



Damage recharges

Guide

ALPHABET

Costs for damaged items

Item	Type of damage	Description	Charge
Wheels	Alloys/wheels	Any damage over 50mm on the total circumference of the alloy wheels/wheel hubs. Any damage to the wheel spokes, fascia or hub are not acceptable.	£80
	Wheel trim	Any damage over 50mm on the total circumference of the alloy wheels/wheel hubs. Any damage to the wheel spokes, fascia or hub are not acceptable.	£22
Body panels	Scratch – to metal	Surface scratches of up to 25mm or less where the primer or bare metal are not showing are acceptable provided they can be polished out. A minimum of four surface scratches on one panel is also acceptable.	£160
	Scratch – to plastic	Surface scratches 5 or more per panel that are less than 25mm, or any single scratch over 25mm.	£83
	Full body Machine Operated Polish (MOP)/ Polish	Surface scratches where the primer or bare metal are showing across 3 or more panels along with bird lime on any panel where a machine polish is required.	£55
	Dent: 10mm – 49mm (req. paint)	Dents between 10 - 50mm in diameter.	£70
	Dent: 50mm – 125mm (req. paint)	Dents between 50 - 125mm in diameter.	£255
	Dent: 125mm – panel (req. paint)	Dents above 125mm in diameter.	£255
	Paintless dent removal	Surface scratches where the primer or bare metal are not showing across 3 or more panels along with bird lime on any panel where a machine polish is required.	£70
	Sills	Scratches on treads, sills and seals that reflect normal use are acceptable.	£193

Item	Type of damage	Description	Charge
Body panels	Inside sill	Scratches on treads, sills and seals that reflect normal use are acceptable.	£83
	Poor previous repairs (any panel)	Obvious evidence of poor repair, such as flaking paint, preparation marks, paint contamination, rippled finish or poorly matched paint is not acceptable.	£165
	Decals/livery	Any sign writing/livery/decals not removed from panels and the surface made good.	£100 a vehicle
Exterior incl. trim – grills	Missing	Any item supplied at delivery that is not returned with the vehicle on return.	MRP*
	Valet		£55
Fog light	Broken or not working	Any light which fails to operate on vehicle return.	MRP*
Mirror covers	Replace item	Missing, cracked or damaged door mirror or housing unit.	MRP*
	Glass	Missing, cracked or damaged door mirror or housing unit.	£55
	Scuffed/scratched	Any scratches to painted door mirror covers that show primer or bare metal that can't be polished out regardless of size. Any plastic mirror covers where the total exceeds 25mm or there are more than 5.	£45
Windscreens	Cracked	Damage in excess of 10mm in the driver's line of vision, or in excess of 40mm anywhere else.	MRP*
Interior	Various	The interior upholstery and trim must be clean and odourless with no burns, scratches, tears, dents or staining. Carpets should have no holes and all interior fittings must be present.	£160

*Manufacturers Retail Price (MRP)



Costs for missing items

Item	Description	Charge
Service book	The service book, or evidence of digital servicing, must be present.	£100
Manufacturer documents	Any item supplied at delivery that is not returned with the vehicle on return.	MRP
Charging cable	Charging cables that came with the vehicle must be present in the vehicle when it is returned. If missing, you will be charged a replacement fee.	£190

Costs for late/missed servicing

Item	Description	Charge
Late servicing (+3 months)	Missed service - A complete service history must be present upon collection. Any missed or late servicing (>3 months) is not acceptable	£250
Missed service		£500

Costs for missing keys

Manufacturer	Charge	Manufacturer	Charge	Manufacturer	Charge
Alfa	£165	Jeep	£250	Porsche	£300
Audi	£220	Kia	£155	Renault	£200
BMW	£250	Land Rover	£325	Seat	£220
Chrysler	£250	Lexus	£250	Skoda	£230
Citroen	£200	Mazda	£250	Subaru	£155
Dacia	£155	Mercedes	£300	Suzuki	£155
Fiat	£200	MG	£155	Toyota	£180
Ford	£200	MINI	£210	Vauxhall	£155
Honda	£200	Mitsubishi	£200	Volkswagen	£220
Hyundai	£155	Nissan	£265	Volvo	£210
Jag	£275	Peugeot	£155		

- Prices are subject to regular reviews to ensure accuracy.
- Prices are flat fees and exclusive, and therefore not subject to VAT.
- MRP costs are supplied by Thatcham who are regularly updated by the manufacturers.
- A poor previous repair is defined as a substandard repair that is obvious such as, but not limited to; flaking paint, preparation marks, contaminated paint, poor finish (i.e. rippling) or paint that doesn't match.
- There are differences between cars and LCVs, so please refer to the BVRLA guide for these.

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