



Volkswagen Solutions Personal Contract Plan

End of Contract Charges



If your Solutions Personal Contract Plan (PCP) agreement is coming to an end it's time to hand back your Volkswagen, 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 by fully trained experts, external to VWFS – you can find out more in the BVRLA Fair Wear & Tear Guide
- 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
- We review our prices regularly to ensure they offer the best value, often lower than those from Approved Repairer networks.

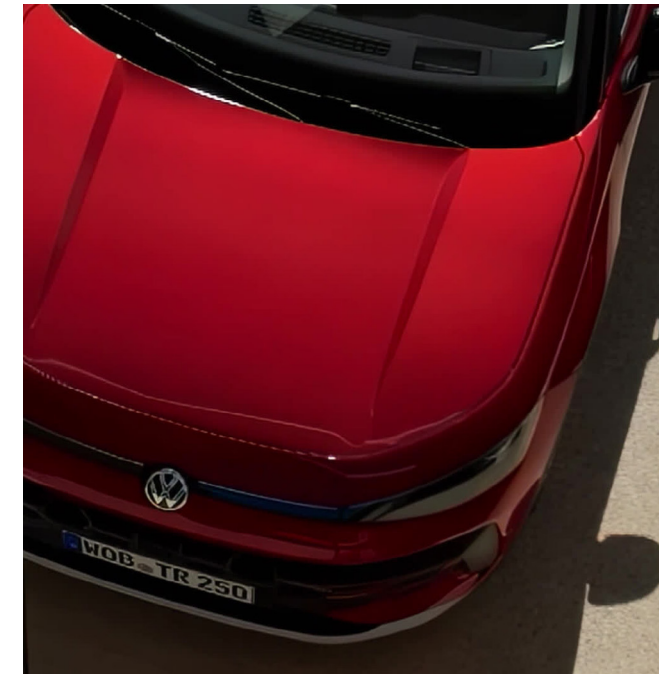
How do you keep charges low?

- 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
- If the damage is significant and could be costly, consider checking with your motor insurer to see if repairs are covered
- You can find tips on looking after your vehicle, and getting it ready to hand back, in the BVRLA Fair Wear & Tear Guide
- You can also use our handy measuring tool to check scratches, scuffs, chips and dents.

BVRLA Fair Wear & Tear Guide

It's good to know that all our inspections are done to the independent industry standard.

[Read the guide](#)



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.

Wheel refurbish

Steel: £60 | Alloy: £72

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.

Refinishing component

Small: £66 | Large: £132

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 and rear bumper spoiler
- Large components include: complete bumper, and any other components not listed above.

Repairing bumper area

£78

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

Glass repair

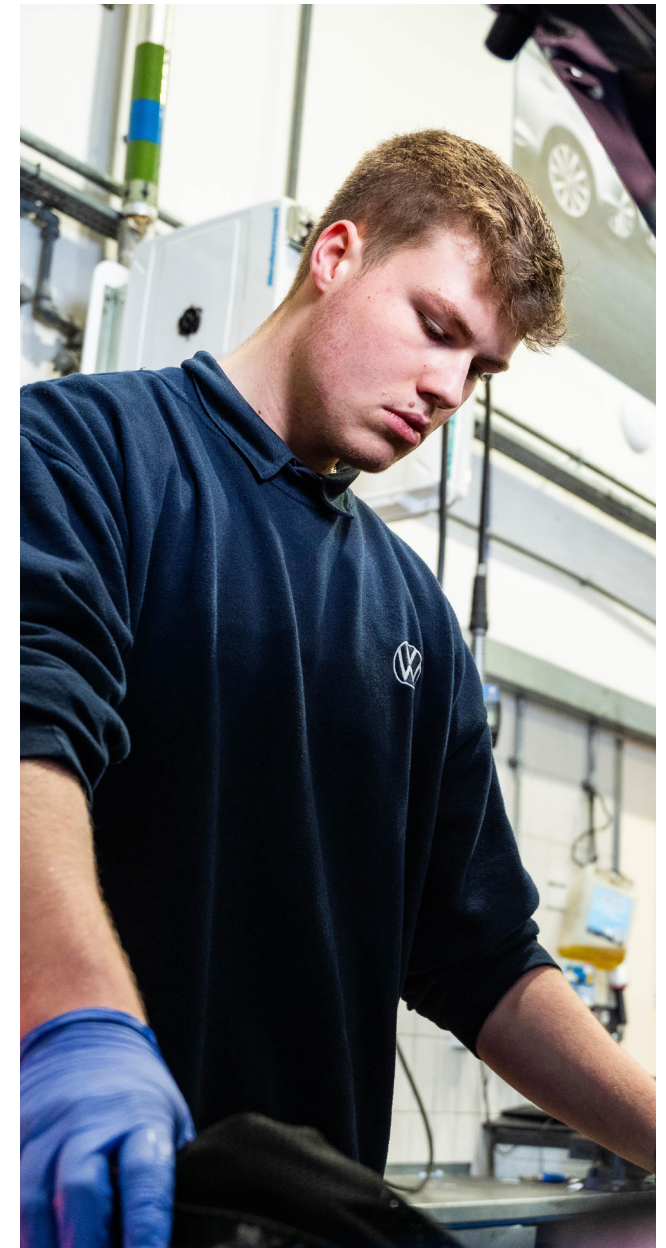
(small stone chips only) £60

If there are small stone chips on the windscreen that need repairing, there will be a charge if they are:

- 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.

If the damage is more than small stone chips and a full windscreen replacement is required, the cost could be significantly high. 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's recommendations to make sure the sensing devices are working properly.



Swage line dents

£180

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.

Repair and refinish component

Small: £120 | Large: £198

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 and rear bumper spoiler
- Large components include: complete bumper, and any other components not listed above.

Paintless dent removal (PDR)

£66

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

Smart repair

£66

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.

Interior trim repair

£72

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

Cleaning

£30

We can't inspect your vehicle properly unless it's clean.

- Clean the exterior
- Remove decals, or
- Clean the carpet, trim or upholstery.



Service history

Missing service history record £240

Charge for incomplete service history (per service missed) £240

Replacement of missing items

Missing items are charged based on our Approved Centre pricing.

We have fixed prices for the following items:

Parcel shelf strap	£28.80
Locking wheel nut key	£54
Replacement key	£228
Parcel shelf	£336
EV/Hybrid charging lead	£288 each

Alloy wheel replacement

When an alloy wheel is beyond refurbishment (for example, the wheel is bent or buckled) the following charges are applicable.

Price is by tyre diameter:

14 inch	£180
15 inch	£240
16 inch	£300
17 inch	£360
18 inch	£420
19 inch	£480
20 inch	£540
21 inch	£600
22 inch or above	£660

Replacement tyres

Replacement tyre charge where current tyres do not meet MOT standard e.g. sidewall damage, uneven wear or below legal tread depth. Our pricing is based on a mid-range tyre.

Price is by tyre diameter:

13 inch	£90
14 inch	£102
15 inch	£114
16 inch	£132
17 inch	£156
18 inch	£192
19 inch	£240
20 inch	£300
21 inch	£360
22 inch or above	£384

Bump and scratch measuring tool

This measuring tool helps you assess your cars condition before your handover.

The handover

- 12 weeks**
12 weeks to handover
Check your car over.
- 8 weeks**
8 weeks to handover
You'll hear from a collection agent to arrange a date for inspection and collection.
- 1-2 weeks**
1-2 weeks to handover
The inspection occurs and we receive the report.

Handy tips

- ✓ Be sure to check your car in natural daylight.
- ✓ Give the car a good clean and leave it to dry before starting.
- ✓ Check scratches, scuffs, chips and dents using the handy tool provided.
- ✓ Check the tyres (including spare) and tyre tread.
- ✓ Check all lights and controls to make sure they are all still working.

A handy guide to measuring marks.

Inside the lines, bumps and scratches are fine. Outside the lines – it's TLC time.

Chips:

- Up to 3mm or less in diameter
- Metal must not be rusted
- No more than four per panel, six per door edge or eight per forward facing panel

Dents:

- Up to 15 mm in diameter
- No more than two per panel
- Paint must not be broken

Scratches:

- Up to 25mm are acceptable
- Primer or bare metal must not be showing

Moulding and wheel arch trims:

- Scuffs and scratches up to 50mm are acceptable
- Moulding or trim must not be cracked, broken or deformed

