



Volkswagen

PCP 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 myvwfinance.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.





Refit panel	
Charge for re-fitting panel that has been dislodged. Includes, for example, bumpers and grilles.	£30
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.	£30
Wheel refurbish	
Where there is over 50mm of scuffing, corrosion or damage to the spokes.	Steel: £60 Alloy: £72
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.	£60
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: £66 Large: £132
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.	£66
Paintless dent removal (PDR)	
Removal of small dent (with no paint damage).	£66
Interior trim repair	
Repairing small areas of damage to interior carpets and trim/upholstery.	£72
Repairing bumper area	
Repairing damage to one area of a bumper eg centre, left or right hand corner.	£78
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: £120 Large: £180
Replacement of missing items	
Missing items are charged based on Approved Retailer pricing. We have fixed pricing for the following items:	
Parcel shelf strap	£24
Locking wheel nut key	£54
Satellite navigation unit	£120
Replacement key	£228
Parcel shelf	£336
EV/Hybrid charging lead	£354 each
Satellite navigation media (e.g. CD or SD card)	£360

Volkswagen Financial Services

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Service history

Missing service history record £60

Charge for incomplete service history £60 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" £72

14" £90

15" £96

16" £114

17" £126

18" £138

19" £156

20" £204

21" £234

22" £246

