BEFORE-YOU-GO
SIMPLE-AS-THAT

VOLKSWAGEN FINANCIAL SERVICES | RENT-A-CAR

Collecting your vehicle.

Keeping it simple.

We provide a full vehicle handover experience so you can be confident before leaving us to enjoy your rental.

Whether it’s help with finding controls to use the indicators or headlights, or any specific questions about insurance, our team of friendly experts are here to help.

Easy steps:

1. Ensure you’re familiar with the basic vehicle controls.
2. Adjust your seat and mirrors to a position suited to you.
3. Check the type of fuel your vehicle requires.
4. Ask any specific questions you might have to our team before leaving with your rental vehicle.

“Excellent”

Trustpilot

Extra peace of mind.

It’s important to ensure you are 100% satisfied with the quality of your vehicle before leaving.

Some vehicles may have pre-existing damage, so please ensure you take the time to walk around the vehicle checking all paintwork, lights, bumpers, electrical features and interior.

If you find any damage that hasn’t been recorded by us, please tell us before you leave.

Take good care of your vehicle.

Your vehicle is your responsibility.

Your rental vehicle should be returned in the same condition it was provided to you at the start of the rental agreement. Charges apply to any damage sustained whilst you are responsible for the vehicle. The damage will be assessed upon return of the vehicle and you will be charged for the cost of the repair. Check the T&Cs for more details.

Wear and tear that's fair.

We understand damage can happen. That's why we make it easy to understand what types of damage are deemed acceptable, and which are not.

To view the details, which vehicle are you hiring?

CAR > **VAN >**

Need mechanical assistance?

Call Driverline on **0330 100 8965**.

Assessing for damage.

It’s helpful to know what our team will look out for when you return your vehicle to us.

CARS

What’s acceptable?

Alloys

- Light scuffs and scratches which do not exceed 50mm of the rim.

Glass

- Cracks in glass 10mm and below in driver's line of vision.
- Cracks in glass 40mm and below not in driver’s line of vision.
- Surface chips showing no spreading cracks.
- Lamp glass only with minor chips that do not affect the appearance or performance of the lamp.

Body and Paint

- Dents 15mm and under and those which don't break the paint.
- Light scuffing on non-painted parts.
- Stone chips on forward facing panels with no corrosion.
- Scratches that can be polished out.
- No more than 8 chips.

UNACCEPTABLE ›

Need mechanical assistance?

Call Driverline on **0330 100 8965**.

Assessing for damage.

It’s helpful to know what our team will look out for when you return your vehicle to us.

CARS

What’s unacceptable?

Alloys

- Scuffs above 50mm.
- Damage to the main part of the wheel.

Glass

- Cracks in glass over 10mm in driver's line of vision.
- Cracks in glass over 40mm not in driver's line of vision.
- Stone chips with spreading cracks over 20mm.
- Windscreen damage caused by faulty wiper blades.
- Visible damage to lamp glass.

Body and Paint

- Dents over 15mm or those which break the paint.
- Dents that affect the vehicle’s appearance and are on profile panels such as the bonnet or swage lines.
- Above 8 chips.
- Chips on panel causing corrosion.
- Scratches over 25mm or those which show bare metal.
- Any under body damage that causes issues with structure or warranty.
- Any repairs not carried out by a Volkswagen centre.
- Any other customer damage not listed as 'Acceptable’.

Need mechanical assistance?

Call Driverline on **0330 100 8965**.

Assessing for damage.

It’s helpful to know what our team will look out for when you return your vehicle to us.

VANS

What’s acceptable?

Alloys

- Light scuffs and scratches which do not exceed 50mm of the rim.

Glass

- Cracks in glass 10mm and below in driver's line of vision.
- Cracks in glass 40mm and below not in driver’s line of vision.
- Surface chips showing no spreading cracks.
- Lamp glass only with minor chips that do not affect the appearance or performance of the lamp.

Body and Paint

- Dents 15mm and under and those which don't break the paint (max. 2 per panel).
- Scuffs or scratches to plastic trims which can be texturally repaired.
- Stone chips on forward facing panels with no corrosion.
- Rust to heavy wear areas such as tipper floors, driver’s and passenger’s steps and load areas without affecting the integrity of the panel.

UNACCEPTABLE >

Need mechanical assistance?

Call Driverline on **0330 100 8965**.

Assessing for damage.

It’s helpful to know what our team will look out for when you return your vehicle to us.

VANS

What’s unacceptable?

Alloys

- Scuffs above 50mm.
- Damage to the main part of the wheel.

Glass

- Cracks in glass over 10mm in driver's line of vision.
- Cracks in glass over 40mm not in driver's line of vision.
- Stone chips with spreading cracks over 20mm.
- Windscreen damage caused by faulty wiper blades.
- Holes, gauges or cracks to lamp glass.

Body, Paint and Interior

- Scuffs or scratches to plastic trims 50mm and above or those which deform the area.
- Holes, gauges or cracks to plastic covers.
- Holes in wings.
- Any damage to door linings or bulk heads from failure to secure a load.
- Stains or discolouration to the ply lining.
- Damage to the undercarriage that causes issues with structure or warranty.
- Any repairs not carried out by a Volkswagen centre.
- Any other customer damage not listed as 'Acceptable’.

Need mechanical assistance?

Call Driverline on **0330 100 8965**.

Returning your vehicle.

Please check your date and time of return, as confirmed at the point of booking.

Please tell us if anything happens which could mean you're unable to return you vehicle to us in a timely manner to avoid incurring charges.

It's a simple drop-off.

Easy steps:

1. Return on time (any vehicle returned more than 60 minutes late will incur additional charges).

2. Please refuel the vehicle to the same level as it was when you collected it. If you need to check what the fuel level was when you collected the vehicle, please refer to your rental agreement.

3. Personal belongings – check the vehicle thoroughly to make sure you have all your belongings. Unfortunately, we cannot accept any liability for any belongings left in the vehicle.

4. Report any damage sustained during your rental.

5. We will then assess the cost of repair and notify you of any charges. You will only pay for the cost up to the value of your insurance excess.

6. A full inspection of the vehicle will take place when you return it. Therefore, to save time please advise us of any damage that has occurred to the vehicle whilst in your possession.

7. We'll then look forward to welcoming you back once you're ready to rent again!

Trustpilot

Tell us how we did.

We're always looking to learn about how we can improve our products and services. That's why we'd love you to complete your experience with us by leaving us a review on Trustpilot.

Rules of the road.

You're not just responsible for your vehicle, but your conduct whilst driving.

Here's a reminder of some, but not all, of the ways to which you can comply with key rules.

Easy steps:

1. Paying for congestion, road and toll charges.
2. Sticking to the speed limit. See below:

	CARS	VANS
Built-up areas (like towns and cities)	30mph	30mph
Single carriageways	60mph	50mph
Dual carriageways	70mph	60mph
Motorways	70mph	70mph

3. Taking full responsibility for any traffic offence, penalties and infringements. An administration fee will be applied for any fines incurred during your rental with us.

Please note: You are liable for the payment of any administrative fees incurred during your rental period. Please refer to our full T&Cs for details.

Mobile phones

It is against the law in the UK to use a handheld mobile phone whilst driving any vehicle.

Smoking

It is against the law to smoke in any of our vehicles. This includes the use of e-cigarettes and vapes.

Incidents

If you are involved in an accident or require mechanical assistance during your rental, please call Driverline on **0330 100 8965**.

In an emergency, call **999**.

Useful contacts:

Driverline

0330 100 8965

Rental Location

CALL US >

In the event of an emergency, dial **999**.

Congestion Charges and Tolls:

To pay the London Congestion Charge, call **0343 222 222** or visit tfl.gov.uk/congestioncharge

To pay the Dartford Crossing Charge, call **0330 300 0120**

Click here to read our Trustpilot reviews!

Trustpilot

"Excellent"

Trustpilot

Loved-By-Many

You're in safe hands with us.

Other customers just like you rate us 'Excellent' on Trustpilot, so it's no surprise that we do all we can to make your rental experience the best it can be.

If you have any questions, thoughts or ideas about our service, please chat to one of our team and leave us a review on Trustpilot so we can continue to develop our products and services further.