleaned, and vacuumed
- Visible mounting holes or marks caused by retrofitted equipment
- If the car is smoke damaged
- Burn marks, holes, and stains that require cleaning or replacement of seat covers, headliner, carpet, or mats



## Windows, mirrors, and lights

- Broken, cracked, or damaged glass in mirrors, mirror housings, or lights
- Cracks/stone chips with cracks in the windshield that require repair
- Stone chips located in the driver's line of sight (A) or within 5 cm from the edge of the glass, or in the area with electronic equipment, which therefore require replacement
- Larger scratches and cracks in the windshield, side windows, and rear window that require replacement



## Paint damage, body parts (vans)

- Multiple dents on each body part and dents over 30 mm that cannot be repaired without repainting
- Deep scratches over 25 mm that cannot be polished away
- Paint damage caused by bird droppings that have penetrated the paint and require repainting



## Bumpers and front grille (vans)

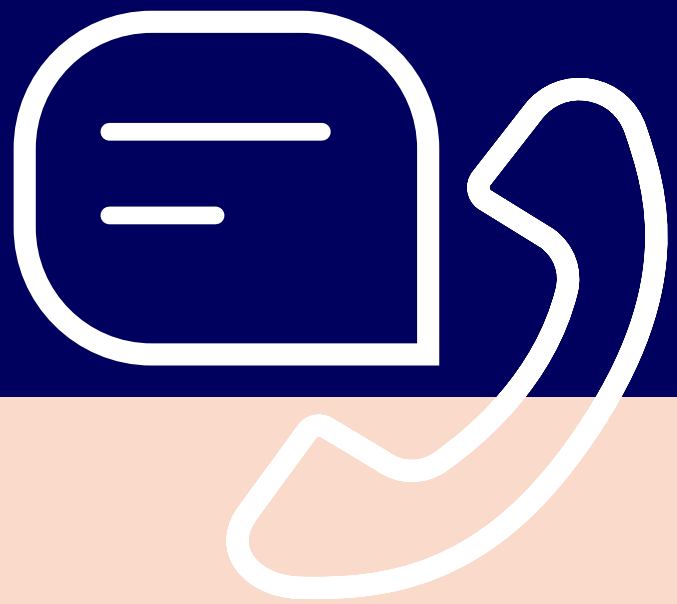
- Deformation of the bumper or front grille that requires replacement
- Cracks in the bumper that require replacement
- Deep scratches over 25 mm that cannot be polished away. This does not apply to the loading edge.



## Cargo area and bed (vans)

- Deformation of or damaged lining
- Deformation of wheel arches





# Contact us

If you have any questions about the guide or the return process, please contact us.

## Contact information

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

Find more contact information [here](#).

**NF Fleet**