



Volkswagen PCP – End of Contract Charges Guide 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.

Vehicles should not have anything more than minor damage at the end of contract inspection. **All major damage should be repaired prior to the inspection.** Failure to do so will result in higher damage charges outside of those listed in this guide.

This is not 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.





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



Charges applicable to over 50mm. Image 2 shows 40mm which is within tolerance.

Glass repair (small stone chips only)

For the repair of small stone chips on the windscreen. Damage in excess of 10mm in the driver's line of vision (a vertical strip 290mm wide centred on the steering wheel), or in excess of 40mm elsewhere, will be charged.

£60



For damage bigger than stated above, you will require a full windscreen replacement.

The average charge for full windscreen replacement is £400 so it may be worth considering claiming via your insurance to replace your windscreen ahead of your handback appointment.

If you do require a replacement windscreen, please make sure the car's ADAS (automated driver assistance systems) are recalibrated according to Volkswagen's recommendations. This is to ensure your car's sensing devices function properly.

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.

Small: £66
Large: £132

Please note some minor scratching is allowed, please see the BVRLA Fair, Wear and Tear guide for more details.





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). Dent is reflected in the zebra board.

£66



Dents on the swage line

Removal of dents on the swage line (with or without paint damage) the panel will require repair and repaint

£180



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	£360
Replacement key	£228
Parcel shelf	£336
EV/Hybrid charging lead	£354 each



In the above image the tyre inflator is missing.

Service history

Missing service history record	£60
Charge for incomplete service history	£50 per service missed



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:

Up to 14"	£150
15"	£240
16"	£300
17"	£360
18"	£420
19"	£480
20"	£540
21"	£600
22" 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"	£72
14"	£90
15"	£96
16"	£114
17"	£126
18"	£138
19"	£156
20"	£204
21"	£234
22"	£246

