

# Volkswagen Commercial Vehicles Contract Hire – End of Contract Charges Guide for Damage or Missing Items

All our vehicle handback inspections are done to the independent industry standard set down in the [BVRLA Fair, Wear and Tear Guide](#). You can find a copy of this at [myvwcvfinance.vwfs.co.uk](http://myvwcvfinance.vwfs.co.uk). You can also find a [measurement tool](#) so you can easily assess any damage yourself.

Any damage to the vehicle which is outside this fair, wear and tear will be charged at the rates listed in this guide.

Vehicles should not have anything more than minor damage at the end of contract inspection. **All major damage should be repaired prior to the inspection.** Failure to do so will result in higher damage charges outside of those listed in this guide.

Please note these charges are compensation for damage to a vehicle owned by VWFS and, as such, are not subject to VAT.

This is not an exhaustive list and charges are subject to change. Please refer to the BVRLA guidelines for more information on all items of damage that will be charged for.



# Volkswagen Financial Services

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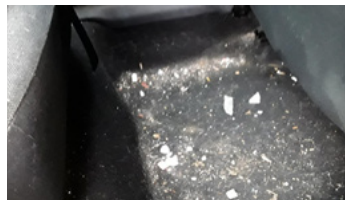


Commercial Vehicles

## Cleaning

Cleaning vehicle exterior, removing decals or cleaning carpet or trim/upholstery – to ensure we can properly inspect the vehicle we need it to be clean.

£25



## Wheel refurbish

Where there is over 50mm of scuffing, corrosion or damage to the spokes.

Steel: £50

Alloy: £60



Charges applicable to over 50mm. Image 2 shows 40mm which is within tolerance.

## Glass repair (small stone chips only)

For the repair of small stone chips on the windscreen. Damage in excess of 10mm in the driver's line of vision (a vertical strip 290mm wide centred on the steering wheel), or in excess of 40mm elsewhere, will be charged.

£50



**For damage bigger than stated above, you will require a full windscreen replacement.**

The average charge for full windscreen replacement is £400 so it may be worth considering claiming via your insurance to replace your windscreen ahead of your handback appointment.

If you do require a replacement windscreen, please make sure the vehicle's ADAS (automated driver assistance systems) are recalibrated according to Volkswagen Commercial Vehicle's recommendations. This is to ensure your vehicle's sensing devices function properly.

## Refinishing component

Repainting components due to scratching.

- Small components include: Front bumper spoiler, tailgate/boot spoiler, roof spoiler, rear bumper spoiler and A, B or C posts.
- Large components include: Complete bumper and any other individual panel not listed above.

Small: £55

Large: £110

Please note some minor scratching is allowed, please see the BVRLA Fair, Wear and Tear guide for more details.



## SMART repair

Using SMART repair technology to fix broken components, including grilles, metal and plastic components, and other vehicle parts. SMART stands for Small to Medium Area Repair Technology. SMART repair uses specialist tools, materials and paints to repair small areas of car bodywork damage by blending the damage with the surrounding panel.

£55



## Paintless dent removal (PDR)

Removal of small dent (with no paint damage). Dent is reflected in the zebra board.

£55



## Dents on the swage line

Removal of dents on the swage line (with or without paint damage) the panel will require repair and repaint

£150



## Interior trim repair

Repairing small areas of damage to interior carpets and trim/upholstery.

£60



## Repairing bumper area

Repairing damage to one area of a bumper eg centre, left or right hand corner.

£65



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Commercial Vehicles

## Repair and refinish component

Repair and repaint components due to damage.

- Small components include: Front bumper spoiler, tailgate/boot spoiler, roof spoiler, front bumper spoiler, and A, B or C posts.
- Large components include: Complete bumper and any other individual panel not listed above.

Small: £100  
Large: £150



## Replacement of missing items

Missing items are charged based on Approved Retailer pricing. We have fixed pricing for the following items:

|                           |           |
|---------------------------|-----------|
| Parcel shelf strap        | £20       |
| Locking wheel nut key     | £45       |
| Satellite navigation unit | £300      |
| Replacement key           | £190      |
| Parcel shelf              | £280      |
| EV/Hybrid charging lead   | £295 each |



In the above image the tyre inflator is missing.

## Service history

|                                       |                        |
|---------------------------------------|------------------------|
| Missing service history record        | £50                    |
| Charge for incomplete service history | £50 per service missed |

## Alloy wheel replacement

When an alloy wheel is beyond refurbishment (for example, the wheel is bent or buckled) the following charges are applicable.

Price is by tyre diameter:

|              |      |
|--------------|------|
| Up to 14"    | £150 |
| 15"          | £200 |
| 16"          | £250 |
| 17"          | £300 |
| 18"          | £350 |
| 19"          | £400 |
| 20"          | £450 |
| 21"          | £500 |
| 22" or above | £550 |



## Replacement tyres

Replacement tyre charge where current tyres do not meet MOT standard e.g. sidewall damage, uneven wear or below legal tread depth. Our pricing is based on a mid-range tyre.

Price is by tyre diameter:

|     |      |
|-----|------|
| 13" | £60  |
| 14" | £75  |
| 15" | £80  |
| 16" | £95  |
| 17" | £105 |
| 18" | £115 |
| 19" | £130 |
| 20" | £170 |
| 21" | £195 |
| 22" | £205 |

