

# VOLKSWAGEN FINANCIAL SERVICES

FINANCE. INSURANCE. FLEET. MOBILITY.

## Volkswagen Financial Services Damage Charges

Vehicle condition, outside of BVRLA fair wear & tear standards

Component	Condition	Repair Method	Unit of Measure	Cost
<b>Signage / Branding</b>				
Vehicle Signage / Vinyl's / Stickers / Decals	Signage applied to panels of the vehicle (not complete coverage)	Removal	Per Vehicle	£45.00
Vehicle Signage / Vinyl's / Stickers / Decals	The vehicle is fully wrapped (Complete Coverage of the Vehicle)	Removal	Per Vehicle	£350.00
<b>Body Panels</b>				
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Dented (exceeds 10mm in diameter, no paint damage)	Cold Metal Repair	Per Panel	£36.00
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Dented (Paint damage, regardless of diameter/swage line)	Repair and Refinish	Per Panel	£138.00
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Scratched (exceeds 25mm, primer/bare metal not showing)	Local Repair	Per Panel	£55.20
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Scratched (Primer, bare metal showing)	Refinish	Per Panel	£110.40
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Chipped (Multiple areas of chipping or rust / corrosion)	Refinish	Per Panel	£110.40
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Chipped (Small areas of chipping / No rust )	Touch In & Flat / Polish	Per Panel	£27.00
Panel (Doors, Sills, Wings, Tailgate, Bonnet, Roof)	Excessive Damage	Replacement	Per Pane	Based on Approved Retailer Pricing
<b>Bumpers Front and Rear</b>				
Bumper	Dented (exceeds 10mm in diameter, no paint damage)	Cold Metal Repair	Per Panel	£36.00
Bumper	Dented (Paint damage, regardless of diameter/swage line)	Repair and Refinish	Per Panel	£138.00
Bumper	Scratched (exceeds 25mm, primer/bare metal not showing)	Local Repair	Per Panel	£55.20
Bumper	Scratched (Primer/bare metal showing)	Refinish	Per Panel	£110.40
Bumper	Cracked / Excessive Damage	Replacement	Per Panel	Based on Approved Retailer Pricing
<b>Door Mirrors and Glass</b>				
Housing Unit	Scratched	Refinish	Per Cover	£27.00
Housing Unit	Excessive Damage	Replacement	Per Cover	Based on Approved Retailer Pricing
Glass	Broken	Replacement	Per Glass Unit	Based on Approved Retailer Pricing

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Windscreen / Door / Lamp Glass				
Front Screen	Cracked / Shattered	Replacement	Per Screen	Based on Approved Retailer Pricing
Front Screen	Chipped (Inside drivers line of sight)	Replacement	Per Screen	Based on Approved Retailer Pricing
Front Screen	Chipped (Outside drivers line of sight)	Specialist repair	Per Screen	£39.00
Rear Screen	Cracked / Shattered	Replacement	Per Screen	Based on Approved Retailer Pricing
Rear Screen	Chipped	Specialist repair	Per Screen	£39.00
Door Glass	Cracked / Shattered	Replacement	Per Screen	Based on Approved Retailer Pricing
Lamp Glass	Holed / Chipped / Cracked / Scratched	Replacement	Per Unit	Based on Approved Retailer Pricing
Alloy Wheels				
Alloy Wheel	Scratched (Exceeds 50mm scuffing over the total circumference of the wheel) / Spoke Damage	Refurbishment	Per Alloy	£36.00
Alloy Wheel	Gouge / Deformed / Excessive Damage	Replacement	Per Alloy	Based on Approved Retailer Pricing
Tyres				
Tyre	Sidewall Damage	Replacement	Per Tyre	Based on Approved Retailer Pricing
Tyre	Excessive Damage	Replacement	Per Tyre	Based on Approved Retailer Pricing
Tyre	Uneven Wear	Replacement	Per Tyre	Based on Approved Retailer Pricing
Tyre	Excessively Worn	Replacement	Per Tyre	Based on Approved Retailer Pricing
Spare Tyre	Missing	Replacement	Per Tyre	Based on Approved Retailer Pricing
Tyre Inflation Kit	Missing	Replacement	Per Vehicle	£198.00
Keys				
Ignition Key	Missing	Replacement	Per Vehicle	£132.00
Spare Key	Missing	Replacement	Per Vehicle	£132.00
Alloy Wheel / Locking Wheel Nut Key	Missing	Replacement	Per Vehicle	£150.00
Interior Trim				
Interior Trim (Carpets, Seats, Door Upholstery, Trim)	Holed (Afflicted area is small enough to be repaired)	Specialist repair	Per Item	£60.00
Interior Trim (Carpets, Seats, Door Upholstery, Trim)	Burn	Specialist repair	Per Item	£60.00
Interior Trim (Carpets, Seats, Door Upholstery, Trim)	Ripped / Torn / Broken / Excessive Damage	Replacement	Per Item	Based on Approved Retailer Pricing
Exterior Trim				
Exterior Trim (Grill, Mouldings etc.)	Misaligned	Touch In	Per Panel	£27.00

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Exterior Trim (Grill, Mouldings etc.)	Scuffed	Specialist repair	Per Panel	£27.00
Exterior Trim (Grill, Mouldings etc.)	Excessive Damage	Replacement	Per Panel	Based on Approved Retailer Pricing
<b>In Car Entertainment</b>				
Entertainment System	Missing / Broken	Replacement	Per Vehicle	Based on Approved Retailer Pricing
<b>Removable Items</b>				
Removable items (Load Cover, Headrests etc.)	Missing / Broken	Replacement	Per Item	Based on Approved Retailer Pricing
Sat Nav Disc / SD Card	Missing	Replacement	Per Item	£300.00
<b>Unsatisfactory / Poor Previous Repairs / Blending</b>				
Any Panel of the Vehicle	Poor Previous Repair Identified (Preparation marks / Dry paint finish / Dirt in Paint)	Refinish	Per Panel	£110.40
Any Panel of the Vehicle	Significant poor previous repair identified	Repair and Refinish	Per Panel	£138.00
Blend Requirement	Blending of adjacent damaged panel required as a result of the repair	Panel Blend	Per Panel	£27.00
<b>Charging Cables (Electric Vehicles Only)</b>				
Main Charging Cable	Missing	Replacement	Per Vehicle	£633.51
Auxiliary Charging Cable	Missing	Replacement	Per Vehicle	£248.62

## Glossary

Condition or Repair Method	Description
Cold Metal Repair	Paint less dent repair.
Local Repair	A wet repair to small confined area of the panel.
Excessive Damage	Damaged beyond repair.
Replacement	Requires a new component.
Specialist Repair	A small repair carried out on a local area of glass or trim that does not require a replacement.
Refurbishment	To restore a wheel to original condition.
Gouge	An indentation or groove where some base material is lost.
Poor Previous Repair	Previous repair not compliant with return standard.
Blend Requirement	Colour match for either side of repaired panel.
Touch In	Small paint defects touched in.