



# Redeem your VW We Charge credit

1. During the ordering process inform the Retailer that you'd like to opt for the Volkswagen We Charge credit.
2. Once handover of your Volkswagen ID.3, ID.4, ID.5, ID.7 or ID.7 Tourer is complete, contact Volkswagen Customer Service on 0800 333 666 for your unique voucher code within 3 months of vehicle handover. Please be prepared to provide the VIN of your vehicle and complete verification checks.
3. Search for and download the Volkswagen mobile app from your mobile device app store.
4. Set up your Volkswagen account with your vehicle allowing you to access the internet connected features of your ID.3, ID.4, ID.5 or ID.7.
5. Set up your account in the We Charge by Elli section where you will also pair your new Volkswagen ID.3, ID.4, ID.5 or ID.7 and select your We Charge tariff depending on your charging requirements. There is a free tariff and a choice of paid tariffs on a subscription basis, each offering access to public charging at different rates. Note the credit cannot be used against the monthly subscription charge for the tariff. It can only be used to cover the cost of charging.
6. Apply your voucher code in the We Charge by Elli section to add the charging credit.

For full instructions and T&Cs, see [here](#).