



Commercial
Vehicles

Volkswagen Commercial Vehicles 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?

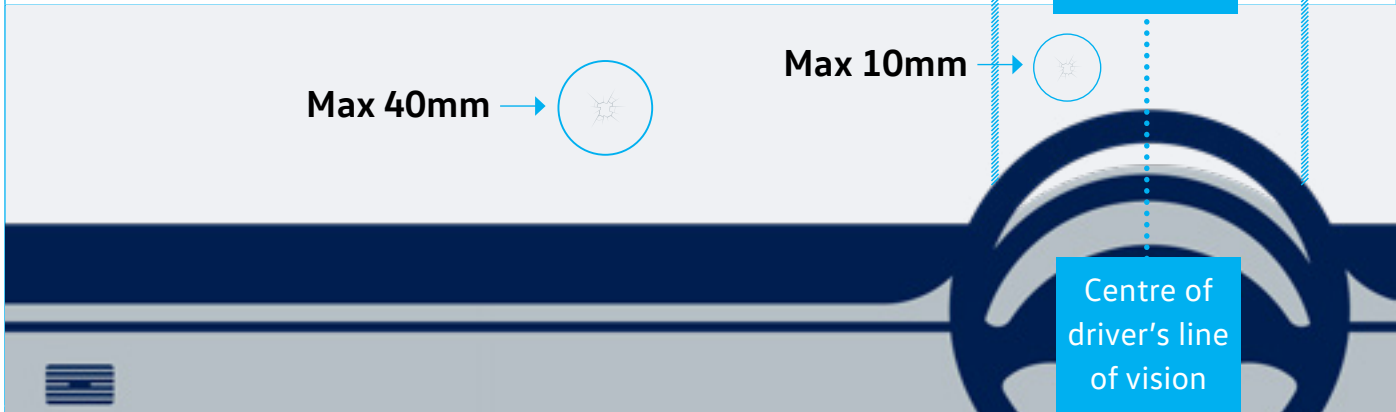
- Make sure your vehicle doesn't have anything more than minor damage when you hand it back
- If there is any major damage, it's best to get it repaired before the inspection, otherwise, you might have to pay higher charges than the ones listed in this guide
- You can find tips on looking after your 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 [measuring tool](#) to check scratches, scuffs, chips and dents

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.

[Read the guide](#)

Please be aware, these charges are for damage to a vehicle owned by Volkswagen Commercial Vehicles 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.

Cleaning	Cost
<p>We can't inspect your vehicle properly unless it's clean. So there'll be a charge if we need to:</p> <ul style="list-style-type: none"> • clean the exterior • remove decals, or • clean the carpet, trim or upholstery <div style="display: flex; justify-content: space-around;">   </div>	<p>£25</p>

Glass repair (small stone chips only)	
<p>If there are small stone chips on the windscreen that need repairing, there will be a charge if they are:</p> <ul style="list-style-type: none"> • larger than 10mm if they're in the driver's line of vision – this is a vertical strip 290mm wide, centred around the steering wheel • larger than 40mm if they're anywhere else 	<p>£50</p>
	

If the damage is more than small stone chips, you'll need a full windscreen replacement. The average charge for replacing a windscreen is £400, so it might be worth claiming through your insurance and replacing it before you hand back the car. If you do replace the windscreen, please make sure the car's ADAS (automated driver assistance systems) are recalibrated to Volkswagen Commercial Vehicles 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:

- 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 components not listed above

£55

£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:

- 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 components not listed above

£100

£110



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.



£55

Repairing bumper area

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



£65

Paintless dent removal (PDR)

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



£55

Dents on the swage line

When there's a dent on the swage line, the panel will need to be repaired and repainted, even if there isn't any paint damage.



£150

Interior trim repair

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



£60

Wheel refurbish

There's no charge for scuffing, corrosion or damage to the spokes if it's 50mm or less. If the scuffing, corrosion or damage is over 50mm, there will be a charge.



Steel:
£50



Alloy:
£60

Alloy wheel replacement

When an alloy 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