

SKODA



Škoda Fleet Programme 2025

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Fleet Customer Care

Škoda UK has a dedicated fleet team supporting Fleet customers/operators and leasing companies as well as Škoda Authorised Retailers.

The service that they offer includes:

- Information on products, services, parts, aftersales, Škoda Authorised Retailers and Škoda Authorised Paint and Body specialists
- Brochure requests
- Management, assistance and support for repairs to Škoda vehicles carried out within the Škoda Authorised Retailer network
- Advice and collaboration with the Škoda Authorised Retailer network for repairs carried out at a Škoda Authorised Retailer

Features	Benefits
Dedicated Škoda fleet team	▪ Škoda knowledge and expertise to help with all enquiries
Close working relationship with the Škoda Authorised Retailer network	▪ Assistance with any enquiries, ongoing repairs or service issues to help your fleet on the road
Access to Škoda Factory vehicle information systems	▪ Visibility of vehicle information and warranty repair history

Škoda Fleet Customer Services
0333 003 7066
fleetcustomerservices@skoda.co.uk

Authorised Retailer Network

Škoda UK offers service and repair facilities through a nationwide network of Škoda Authorised Retailers. To find your nearest branch, visit www.skoda.co.uk

Each Škoda Authorised Retailer can offer:

- Service
- Repair
- Warranty work
- Paint and Body*
- Tyre repair or replacement*
- Škoda Genuine Parts
- Škoda Original Accessories
- MOT*
- Courtesy vehicles (subject to availability)

Features

Factory trained technicians

Škoda Genuine Parts held in stock

Škoda Original Accessories held in stock

Repairs warranted by Škoda Authorised Retailer

Tooling and equipment to complete complex repairs

Direct link to Škoda Factory vehicle and technical information systems

Where requested, a Visual Health Check can be carried out

Benefits

- Experienced technicians with the very latest training
- Ability to quickly diagnose problems, minimising delay to the customer
- Ability to perform preventative diagnosis before potential issues become expensive repairs
- Access to technical support at the Škoda factory

- Vehicle down-time is minimised
- Genuine parts with a two-year unlimited mileage warranty†
- Designed specifically for Škoda for a perfect fit
- Compliance with vehicle warranty terms and conditions

- Designed to fit your Škoda perfectly
- Where appropriate, fully crash tested for the safety of drivers, passengers and other road users
- Two-year unlimited mileage warranty†, or three years if purchased with a new vehicle

- All Škoda genuine parts have a two year warranty and repairs carry a 12 month or 12,000 mile workmanship guarantee‡
- Reflection of the confidence in the genuine repair

- Vehicle down-time is minimised
- Repair time (and therefore cost) is minimised
- Correct tooling ensures adjacent components aren't damaged during repair

- Access to latest technical and repair information
- Visibility of any factory-initiated proactive repairs designed to increase vehicle performance and reliability

- Identify common safety-related issues
- Ability to schedule future maintenance at recommended intervals
- Peace of mind
- Compliance with Duty of Care requirements for Fleet Managers

* In some instances this may be carried out by a sub-contractor.
‡ 12 months or 12,000 miles whichever comes soonest.
† Excludes wear and tear.

Bodyshop

Getting a genuine[‡] Škoda repair using one of our approved bodyshops, you'll be guaranteed a repair that meets our factories high standard for safety and quality.

How? It's simple. We only allow manufacturer-trained technicians to work on your vehicle.

Still not convinced? Here are our three favourite reasons to use our Paint and Body Centres:

- All repairs are guaranteed for three years
- We make sure every Paint and Body Centre maintains the highest standards of repair work and customer service. Every bodyshop has to pass a rigorous 84-point annual inspection, and all our technicians must complete a welding exam every two years
- Last but not least, your vehicle's paint warranty will be unaffected:
 - Three year paint defect warranty[‡]
 - Twelve year body protection warranty[‡] against rust attacking the internal cavities (from first purchase)

[‡] Using Škoda genuine parts.



Warranty

Every new Škoda is covered by a three-year vehicle warranty that includes:

- Two-year unlimited mileage manufacturer’s warranty*
- Third year UK cover* (up to a maximum of 60,000 miles in total)
- Three year paint defect warranty*
- Twelve year body protection warranty* against rust attacking the internal cavities

Extending your warranty

The manufacturer’s warranty can now be extended to provide cover for 4 years/80,000 miles or 5 years/100,000 miles, if purchased prior to the vehicle being registered.

8 Year high-voltage battery Warranty

Free repair of the high-voltage battery, if the damage occurs within 8 years or before reaching a mileage of 100,000 miles (whichever occurs first) from the beginning of the Škoda warranty. Reduction in the capacity of the high-voltage battery over time is a natural feature of technology and does not constitute a defect within the meaning of the Škoda warranty (this is with regards to a natural lock), provided that this value measured by the Škoda service partner does not fall below 70% of the total usable capacity before the expiry of 8 years or before the achievement of 100,000 miles (whichever comes first) from the beginning of the Škoda warranty.

In the event of a claim under the Škoda warranty regarding damage to the high-voltage battery, the capacity of the high-voltage battery after fault rectification is at least 70% of the total usable capacity, and this is in consideration of all relevant factors including the age, condition and the mileage of the vehicle. There shall be no further claims arising from the Škoda Warranty. In particular, no claim for replacement, no right of withdrawal, no claim to purchase price reduction, or provision of a replacement car for the duration of repair and compensation.

Features

Transferable

Warranty extension†

Valid Worldwide‡

Benefits

• Cover passes to the next owner of the car for any unexpired period of entitlement

• Cover can be extended beyond 3 years or 60,000 miles (at additional cost). Factory extension can be purchased prior to registration. Extended warranty also available

• Peace of mind

• Warranty valid if travelling abroad for business or pleasure at no extra cost

• Peace of mind

Note: Vehicle must be serviced and maintained to Škoda’s specification using genuine parts, or parts of an equivalent or higher quality, as well as the correct type and grade of oil. Please refer to the Owner’s Manual for further information.

For further details, please contact your Škoda Authorised Retailer.

Škoda Fleet Customer Services

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fleetcustomerservices@skoda.co.uk

*Terms and conditions apply. Please contact your local retailer, log onto the Škoda website or see the booklet included in every new Škoda for further information.

† If a manufacturing defect occurs during the third year of the warranty whilst travelling outside the UK, the cost should be settled by you with reimbursement available from your local UK Škoda Authorised Retailer. Please retain the repair invoice including failed part(s) and provide this to your local UK Škoda Authorised Retailer within 14 days of the invoice date.

Goodwill

Škoda is a brand built on excellent customer service. We assess all requests for goodwill on an individual basis, but some general rules do apply. Goodwill does not form part of the Contract or Sale of the manufacturer's warranty and is offered solely at our discretion.

Goodwill support considered if:

- Owner has purchased vehicle from a UK Škoda Authorised Retailer
- Claim as a result of a material defect

Goodwill support not available for:

- Repairs completed outside Škoda Authorised Retailer network
- Repairs resulting from wear and tear or accident damage
- Issues that are the result of poor workmanship or poor customer service from outside the Škoda Authorised Repairer network

There are three types of goodwill

1. Repair cost contributions

- Considered for vehicles outside of warranty if the goodwill criteria is met
 - Goodwill is not applicable to repairs required as a result of wear and tear
 - The repair must be undertaken by a Škoda Authorised Retailer
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2. Goodwill gestures

- Considered for vehicles inside warranty where the customer has incurred costs or suffered inconvenience from a defect covered by the manufacturer's warranty
 - This will usually take the form of servicing, repairs or accessories
 - All work agreed as part of a goodwill gesture will be undertaken by a Škoda Authorised Retailer
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3. Replacement Vehicles

- Considered for vehicles off-road (VOR) undergoing diagnosis and repair, or awaiting parts for a repair covered by manufacturer's warranty
- Where appropriate, this may take the form of a courtesy vehicle provided by a Škoda Authorised Retailer. A like-for-like vehicle cannot be guaranteed



Roadside Assistance

Every new Škoda purchased in the UK from a Škoda Authorised Retailer is covered by a three-year 60k mile warranty (unlimited mileage in years 1 and 2) and a 12 month Roadside Assistance package as standard.

Cover includes:

- Roadside assistance
- At Home service
- Recovery to a Škoda Authorised Retailer at a destination of your choice
- Recovery after accident
- Onward travel service, including arranging overnight accommodation, alternative travel or hire cars
- General assistance, including medical assistance, secure storage, messaging service, caravan / trailer cover, accident care, motoring related legal advice
- European cover
- Customer induced faults (e.g. mis-fuelling)
- Free replacement vehicle for warranty repairs*

* 48-hour replacement vehicle guaranteed.
Any extension to be agreed with Škoda Authorised Retailer.
Like-for-like vehicle not guaranteed.



Features	Benefits
Škoda trained personnel attend to vehicles	▪ Improved first-time fix at roadside ▪ Ability to quickly diagnose the problem, minimising inconvenience
Škoda dedicated patrols backed up by AA second-tier patrol	▪ National coverage ▪ Waiting time minimised during 'peak' periods ▪ Peace of mind
Transferable	▪ Anyone driving your Škoda is covered ▪ Cover passes to the next owner of the car for any unexpired period of entitlement
Customer-induced faults	▪ Mistakes happen, which is why we've got your back even if the problem is your fault (e.g. mis-fueling)
European cover	▪ Fully covered for European holidays or business trips ▪ Convenience
Service extension	▪ Ability to extend cover for up to two more years (until the vehicle is five years old) ▪ Preferential rates ▪ Peace of mind

Technical & Genuine Parts Support

Škoda UK's Technical Support Team is trained to the highest level of expertise. It's called on by Škoda Authorised Retailers as well as our Customer Care team to ensure issues are resolved swiftly and efficiently.

- Our Technical Specialists have direct access to factory diagnosis and repair systems that help Škoda Authorised Retailers make the right repair first time
- Our Parts Advisors use factory supported systems to make sure the right components are selected and delivered as quickly as possible



Features

Technical expertise with repairs

Industry leading parts supply
– consistently above 96%
first pick availability

Special parts delivery system
for 'Vehicle Off Road'

Benefits

• Assistance for retailers where required

• Minimises vehicle down time
• Improved 'first-time fix'

• Getting you back in your vehicle faster

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Škoda UK Fleet Programme

Pricing & Discounts	▪ Min. 7.5% discount on RRP for genuine parts ▪ Max price £12.50 / litre for Long Life 3 Oil ▪ Max price £49 MOT
Labour Rate	▪ Max price guarantee ex. VAT £95.00
Goodwill	▪ Standard goodwill terms - 36 months 100k miles
Dedicated fleet support team	▪ Provided by Škoda UK - 8.30am to 5.30pm Monday to Friday on 0333 003 7066 - or email fleetcustomerservices@skoda.co.uk
Booking response time	▪ Aim for 20 minutes booking response time
Standard guarantee	▪ Free wash and vac ▪ Courtesy vehicle (subject to maximum lead time) ▪ Visual health check on every visit & Škoda Video on request ▪ Breakdowns and emergency safety repairs investigated & initial diagnosis within 48 hours ▪ Labour invoice as per manufacturer times ▪ Genuine Škoda Parts fitted ▪ All work to be authorised in advance and explained to the driver on completion ▪ Free fitting on jobs under 0.2hrs (12 mins) ▪ Free visual health check

Participating retailers only. Participating retailers can be found on the Epyx Platform and Aftersales Fleet Hub.

Useful contacts

Škoda Fleet Customer Services - 0333 003 7066
fleetcustomerservices@skoda.co.uk
Škoda Assistance - 0330 100 3243

www.skoda.co.uk/fleet/contact-fleet-sales
www.facebook.com/skoda.uk
www.twitter.com/SKODAUK

Information correct as of May 2025 but subject to change at any time without notice.



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