



Volkswagen Commercial Vehicles

Contract Hire

End of Contract Charges 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. 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.

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



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Refit panel	
Charge for re-fitting panel that has been dislodged. Includes, for example, bumpers and grilles.	£25
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
Glass repair	
For the repair of small stone chips on the windscreen. Please see the full BVRLA Fair, Wear and Tear guide for full details on cracks and chips.	£50
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. Please note some minor scratching is allowed, please see the BVRLA Fair, Wear and Tear guide for more details.	Small: £55 Large: £110
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).	£55
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
Repair and refinish component	
Repair and repaint components due to damage. • 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: £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	£100
Replacement key	£190
Parcel shelf	£280
EV/Hybrid charging lead	£295 each
Satellite navigation media (e.g. CD or SD card)	£300

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Service history

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

Replacement tyres

Replacement tyre charge where current tyres do not meet MOT standard. 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

