

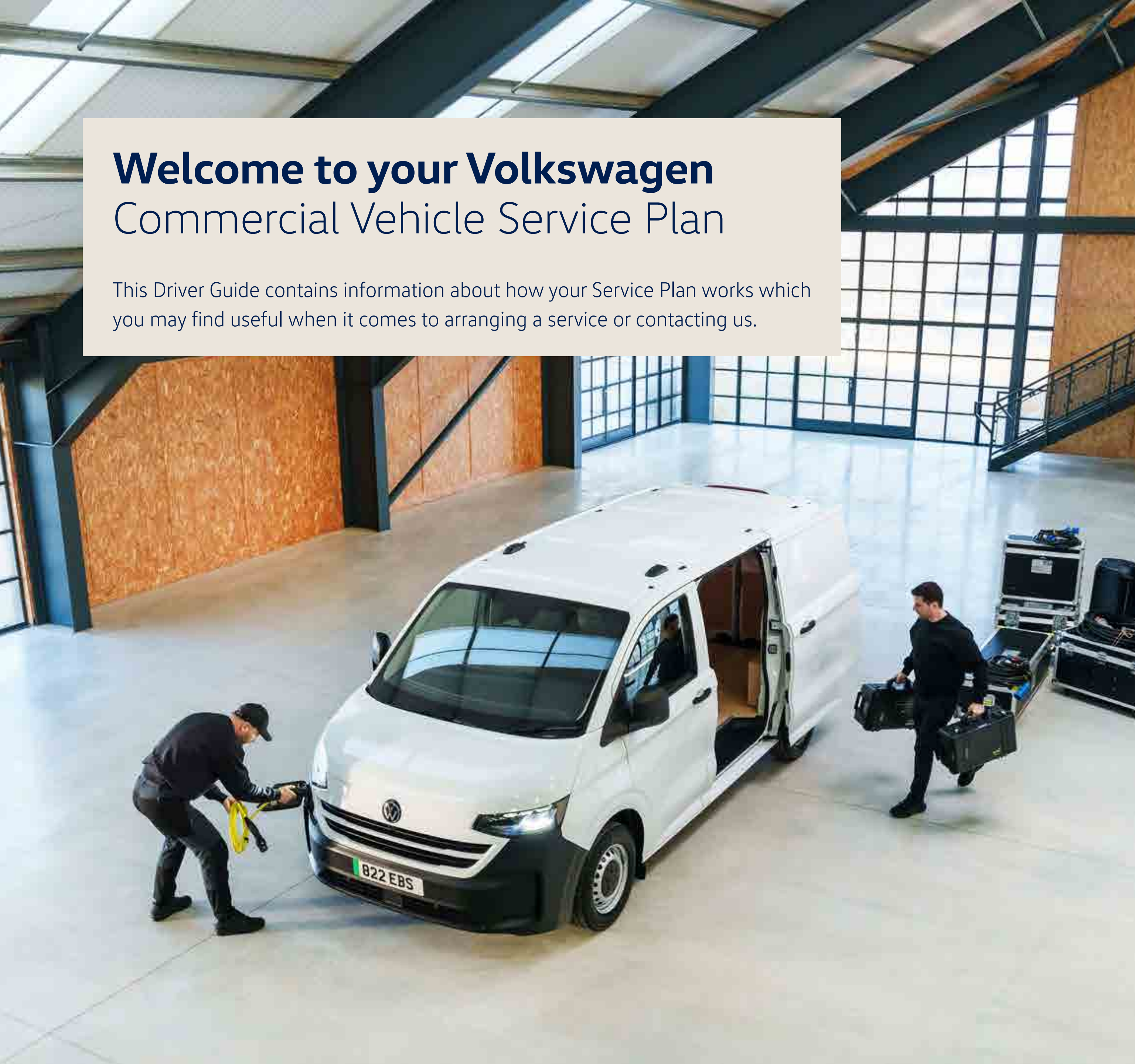


Your Electric Vehicle Service Plan

Driver Guide



Commercial
Vehicles



Welcome to your Volkswagen Commercial Vehicle Service Plan

This Driver Guide contains information about how your Service Plan works which you may find useful when it comes to arranging a service or contacting us.

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Introducing your Service Plan

Regular servicing is essential, even for electric vehicles. While they have fewer moving parts, components like the battery, charging cables, brakes, and software systems still require routine checks to ensure optimal performance. A service is required every two years or the service indicator will appear to let you know when the service is due.

The exact detail of what happens during a service depends on which Service Plan you have but mainly involves inspecting all the crucial components to maintain the vehicle's performance, and so you have peace of mind for your journeys ahead. The table on the following page outlines each plan.

Key benefits

	A full inspection at every service		Check for software updates
	Volkswagen Commercial Vehicle trained technicians and parts		Volkswagen Commercial Vehicle service history
	A two-year warranty on all parts fitted		Battery State of Health Check



What’s included?

Using the table to the right you can see what is included within the plan you have purchased.

Your plan name is detailed in your Service Plan Summary attached to your welcome email.

	Essentials Plan	Standard Plan	Plus Plan
Inspection Service			
Inspection of all components detailed within the required scheduled service including:	x1	x2	x2
Visual inspection of battery and charging cables	●	●	●
Exterior lights and interior lights Including adjustment	●	●	●
Windscreen wipers and washers	●	●	●
Seat belts and body panels	●	●	●
Warning triangle, first aid kit and wheels (including spare)	●	●	●
Bonnet latch, front and rear axles	●	●	●
Cooling system and steering	●	●	●
Underbody check	●	●	●
Check for vehicle safety and software updates	●	●	●
Pollen filter replacement	●	●	●
Brake fluid change	●	●	●
Vehicle road test	●	●	●
Battery State of Health Check			
A 30 minute check to evaluate the battery’s condition and total capacity, to be carried out during the Inspection Service.	●	●	●
Certification that battery health is above or below 70% capacity	●	●	●
Replacement Tyres			
2 x tyres replaced individually or together when necessary due to wear and tear or damage			●
MOT Tests			
Annual test of the vehicle’s safety, roadworthiness and exhaust emissions	Please refer to the Service Plan Summary for any MOT tests included*		
For customers in Northern Ireland, the MOT pre-checks are also included, as well as drop-off and collection to and from the local government MOT test centre			

*Not all plans have MOT tests included. The Service Plan Summary is the document attached to your welcome email.

● Included

What’s excluded?

Being aware of what is excluded can help you to understand if there might be anything else to pay for when your vehicle is serviced.

To the right is a general overview, more detail can be found in the legal terms and conditions.

	Essentials Plan	Standard Plan	Plus Plan
Inspection Service			
Additional jobs required at a mileage or time interval:	●	●	●
– Air Con recharge	●	●	●
– MOT (for plans purchased when the vehicle was less than 1 year old)	●		
Wear & tear including but not limited to:			
Replacement brakes including pads & discs	●	●	●
Replacement wiper blades, front or rear	●	●	●
Air and any fluid top-ups between services	●	●	●
Air conditioning repairs or servicing	●	●	●
Glass including windscreen glass and headlamp lenses	●	●	●
High voltage battery charge	●	●	●
Tyre puncture repair	●	●	●
Tyre replacement	●	●	
Wheel alignment check	●	●	●

● Excluded



Book a service

When a Service or MOT is due, you can book an appointment with any Volkswagen Commercial Vehicle UK Authorised Repairer. Simply book in advance online or by telephone, and mention that you have a Service Plan, so they can manage the bill correctly when the time comes.

What happens during a service depends on which Service Plan you have. Full details about what should be inspected and or replaced at each scheduled service – can be explained by the Authorised Repairer.

A general overview of what is or isn't included is detailed within this guide. Being aware of this might help you understand if there might be anything else to pay for on the day.

[Book a service](#)[Find a van centre](#)



Cancelling your plan

You have the right to cancel this contract within 14 days without giving any reason. This cancellation period will end 14 days from the start date of the policy.

To cancel your policy, you must confirm the cancellation by post, email or call. As long as this is sent to us within the 14 days of the cancellation period, you will have met the cancellation deadline.

If you use any of the services detailed in this booklet before the 14 day cancellation period, you will lose the right to cancel.

To cancel your policy you can:

Email: CustomerServices@vwfs.co.uk

Call us: 0370 010 2080

Click below to find a copy of our Service Plan Cancellation Form:

Cancellation form



Transferring your plan

You can't transfer your service agreement to another vehicle.

However, if you decide to sell your vehicle before the plan comes to an end, you can transfer the plan to the new owner, passing on any unused services and MOTs.

All you need to do to transfer a service plan is to email us with the new owner's name and address: CustomerServices@vwfs.co.uk

Alternatively, the new owner can send us a copy of the full V5 for us to complete the transfer.

Making a complaint

Volkswagen Commercial Vehicles Financial Services is committed to providing courteous and professional customer care at all times and ensuring our customers are treated fairly. If you think we may have made a mistake or feel that we did not meet your expectations, we want to know so that we can investigate the matter further. All information is treated seriously and we endeavour to resolve any concerns both promptly and fairly.

If you have a concern or complaint, please contact Customer Resolutions:

Call us: 0370 010 2080

Click below to send us an e-mail:

Get in touch

Legal terms & conditions

We know you're busy but here are some of the important things you should know about your plan:

The Agreement is made between Volkswagen Commercial Vehicles Financial Services (UK) Limited, trading as Volkswagen Commercial Vehicles Financial Services, of Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR ('We/Us/Our') and the person named in this document ('You/Your').

The Agreement is made on the date of Our signature on this document.

Definitions

The key words in this Agreement have the following meanings:

- (i) Agreement: means these terms and conditions and details provided within this document.
- (ii) Contract Period: means the contract period as stated on this Agreement.
- (iii) Fair Wear and Tear: means the wear pattern that we would normally associate with any, brake, suspension, clutch and tyre components as demonstrated for the majority of vehicles of a similar age and mileage within the Volkswagen Commercial Vehicle portfolio.
- (iv) Service Schedule: means the schedules relating to the servicing of the Vehicle contained in the Service Plan welcome letter supplied to You by Volkswagen Commercial Vehicles.
- (v) Payment: means the fee, as detailed within this Agreement.
- (vi) Van Centre: means a Van Centre in the United Kingdom (excluding Channel Islands and Isle of Man) authorised by Volkswagen Commercial Vehicles and named in the list of Van Centres provided on supply of the Vehicle to you, or in any subsequent list of authorised Van Centre issued by Volkswagen Commercial Vehicles. Volkswagen Commercial Vehicles may amend such list from time to time and the latest version of such list is available upon request from Volkswagen Customer Care.
- (vii) Service: means subject to the exclusions contained in clause 4, all the parts and labour charges needed to comply with the Service Schedules, including all engine oils.

(viii) Vehicle: means the Vehicle detailed on this Agreement.

(ix) Volkswagen Commercial Vehicles: means Volkswagen Commercial Vehicles Group United Kingdom Limited of Yeomans Drive, Blakelands, Milton Keynes.

Agreement

The provisions of this Agreement are valid for Vehicles operated and located in the UK only (excludes Channel Islands and Isle of Man).

Our obligations

- (a) We will accept agreed costs associated with relevant Services, Maintenance and Tyres for Your Vehicle, subject to the exclusions in clause 4, for the duration of the Contract Period.
- (b) If your plan includes MOT tests We will, acting as agents of you (i.e. the Customer), cover the cost of MOT test fees as defined in the agreement that fall during the Contract Period, subject to the exclusions in clause 4.

Exclusions

- (a) General exclusions:
 - (i) The cost of any works that arise, directly or indirectly, as a result of accident or impact damage; misuse; vandalism or negligence by You or any third party (including any failure by You to have the Vehicle serviced in accordance with the Manufacturer's Service Schedule); failure by You to comply with Your obligations under this Agreement.
 - (ii) Any form of corrosion to the Vehicle, including but not limited to damage caused by: frost, water, chemical, salt, weather, food & drink, cigarette, oil, fuel or the Vehicle not being used for long periods.
 - (iii) Repair, replacement or alteration of: accessories, components or other parts which are non-factory or non-standard or were fitted to the Vehicle after manufacture; car telephones or any other form of in-car entertainment equipment; windscreen or other glass in or on the Vehicle; trim, seating, head linings, fascia and all other interior fittings; body repairs.

(iv) Fluid top-ups between the Services.

(v) Any work that has not been carried out at an authorised Van Centre.

(vi) Any work requested outside of the Contract Period.

(vii) Any repairs or work that is not due to reasonable Fair Wear and Tear (as defined in clause 1).

(viii) Safety inspections and other legally required inspections such as MOT unless otherwise stated.

(ix) All road wheels.

(x) Roadside assistance.

(xi) Any work carried out outside of the United Kingdom, Channel Isles and Isle of Man.

(xii) Vehicles which are not to the manufacturer's United Kingdom specification.

(b) Service Plan - Additional Exclusions:

(xiii) All non-standard service work.

(xiv) Safety inspections and other legally required inspections such as MOT unless otherwise stated.

(xv) Air conditioning.

(xvi) Drive train gearbox/transmission service.

(xvii) Replacement tyres, unless otherwise stated, or any additional tyres beyond what is stated, and/or anything other than standard fitment and manufacturer recommended tyres.

(xviii) Wheel alignment or geometry checks.

(xix) Mobile fitment of replacement tyres.

(xx) Any high-voltage battery state of health checks, unless otherwise stated.

(xxi) Any remedial work or replacement parts required to the high-voltage battery.

Continued on next page.

Disputes

(a) In the event of any dispute concerning work being undertaken on the Vehicle and/or Your failure to meet Your obligations under this Agreement, We will (where appropriate) arrange an independent inspection. In the event that the independent inspection finds in Our favour You will be liable for the costs of the repairs and/or work and the subsequent cost of the inspection.

Your obligations

You shall:

- (a) Ensure that all Service work to be paid for by Us under the Agreement is carried out by Van Centres.
- (b) Ensure that the Vehicle is serviced and maintained in accordance with the defined Service Schedule.
- (c) Pay Us the payments shown on this document. If You do not We can terminate the Agreement as stated in clause 8.

Termination by You

- (a) If We are in breach of Our obligations under the Agreement You shall be entitled to terminate the Agreement in writing to Us.
- (b) If You terminate this Agreement, the amounts already paid by you are not refundable as these are reflective of our costs incurred in providing you with the Service Plan, and other costs associated with the administration and set up of the Agreement.

Termination by Us

We may terminate the Agreement on written notice to You or suspend performance by Us under the Agreement for so long as We shall see fit, and then We may terminate the Agreement if:

- (a) You default in the payment due under the Agreement. This will amount to Your repudiation of the Agreement (meaning that You no longer intend to be bound by it); or

(b) You fail to perform or observe any of the terms or conditions contained in the Agreement; or

(c) False information has been given by You in connection with the making of the Agreement which We have relied on.

(d) If We terminate this agreement or accept your repudiation You must pay Us all payments due and, as acceptance of Your repudiation or as a debt on Our termination You agree to pay Us all payments that have not fallen due up to the cost of any Services that We have incurred and not paid for by You along with all Our expenses (including legal costs and any VAT applicable) in recovering these sums from You.

Our liability

- (a) Our obligations pursuant to the Agreement to accept the cost of Service shall constitute the full extent of Our liability and We shall not be responsible for any delay by a Van Centre in carrying out Service work; or for any loss, injury or damage, direct or consequential in respect of defective Service work performed by a Van Centre or in respect of defects in or failure of goods supplied by a Van Centre.
- (b) We do not exclude liability for death or personal injury arising from Our own negligence or that of Our employees.
- (c) Nothing contained in this clause 9 affects Your statutory rights as a consumer.

Transfer of ownership

- (a) You may assign this Agreement to any subsequent owners of the Vehicle for the Contract Period provided that You pay all the payments shown on this document before the Agreement is assigned. Once all payments have been received We will agree to the assigning of the Agreement providing that You advise Us in writing following the transfer of ownership and that the purchaser of the Vehicle agrees in writing to Us to be bound by the terms and conditions of this Agreement in every way.
- (b) The Agreement is not transferable to another vehicle.

No waiver

Our failure at any time to enforce any provision of the Agreement shall in no way affect Our right to require complete performance by You after that nor shall the waiver of any breach of any provision be taken or held to be a waiver of the provision itself.

Matters beyond reasonable control

Neither party shall be liable for any delay or failure to meet its obligations under this Agreement due to any cause outside of reasonable control including an event of force majeure (without limitation) an Act of God, war, riot, terrorism, vandalism, civil commotion, strike, lockout, industrial dispute, Government control, restrictions or prohibitions or any other Government act or omission whether local or national or any natural catastrophe.

Variation

No modifications or variations to this Agreement such as addition or removal of levels of plan; mileage amendments; contract term extensions; cover for imported vehicles; product amendments is permissible without Our prior written approval.

Law

This Agreement shall be construed and interpreted in all respects in accordance with the laws of England. Volkswagen Commercial Vehicles Financial Services (UK) Limited is registered in England (number 2835230).

Effective from 20/06/2015



Contacting us

We want to make it easy for you to contact us, please find the details below:

Find a van centre

Call us: 0370 010 2080

Phone lines are open Monday to Friday, 9am to 6pm and Saturday 9am to 1pm.

Volkswagen Commercial Vehicles Financial Services

Volkswagen Commercial Vehicles Financial Services (UK) Limited ("VWFS UK"), registered in England and Wales with company number: 2835230. Registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR.