

ARVAL CAMPAIGN PORTAL

ORDER/ALLOCATION POLICY



Only vehicles that have been requested and approved through the Arval Campaign Portal will be eligible for the campaign discount.



All the required fields must be completed to request a campaign vehicle on the Arval Campaign Portal. If you do not provide all of the required information, the request will not be submitted. You will need the Arval customer code, Quote ID and Revision.



Your quote must match the 'Vehicle Details' on the portal including Colour, Extras, Interior, OTR and RFL. Failure to do so will result in the vehicle being rejected on the portal.



To request a vehicle, the customer must be credit approved with credit loaded, or credit approved, pending proofs.

Requests where the credit line is pending proofs will be held for 5 days. After this, the request will expire.



Any approved campaign request, which has not had contracts signed within 28 days of campaign request approval, will be automatically cancelled and the reserved vehicle returned back to available stock.



Quote Number Updates – If the quote number/revision for an allocated order changes, it is the Partner's responsibility to update this on the campaign portal.



All stock campaign vehicles must be delivered within 45 days of allocation in the portal.

CANCELLATION POLICY

In order to ensure that Arval continue to manage Tactical and Commitment campaigns effectively, we operate a Cancellation Policy to minimise the risk of unsold campaign vehicles.

The policy refers to campaigns launched by the Arval Special Offers team, covering stock, pipeline and factory order deals. The cancellation policy will become active once a campaign vehicle is reserved through the Arval Campaign Portal.

If a customer cancels an order on a campaign car, the following actions must be taken in addition to cancelling the documents with your SSE or Arval Support Team;

1. It is the Partner's responsibility to request a cancellation via the Arval Campaign Portal immediately.
2. Arval Special Offers Team will then review and approve the cancellation on the portal, making the vehicle available to sell once more. This may involve confirming the specification of the vehicle with the manufacturer.
3. If the vehicle is a spec amended factory order, OR if the campaign for this model/batch has now closed or is close to closing, it will be the Partner's responsibility to re-sell the vehicle. Arval will inform you at point of confirming the cancellation whether the vehicle has been ring-fenced for re-sale exclusively by the Partner.
4. In cases where the vehicle had been ring-fenced for exclusive re-sale by the partner, but has failed to be sold and delivered within 60 days, Arval will move forward with remarketing the vehicle via other routes and will seek to recover from the Partner any losses incurred as a result.
5. All cancellations and re-sales must be processed on the Arval Campaign Portal.
6. Failure to report a cancellation on the Arval Campaign Portal could result in any losses on sale being reclaimed from the Partner.



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