

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 window frame and interior trim visible around him. The background is slightly blurred, showing the car's interior and a hint of the outside world.

# **Return guide**

## **Private lease**

**NF Fleet**





**Your leasing car is inspected for any damage and deficiencies by FDM upon return.**

**You have the option to participate in the inspection, but regardless, you must book time online in advance.**

**In this guide, you can find links to book an appointment with FDM and find 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, which will therefore be invoiced.**

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# 1. Online booking

**FDM handles the inspection of all NF Fleet leasing cars. Online booking must be made in advance, 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 **online booking** must be done in advance.

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

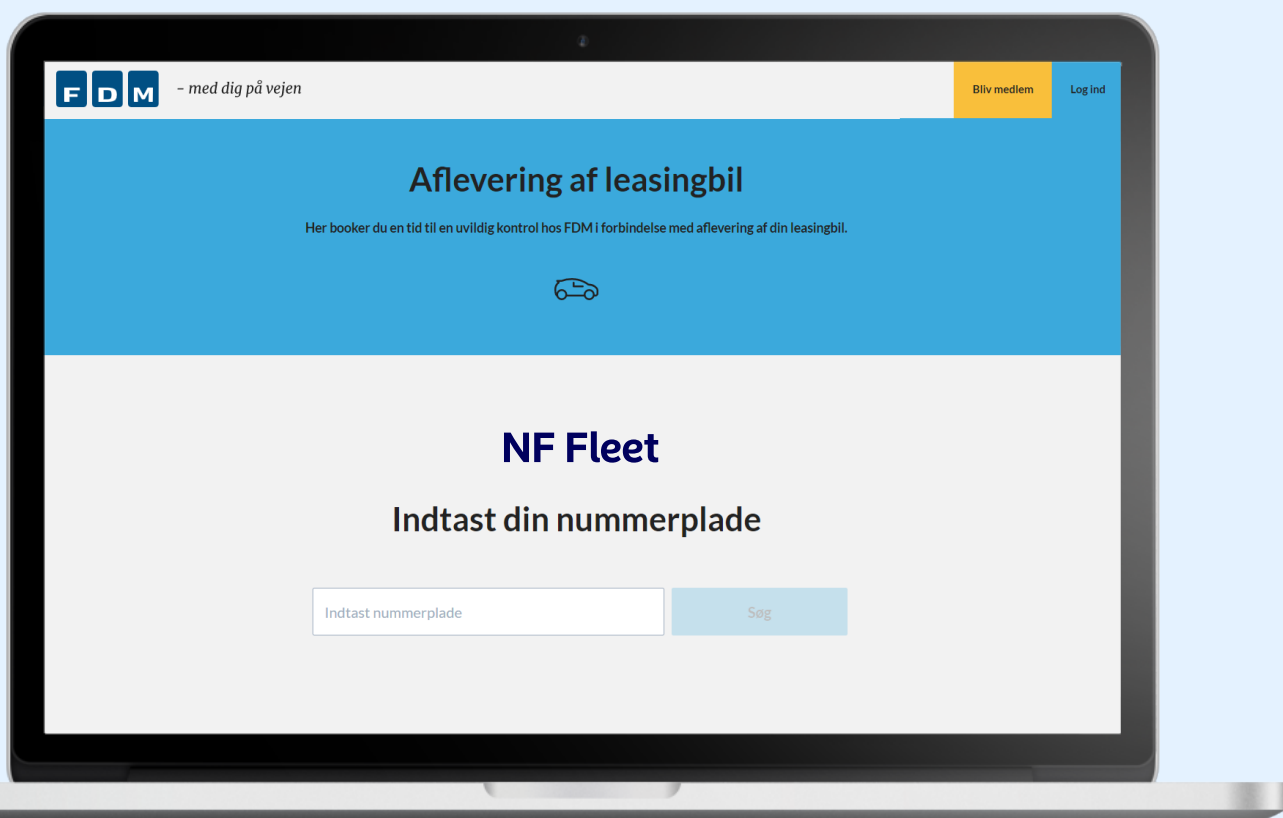
The car must be returned on the contract expiration date, which is stated in the leasing contract. If there are no available time slots or if expiration date falls on a weekend/holiday, the car must be returned on an earlier date, before the expiration date.

## **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 as well as a kilometre report. Returning the car takes approx. 30 minutes. Afterwards, you will receive the final statement with prices for any damage and deficiencies on e-mail.



# 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**

that 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**

- 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 summer tyres / wheels. We do accept, though, that you return the car on winter tyres, if the original summer tyres/wheels are returned with the car.
- 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 leasing car, there may be additional fees if you do not return the items from the checklist (see p. 5). Below is an overview of these fees.

All prices are including VAT

Current fee list as of June 2025

## At contract expiration / car return

GDPR Fee, control of deletion of personal data in the car's information system	312.5 DKK
Car pickup on a flatbed truck	3,125 DKK
Shipping of forgotten items to the customer	812.5 DKK
Breach of contract for not adhering to service intervals according to manufacturer specifications	3,125 DKK
Breach of contract for not performing service inspections according to manufacturer specifications	6,250 DKK
Illegal modifications (plus actual repair costs)	3,125 DKK
Upon return of the car after normal contract expiration, the actual leasing costs and monthly fee will be charged	2,500 DKK
For missing items upon return of the car, an administrative fee will be charged (plus costs for the missing items)	1,250 DKK

## Other fees

Hourly rate for extraordinary services	1,062.5 DKK
Missing extra key	depends on make / model
Missing parcel shelf	depends on make / model
Missing detachable tow bar/key or fixed tow bar	3,437.5 DKK
Missing charging cable	4,062.5 DKK
Lack of other extra equipment	depends on make / model
Missing removal of extra equipment	1,875 DKK
Smoked in car + possible damaged upholstery	6,250 DKK
Pet hair + possible damaged upholstery	3,125 DKK
Failure to clean seats (large stains)	1,500 DKK
Failure to wash and vacuum	937.5 DKK
Special cleaning - particularly dirty	3,125 DKK
Lack of charge on electric cars - minimum 30% or 150 km upon return	437.5 DKK
Lack of fuel on petrol/diesel cars - minimum 15L or 150 km upon return	437.5 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 actual inspection of the car 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.

After the inspection, you will receive a check in report via e-mail. Any damage will be priced using Autotaks - a calculation tool used by both damage centres and insurance companies to determine damage costs.

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.

If the FDM report indicates damages that are not accepted according to this return guide, you can subsequently attempt to have these covered through your insurance company with the FDM report as documentation.

## **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. 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 to be inspected, it is divided into different zones that are checked. Fair wear and tear, both externally and internally, is accepted. Find below, examples of what is accepted as fair wear and tear.**

## 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

- Fair 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



## Damage that is not accepted

**Certain damage is not accepted as fair wear and tear and will therefore be assessed and subsequently invoiced. Here are some examples of damage that 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



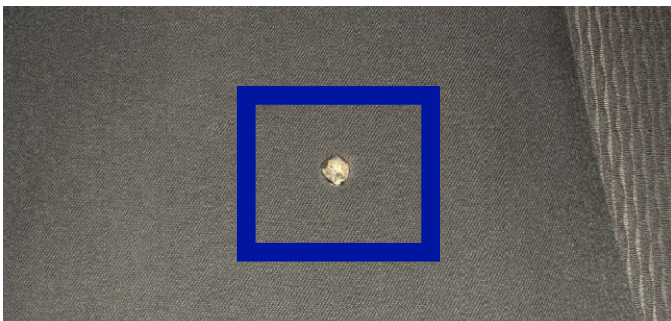
## Wheels

- Dents or damage on alloy wheels, steel wheels, hubcaps, or the tyres themselves totalling more than 50 mm and with 2 mm material deficiency.
- Damage to the side of the tyre, e.g., from hitting a curb or other objects



## Interior/cabin

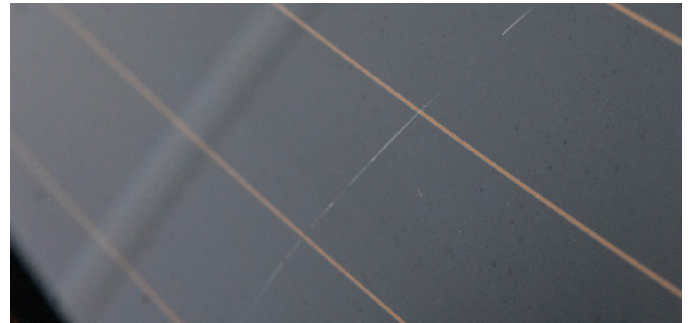
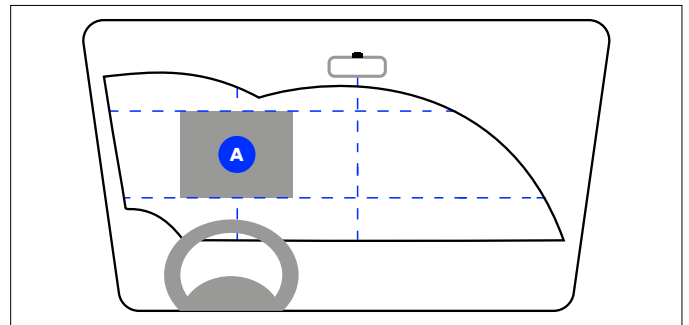
- If the car is not washed, cleaned, and vacuumed
- Visible mounting holes or marks caused by retrofitted equipment
- If the car smells of smoke
- Burn marks, holes, and stains that require cleaning or replacement of seat covers, headliner, carpet, or mats.

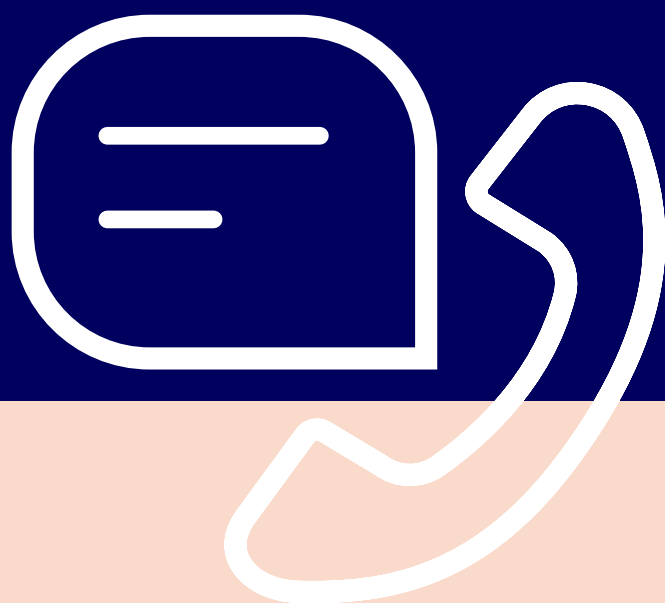




## Windows, mirrors, and lights

- 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 up to 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





# Contact us

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

## Contact information

+45 88 44 40 00

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

Find more contact information [here](#).

# NF Fleet