

# FINANCE



TOYOTA

## TOYOTA ACCESS

*A guide to returning your Toyota*



[toyota.com.au/access](http://toyota.com.au/access)



*Oh what a feeling!*

# Three simple steps are all it takes

As a Toyota Access customer, you've enjoyed the peace of mind that comes with owning a Toyota, the certainty of a Guaranteed Future Value (GFV)\* and the freedom to choose to trade, keep or return your Toyota. This brochure outlines the process of returning your vehicle to us at the end of your loan term.

## STEP 1: Before returning your Toyota

We're committed to making the return process as easy as possible. So, we're giving you as much information as we can about the condition of your vehicle before it's returned to us.

Once you have let us know you want to return your vehicle, an Authorised Service Centre representative will be in touch to arrange your complimentary pre-inspection. Taking place at your nearest Toyota Dealer or Authorised Service Centre, this highly-recommended inspection is designed to identify any damage that's outside of fair wear and tear and, where possible, provide you with a repair estimate if needed. Our findings will be sent to you soon after the inspection.

### If you choose not to have a pre-inspection

If you choose not to have a pre-inspection, please make sure you review the Fair Wear and Tear Guidelines and check your vehicle for any damage, plus take note of your odometer reading. The GFV may be reduced if your vehicle does not meet the Fair wear and Tear Guidelines or has travelled more than the agreed-upon kilometres.<sup>^</sup> This reduced amount is known as the Adjusted GFV.<sup>#</sup>

### What to do if damage is found

You have two options:

**Option 1.** Before returning your vehicle to us, you can replace any missing items and have damage repaired by an authorised repairer of your choice.

**Option 2.** You can return your vehicle in its present condition at the end of the loan. Remember, the GFV may be reduced by the cost of any repairs made outside the Fair Wear and Tear Guidelines, along with any excess kilometres.

For more information about acceptable fair wear and tear, please refer to the Fair Wear and Tear Guidelines provided at the beginning of your loan or visit [toyota.com.au/access](http://toyota.com.au/access) to download a copy.

## STEP 2: Returning your Toyota

You must return your vehicle to your nearest Toyota Dealer or Authorised Service Centre on or before the last day of your loan term.

### What you'll need to bring:

- All keys, key fobs, remote controls and any other items used to operate the vehicle must be returned in working order, as specified in the Fair Wear and Tear Guidelines.
- All certificates and documents required for transferring the registration, signed by you. To check which documents you'll need, visit the motor registry website for your state or territory.

The Dealer or Authorised Service Centre representative will complete a checklist and provide you with a copy to acknowledge you've returned your vehicle to us.

## STEP 3: Your final appraisal

Following the return of your vehicle, a final appraisal will be carried out to identify:

- Any damage that's outside the Fair Wear and Tear Guidelines.
- Costs to repair your vehicle (if any).
- If excess kilometres need to be charged.

We'll then send you the final appraisal outcome, which includes an offer to purchase your vehicle for the GFV or Adjusted GFV. You'll need to let us know your decision within 10 business days.

If you accept the offer, the GFV or Adjusted GFV will be credited to your account. You'll also be responsible for any outstanding balance, which is due within two business days of accepting the offer.

If you choose not to accept the offer to purchase, you'll need to call us on 137 200 to discuss the payout of your loan. Once finalised, an Authorised Service Centre representative will be in touch to arrange the collection of your vehicle.

**Toyota Access is all about giving you flexibility and choice at the end of your loan term. If you have any questions, call us on 137 200 between 8:30am-7:00pm (AEST/AEDT) Monday to Friday.**

\*The Guaranteed Future Value is the minimum value of your new or approved demonstrator Toyota at the end of your finance contract, as determined by Toyota Finance, subject to fair wear and tear and agreed kilometres being met. <sup>^</sup>Agreed kilometres refers to either the Contract Usage or End Odometer shown on your contract, decided at the start of your loan. <sup>#</sup>The Adjusted GFV may not be enough to cover your final payment. Toyota Finance is a division of Toyota Finance Australia Limited ABN 48 002 435 181, AFSL and Australian Credit Licence 392536 TFA016D (10/2015)