# **Škoda Contract Hire Guide** for Damage or Missing Items

If your Contract Hire agreement is coming to an end and you've decided to hand it back, this document will explain the process.

#### What happens next?

- > We need to inspect the car for 'fair wear and tear' before we can take it back
- It's good to know that all our inspections are done to the independent industry standard – you can find out more in the BVRLA Fair Wear & Tear Guide – just click on the link below
- > If the damage counts as fair wear and tear, we won't charge you for it
- > Any other damage will be charged at the rates in this guide

#### How do you keep charges low?

- Make sure your vehicle doesn't have anything more than minor damage when you hand it back
- If there is any major damage, it's best to get it repaired before the inspection, otherwise, you might have to pay higher charges than the ones listed in this guide
- You can find tips on looking after your vehicle, and getting it ready to hand back, in the BVRLA Fair Wear & Tear Guide – just click on the link below
- You can also use our handy <u>measuring tool</u> to check scratches, scuffs, chips and dents

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### Read the guide

Please be aware, these charges are for damage to a vehicle owned by Škoda Financial Services. This means they are not subject to VAT. This isn't 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.



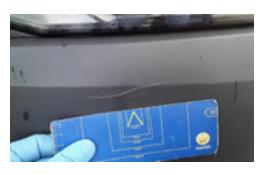
the windscreen, please make sure the car's ADAS (automated driver assistance systems) are recalibrated to Škoda's recommendations to make sure the sensing devices are working properly.

Refinishing component		
There's no charge for some minor scratching – please see the BVRLA Fair Wear & Tear Guide for details.		
For other scratches that need repainting, the charge depends on whether they're on small or large components:		
<ul> <li>Small components include: front bumper spoiler, tailgate/boot spoiler, roof spoiler, rear bumper spoiler and A, B or C posts</li> </ul>	£55	
<ul> <li>Large components include: complete bumper, and any other components not listed above</li> </ul>	£110	
Repairing and refinishing components		
If we need to repair and refinish a component due to damage, the charge depends on whether it's small or large:		
<ul> <li>Small components include: front bumper spoiler, tailgate/boot spoiler, roof spoiler, rear bumper spoiler and A, B or C posts</li> </ul>	£100	
<ul> <li>Large components include: complete bumper, and any other components not listed above</li> </ul>	£110	

£55

#### **SMART** repair

Damage to small areas of bodywork, such as grilles, metal and plastic components and other vehicle parts, can often be fixed with a SMART repair. This uses specialist tools, materials and paints to blend the damage with the surrounding panel.



#### **Repairing bumper area**

Repairing damage to one area of a bumper – for example, the centre or the left or right hand corner.

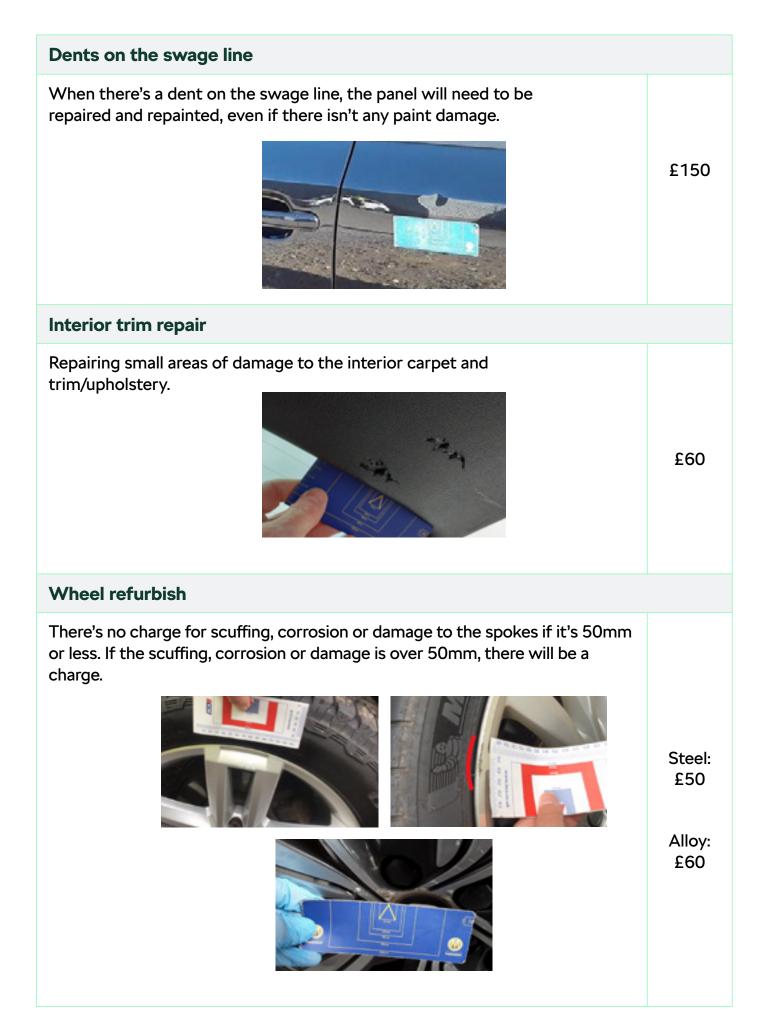


#### Paintless dent removal (PDR)

Removal of a small dent, where there's no paint damage.

£55

£65



#### Alloy wheel replacement

When an allow wheel can't be refurbished – for example, when it's bent or buckled – the charge depends on the diameter of the tyre:

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



#### **Replacement of missing items**

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

Parcel shelf strap	£24
Locking wheel nut key	£45
Satellite navigation unit	£300
Replacement key	£190
Parcel shelf	£280
EV/hybrid charging lead	£295 each



#### **Replacement tyres**

There will be a charge for replacing the tyres when the current ones don't meet the MOT standard – for example when there's sidewall damage, uneven wear or it's below the legal tread depth.

The charge is based on a mid-range tyre and depends on its diameter:

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



Service history	
Missing service history record	£50
Charge for incomplete service history	£50 per service missed