

Company Vehicle User Manual

Arval India



This Manual is a part of the Master Agreement signed by the Client and ARVAL, please follow all the instructions carefully and enjoy a safe driving experience.

Taking Delivery of your new vehicle

Inspect the vehicle for any visible damages or defect.
If any fitted, check all accessories (Music system) , A/C, Lights etc for any defect or malfunction.
Insist on a test drive demonstration on the usage of the vehicle if required

Vehicle Acceptance Form

Kindly email/fax/courier your Vehicle Acceptance Form to Arval confirming your acceptance of the vehicle.

Caring for your new vehicle

Please read the Manufacturer's Manual thoroughly and follow it completely, as it contains important information on maintenance schedules, warranty limitations and general use of the vehicle. Kindly let us know within 24 hrs if you have not received the Manufacturers' Manual along with the vehicle.

The vehicle shall always be used for private purposes only and not for commercial usage.

Fines, Challans, Traffic violations

Please ensure that all traffic rules are strictly adhered to. In case of any traffic fine /challan / violation notices will be received directly by Client or User. It shall be User's responsibility to collect all such challans /notice and pay/clear them with the relevant authorities before the due date. Client shall be liable to pay for any consequential damages and that they may be recharged to User. Arval shall not in anyway be responsible for any such payments.

Maintenance & Repair

Arval has their authorized "Arval Network Partner Workshops" for the maintenance and repair of vehicles. All Arval Lease vehicles may be taken to these authorized Arval Network Partner workshops.

It is the User's responsibility to ensure that the vehicle is used and adhered in accordance with Insurance Policy and the vehicle Manufacturer's Manual and mileage/ time schedules are adhered for the proper functioning of the vehicle.

If you want to know more about Arval Service Network Partners in your city, please call Arval.

In case your company has opted for Pick Up and Drop facility, please specifically ask / E-mail Arval requesting the same.

After return of the vehicle please check the vehicle thoroughly, taking a road test if required before signing the receipt of service/repair. If for any reason the service/repair of your vehicle cannot be carried out as per the Vehicle Manufacturers Manual and inform Arval immediately.

The Client /User shall immediately repair Tyre punctures. Any cost to the Tyre or tube due to over running with the puncture shall be borne by the Client.

Where a vehicle has not been provided on a fully maintained lease rental then all services, maintenance & repair responsibilities have to be handled by the Client.

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Other responsibilities of the User

A weekly check should be undertaken on all fluid levels, coolant, battery, tyre pressures and treads.

Pollution Under Control (PUC) certificate to be obtained as per the relevant Traffic authority rules.

To keep all relevant paperwork in the vehicle along with Manufacturer's Manual, Registration Document (Copy Only), valid PUC certificate, valid Insurance Policy and any other document prescribed by the authorities required to be present in the vehicle.

Inform Arval within 24 hours, in case of odometer malfunctioning/not working.

Relief Vehicle

Relief Vehicle (during Service repair or Accidental repair as applicable) is normally available if the vehicle is not delivered back after service/repair within 24 hours.

ARVAL shall deliver the Relief Vehicle with a full tank of fuel and the vehicle should be returned back with the fuel tank full. Should this not be the case, Arval will recharge the client for any fuel shortfall.

Insurance

The Insurance policy will not be applicable for the below:

- Normal wear and tear of parts
- Driving under the influence of alcohol or banned substances
- Driving without a driving licence
- Damage or loss of object left in the vehicle.
- Vehicles used for abnormal use such as racing etc.
- Out of court or mutual settlements.
- Rains & floods:
- No. of Passengers that exceed number of seats.

In case of flooding on the roads due to heavy rains it is advisable not to drive your vehicle in low lying areas prone to water logging. Also in the event of the vehicle stuck in flood water it is advisable to switch of the vehicle to avoid damage to the engine and other components . Please note the Insurance of the vehicle does not stand valid if there is water damage in the engine due to driver negligence or in case the vehicle is driven through a water logged area.

In case of above events, the Client/User shall be responsible for all damages. Any fully or partially disallowed claim is to be borne by the Client even if Accident Depreciation Cover is opted for.

Accident

Please inform Arval immediately and ask for assistance if required, Arval customer care would be glad to assist you at all times. Please report the accident to Arval, in the enclosed **Accident / Theft Report (ATR) Form along with copies of Driving Licence, Registration Certificate, Insurance Policy and FIR (If applicable)**. Please keep a few copies of this form in the vehicle.

In case of theft or total loss or third party injury or third party damage please lodge an FIR at the nearest police station and inform Arval within 24 hrs. FIR copy should be sent to Arval along with Accident / Theft Report and other required documents as mentioned above.

Insurance claim shortfall shall be borne by the Client, if Depreciation Cover is not applicable.

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Vehicle Security

While parking in a public place please park in an authorised parking lot and ensure that all doors and windows are securely locked.
Do not park the vehicle in an unauthorized parking area.
Ensure that your anti-theft alarm if fitted, is activated and it is in working condition.
It is advisable not to leave any valuables in the vehicle. Any loss of items left inside the vehicle shall not be covered by Insurance or Arval.

Return of the vehicle , vehicle documentation & accessories at Contract end.

The original Registration Certificate, Insurance Policy, Manufacturer's Manual, full service record and any other equipment supplied with the Vehicle e.g. music system, remote, seat covers etc must be intact and available in the vehicle on its return.

Damage on the returned vehicle

Any body damage must be repaired at the Arval Network Partner workshops before being returned to Arval. Obvious evidence of repair such as colour mismatch or unaligned panels is unacceptable. Any such consequential expenses/losses shall be borne by the Client.

Any evidence of unauthorized odometer changes is unacceptable and obvious damages to the tyres due to kerbing or driving long distances with a flat tyre will not be accepted and recharged to the Client.

Requests for Service Bookings, Accident / Theft Report Form and General Enquiries should be sent by email to:

saurabh.kumar.gupta@arval.in with copy marked to venugopal.s@arval.in

or fax to Arval India on

+91- 022 – 6708 7719

or call Arval India on

+91 – 022 - 6708 7708
and ask for Saurabh Kumar.

ARVAL Assistance (24X7)

For any emergency assistance or in case of any break down etc. please call Arval Assistance (24X7).

Delhi - +91 99997 67138

Mumbai - +91 99206 99025

Bangalore - +91 98864 15666

Chennai - +91 99624 14700

Hyderabad - +91 099624 14700

For any other correspondence or communication contact Arval at:

Head Office:

Arval India Private Limited, A Wing # 402, Business Square, Solitaire Corporate Park, Chakala, Andheri Kurla Road, Andheri East, Mumbai 400 093

Vehicle Acceptance Form

Congratulations on your new vehicle.

To ensure that you have collected the vehicle from the Dealer in good condition, you are kindly requested to complete this form, sign it and return by faxing to :

022 - 6708 7719

For the Attention of Mr Vikrant Nayak

or

E-mail it to

vikrant.nayak@arval.in copy to venugopal.s@arval.in

or

mail to

Mr Vikrant Nayak

**Arval India Private Limited,
402 A, Business Square,
Solitaire Corporate Park,
Chakala, Andheri Kurla Road,
Andheri East, Mumbai 400 093**

Activation of Services and implementation of your Insurance Policy will only happen on receipt of this format.

To be completed by Dealer:

Arval P.O No. & Date : _____ Date of Delivery : _____

Registration No : _____ Start Km : _____

Engine Number : _____ Chassis Number : _____

Model name : _____ Radio Code : _____

Colour : _____ Key Code : _____

Delivery Dealer : _____ City : _____

Accessories fitted with the vehicle : _____

To be completed by person accepting vehicle:

Check list of documents received while taking the delivery of the vehicle.

Please tick Yes / No.

- | | |
|--------------------------|-----------|
| 1. Insurance Cover Note | Yes / No |
| 2. Road Tax receipt | Yes / No. |
| 3. Manufacturer's manual | Yes / No. |

User Name : _____ E-Mail ID : _____

Signature : _____ Designation : _____

Clinet /Employer Name : _____

Address : _____

Date : _____