

Volkswagen Classic Parts The Step-by-Step Guide.

Volkswagen Classic Parts

The Step-by-Step Guide.

Table of content



Customer account	Page 3-13
My account	
Registration and login	3
Dashboard/account overview	4
My orders	
Order history and status	5
Repeat order	6
Order by item number	7
My Wish List	8
Your address book	9
Account information	10
Search & find	Page 11-13
VIN search	11
Model search	12
Search field at the top in the shop	13
Order process	Page 14-18
Order and shopping cart	14
Dispatch	15
Delivery & payment	16
Order overview	17
Discount/promotional codes	18
Detailed product page	Page 19
Complaints and returns	Page 20
Newsletter	Page 21
Additional services	Page 22-23
Certificates and data sheets	22
Key service	23
Help area	Page 24

Volkswagen Classic Parts

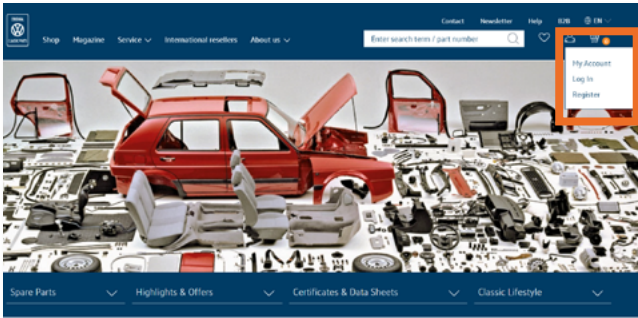
The Step-by-Step Guide.

Customer Account



My account

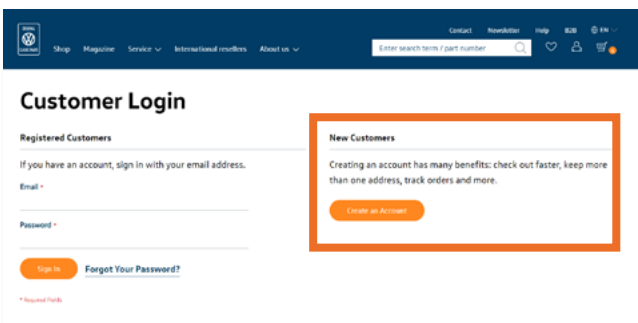
Register & login



Your start in the new Classic Parts world.

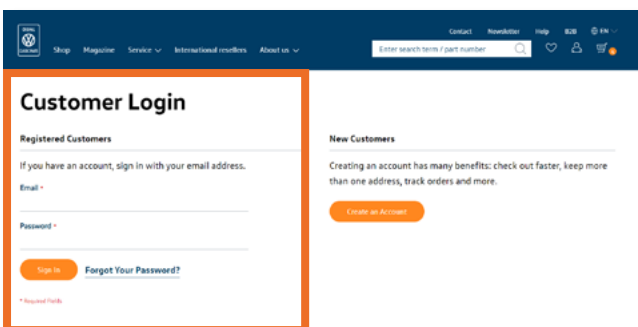
You can access the new Online Shop directly at www.volkswagen-classic-parts.com

At the top right of the menu, you have the option of switching to the customer account area. In this menu item, you can log in to your existing customer account or register a new one.



Register as a new customer in our shop.

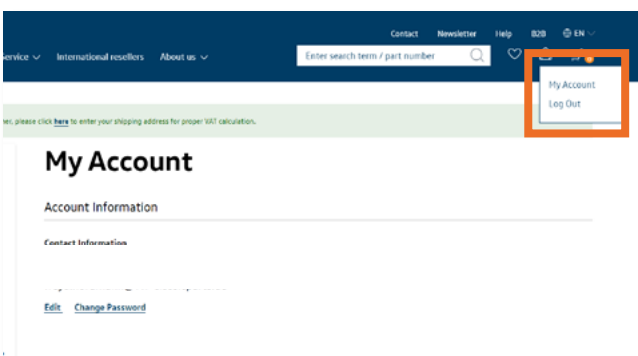
As a new customer, you can create a new customer account quickly and free of charge using our form. As soon as you have filled in the registration fields, you will receive a confirmation link by e-mail. In future, please log in with your saved e-mail address and the new password via the log-in screen.



Log in again.

Customers of the previous Online Shop will keep their login with the registered e-mail address and the selected password.

If you have forgotten your password, you can request a new password via „Forgot Your password“ and will be notified by e-mail.



Protect your account.

To protect your account from unauthorised access, you should log out after each use. To do this, use the „Log Out“ link in the top right-hand corner of the main navigation.

Volkswagen Classic Parts

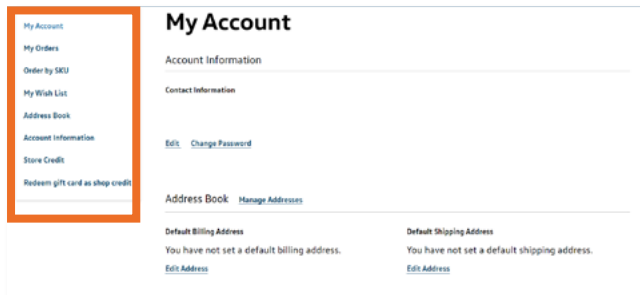
The Step-by-Step Guide.

Customer Account



My account

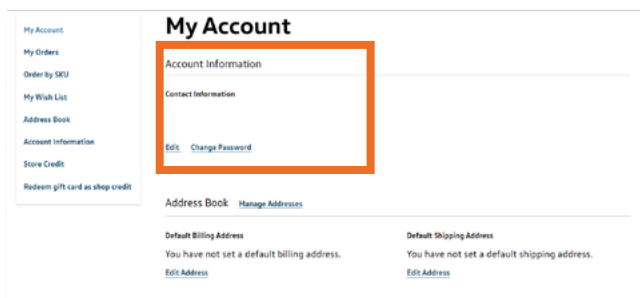
Dashboard and account overview



Your customer area.

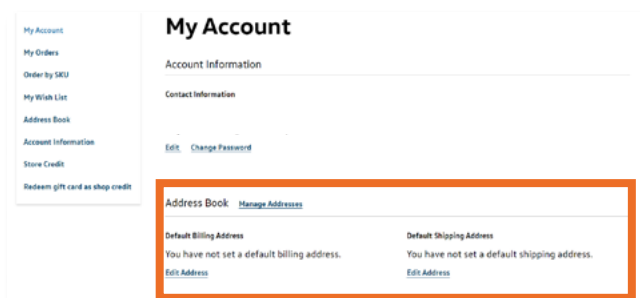
After successfully logging in, you will be taken to the „My Account“ section. Here you can manage your account information, view your orders and wish lists or update your shop balance.

For easy navigation, you will find an overview of options on the left side.



Maintain your customer account.

To keep your account up to date, you have the option to change your contact information as well as your password. In addition, your user role is displayed in the account overview.



Create and manage address books.

In the lower section of the dashboard, you can enter and edit your billing address and delivery address. In this area, you have the possibility to manage different addresses and to save your default billing address and your default delivery address in advance for future orders.

Volkswagen Classic Parts

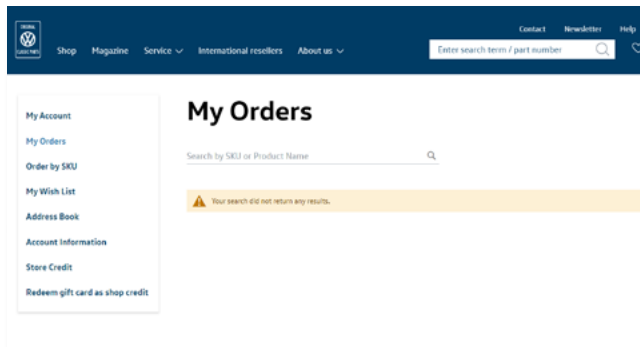
The Step-by-Step Guide.

Customer Account



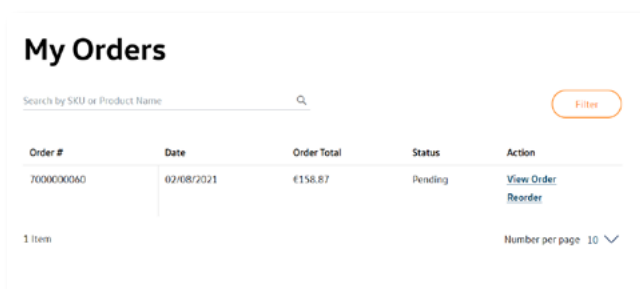
My Orders

Order history and status



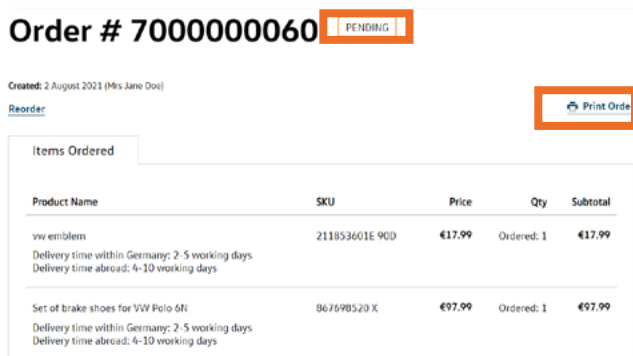
All information about your orders.

In the „My Orders“ section, you will find an overview of your previous orders. After you have placed your first order, you will find a list of all orders placed.



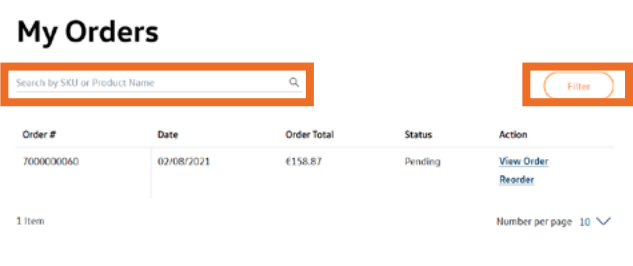
The order overview.

As soon as you have placed your first order, you will find a detailed list with order number, date, order total and status. In addition, you will have an overview of which user of your company profile placed the order. Please click „View Order“ to view more details about your order.



All details of your order.

On the details page of your order, you will find further information about your order, including an overview of the delivery address, the shipping method or the payment method. In the upper subject bar, you will find the current status. You also have the option of printing out your order or reordering it.



Finding the right order.

When searching for the right order, you have the option to search for orders by SKU or product name. Alternatively, you can use the filter to filter by order number, status or date, for example.

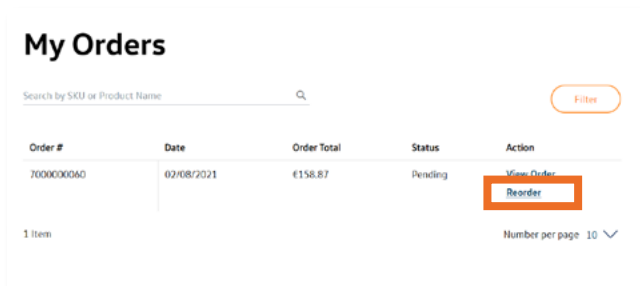
Volkswagen Classic Parts The Step-by-Step Guide.

Customer Account



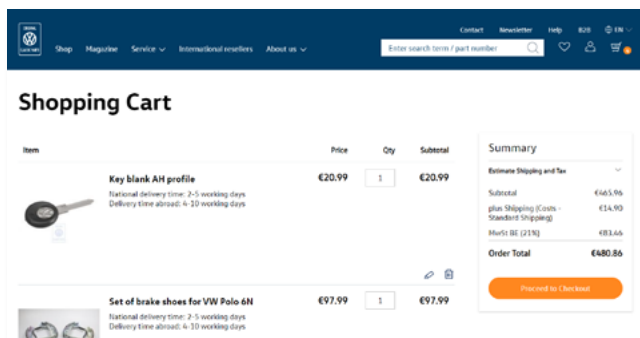
My Orders

Repeat order



Your new Classic Parts shopping experience.

To make your parts shopping experience as easy as possible, you can re-trigger previous orders. To do this, click „Reorder“ for the desired order. This is possible both in the order overview and on the order detail page.



Repeat order.

The information of the previous order is automatically applied for you and opened in the shopping basket. Here you have the possibility to change the information or to place the order as usual.

Volkswagen Classic Parts

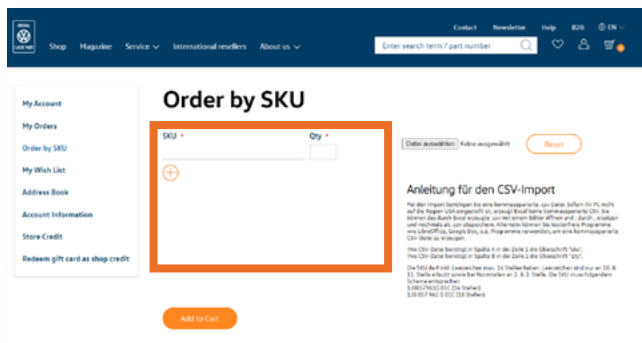
The Step-by-Step Guide.

Customer Account



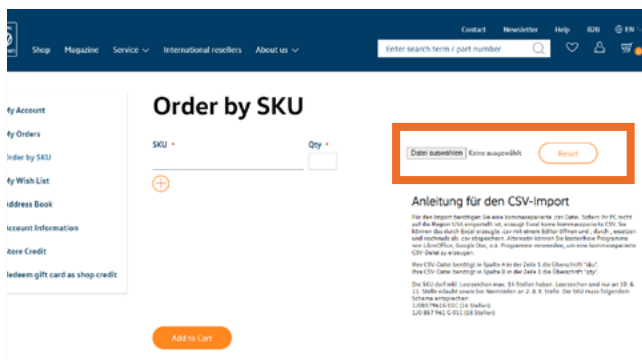
Order by item number

Fast entry and CSV upload



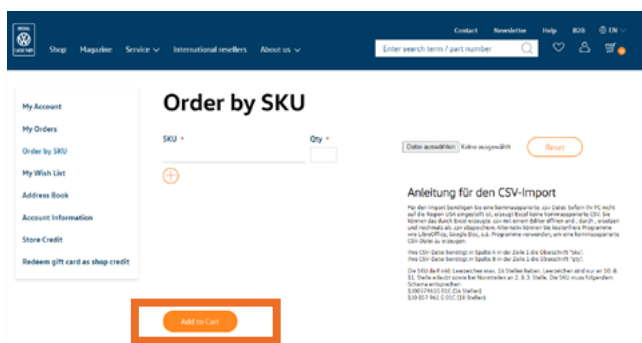
Order simply and conveniently via item lists .

For a quick and convenient search based on item numbers, you will find the „Order by SKU“ section in your customer account. You can create a list of items manually by entering the item number and the quantity. You can then transfer these to the shopping basket without having to search for the items individually in the shop.



Search by CSV upload.

Alternatively, you can use an existing .csv file to place an order based on item numbers. „Select file“ gives you access to a file stored on your computer. Further details to help you build this file are described on the page.



Order more items.

If you want to add other items to your order, you can continue your research directly. Around 60,000 parts from the Classic Parts range are available. By clicking „Add to shopping cart“, you can add as many items as you like to your order and save them in the shopping cart.

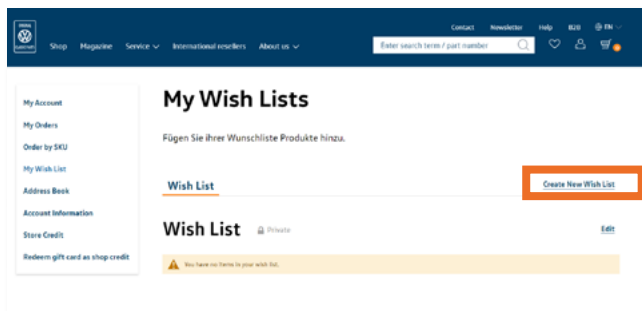
Volkswagen Classic Parts The Step-by-Step Guide.

Customer Account



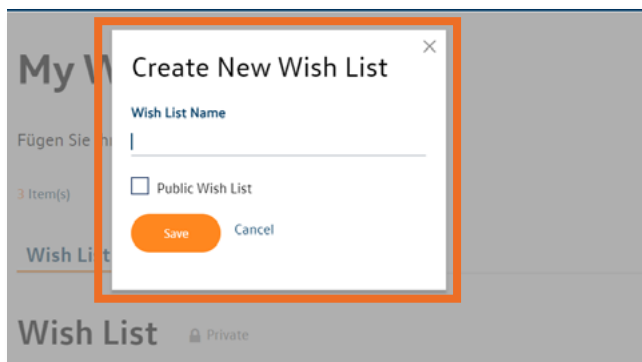
My Wish List

Create and maintain



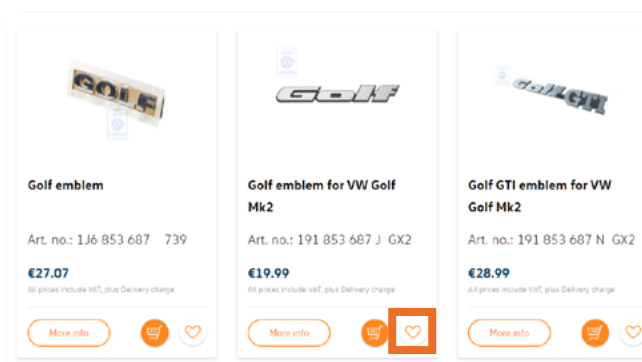
Your desired items always at a glance.

The „My Wish List“ section offers you the option of reserving items for later purchase, for example. Here you can access the items saved in this way at any time and group them thematically.



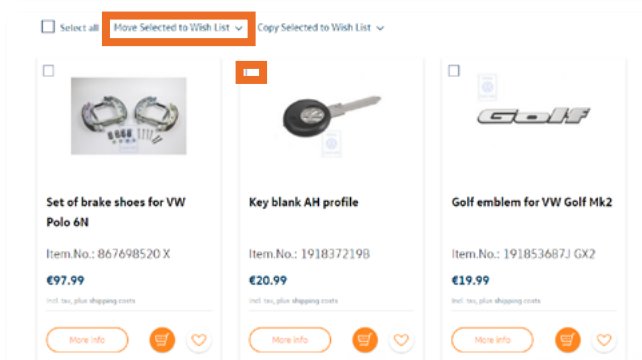
Create a new wish list.

With the „Create New Wish List“ button, you can create your own personal wish list. For example, you can cluster your desired items according to models or special occasions. You can always edit or delete the lists later.



Add items to the wish list.

In the shop you have the function to mark the desired items with a heart. These items are automatically saved in the „My Wish List“ section.



Manage wish lists.

You can select items from your list of bookmarked products and assign them to the corresponding wish list by clicking „Move item“. Individual items or the entire wish list can then be easily transferred to the shopping basket by clicking the „Add to basket“ button.

Volkswagen Classic Parts

The Step-by-Step Guide.

Customer Account



The Address Book

Billing and delivery address

Add New Address

Contact Information

Name Prefix *
Mrs

First Name *
Jane

Last Name *
Doe

Phone Number *
Example

Company
Example

Address

Street/No. *
Example street 1

Zip/Postal Code *
12345

City *
Example

Country *
Spain

Create a new address book.

The „Address Book“ section offers you the possibility to store and manage different billing and delivery addresses. Please fill in all the necessary information fields and confirm your address book by clicking the „Save Address“ button.

Address Book

Default Addresses

Default Billing Address	Default Shipping Address
Mrs John Doe	Mrs John Doe
Example	Example
Example street 1	Example street 1
Example, 12345	Example, 12345
Spain	Spain
T: 0123456789	T: 0123456789

[Change Billing Address](#) [Change Shipping Address](#)

Manage addresses.

After you have successfully created the new address, it will be adopted as your default address for invoices and deliveries. Via the „Change Billing Address“ and „Change Shipping Address“ links, you can adjust both addresses individually.

Mrs John Doe
Example
Example street 1
Example, 12345
Spain
T: 0123456789
[Change Billing Address](#)

Mrs John Doe
Example
Example street 1
Example, 12345
Spain
T: 0123456789
[Change Shipping Address](#)

Add another address.

In the lower section of the address book, you can add further address books. To do this, select the „Add new address book“ button. An address form will open in which you must enter all the necessary information.

Additional Address Entries

You have no other address entries in your address book.

[Add New Address](#)

Manage additional address books.

You can create as many address books as you like for your future orders. Under the „Edit“ link, you can adapt the stored information or set it as a standard address. You can remove addresses that are no longer required from the address book by clicking „Delete“.

Additional Address Entries

First Name	Last Name	Street Address	City	Country	State	Zip/Postal Code	Phone
Jane	Doe	Example street 1	Example	Spain		12345	0123456789

1 item

Number per page 10

[Add New Address](#)

Volkswagen Classic Parts

The Step-by-Step Guide.

Customer Account



Account Information

Password, e-mail and personal data

The screenshot shows the 'Edit Account Information' page. On the left is a navigation menu with links like 'My Account', 'My Orders', 'Order by SKU', 'My Wish List', 'Address Book', 'Account Information', 'Store Credit', and 'Redeem gift card as shop credit'. The main content area is titled 'Edit Account Information' and contains 'Account Information' fields: Name Prefix (Mr), First Name (John), and Last Name (Doe). Below these are checkboxes for 'Change Email' and 'Change Password'.

Your account information.

The „Account Information“ section provides an overview of your login information and the option to edit it.

Edit Account Information

This screenshot shows the 'Change Email' form highlighted with an orange border. The form includes fields for 'Email' and 'Current Password'. The 'Change Email' checkbox is checked, and the 'Change Password' checkbox is unchecked. A 'Save' button is at the bottom.

Change email address.

In the overview, you can change your e-mail address. To do so, please tick „Change e-mail“ and the corresponding form will open on the right-hand side. Enter the desired new information and confirm your entry by clicking „Save“.

Edit Account Information

This screenshot shows the 'Change Password' form highlighted with an orange border. The form includes fields for 'Current Password', 'New Password', 'Password Strength: No Password', and 'Confirm New Password'. The 'Change Password' checkbox is checked, and the 'Change Email' checkbox is unchecked. A 'Save' button is at the bottom.

Change password.

You can also change your password in the same way as changing your e-mail address. To do so, please select the „Change password“ checkbox. The corresponding form opens on the right-hand side.

Customer Login

The screenshot shows the 'Customer Login' page. At the top, a green notification bar says 'You saved the account information.' Below are two sections: 'Registered Customers' with an email input field and a 'Sign in' button, and 'New Customers' with a 'Create an Account' button. A 'Forgot Your Password?' link is also present.

Account information successfully saved.

After you have saved your new information, you will receive the notification „Account information has been saved“. For security reasons, you will be informed of the changes via your original e-mail address. From now on, you can log in with your newly selected login.

Volkswagen Classic Parts

The Step-by-Step Guide.

Search & find



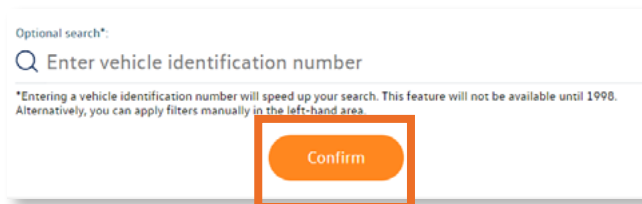
Filter function for model and spare parts category

The VIN search



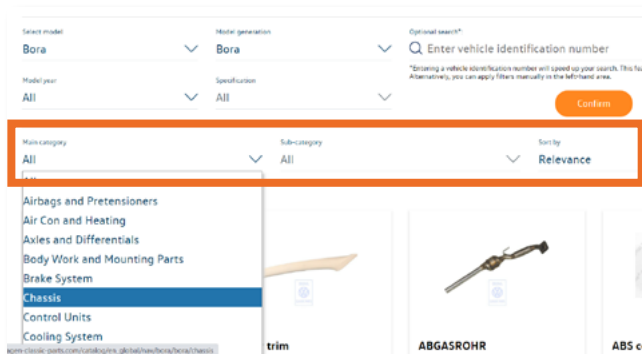
Now new: the VIN search.

As a new feature in our shop you can now use the VIN search.



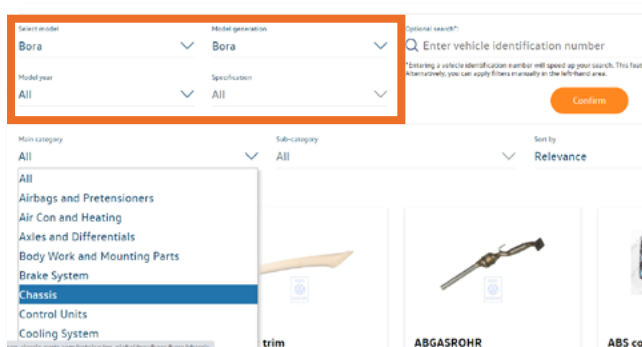
The VIN search.

On the model pages, you can search for all matching parts using the VIN. To do this, enter your VIN number in the corresponding search field and confirm your search by clicking „Confirm“. This function is available for models from 1998 onwards. Alternatively, you can still use the manual filter search.



Everything at a glance.

As soon as you have entered a correct VIN, all matching spare parts for your VIN will be displayed. You can narrow down the listed results even further by filtering the main and secondary categories.



Change search mode.

If you do not know a VIN, you also have the option of starting a model search. To do this, select parameters such as model or model generation to trigger a new search for suitable spare parts.

Volkswagen Classic Parts

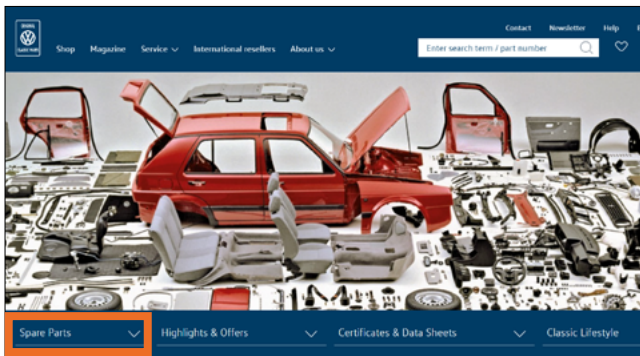
The Step-by-Step Guide.

Search & find



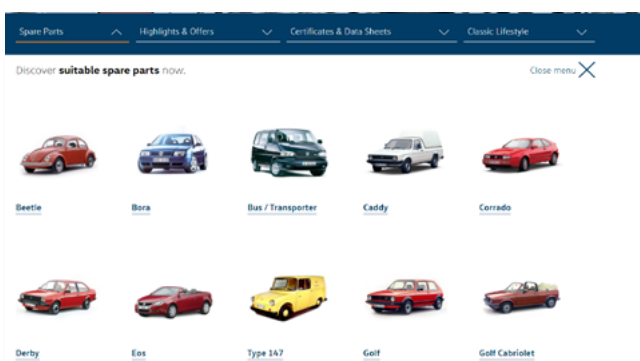
Filter function for model and spare parts category

The model search



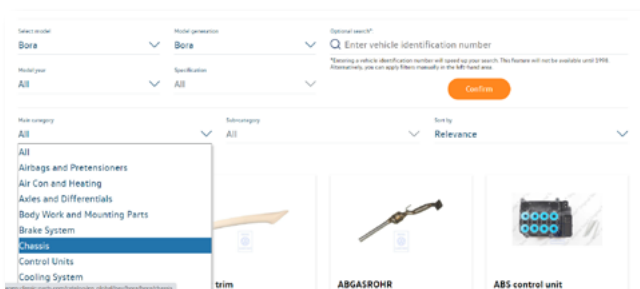
Discover suitable spare parts now.

Starting from the start page of the shop, you can search for your suitable spare part. To do so, please open the „Spare parts“ tab under the title image. The model menu will then open.



Search by model category.

In the model overview, you will find a list of the models for which you can find spare parts in the shop. The simple overview enables you to find your desired model quickly. In the subsequent search process, you can always switch to the different models.



Refine your search.

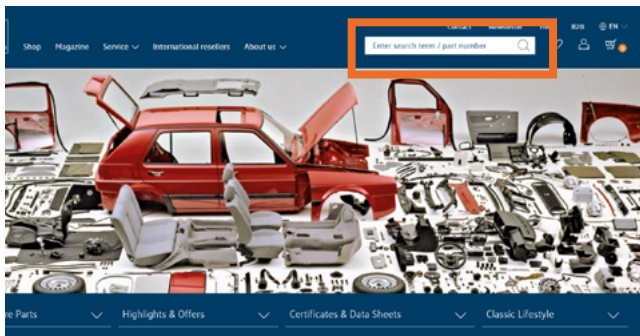
As soon as you have selected a model, you can continue to the corresponding spare parts search via the link. Using filters such as model generation, model year or categories, you can further refine your search and easily find the right spare part.

Volkswagen Classic Parts The Step-by-Step Guide.

Search & find

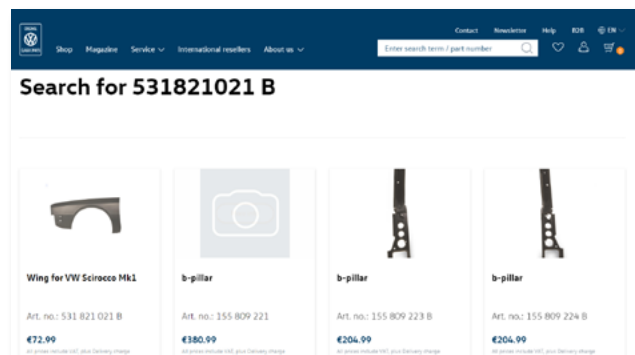


Shop search field Part number and text



Seek and you shall find.

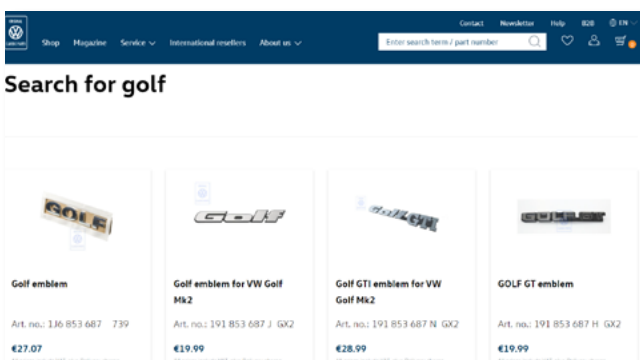
In the header at the top right, you will find the central search field for all part number and text searches. You can access the search at any time; it is displayed in the header on every page of the shop.



The search for part numbers.

After entering the part number in the search field, you will be redirected to the corresponding search results and can view more information about your search item.

In addition, other items matching your search query will be displayed.



The text search.

With the text search, you can search for specific keywords, such as a model or an item category. All matching items will be displayed for the keyword you have searched for.

Volkswagen Classic Parts

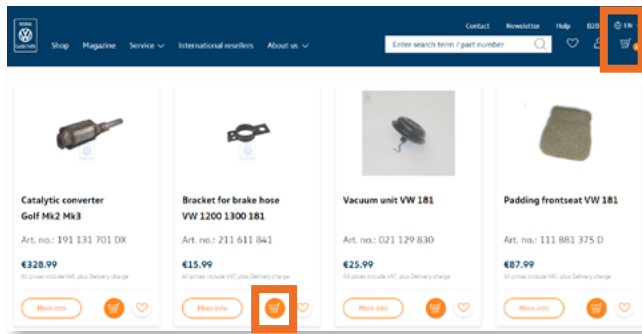
The Step-by-Step Guide.

Order process



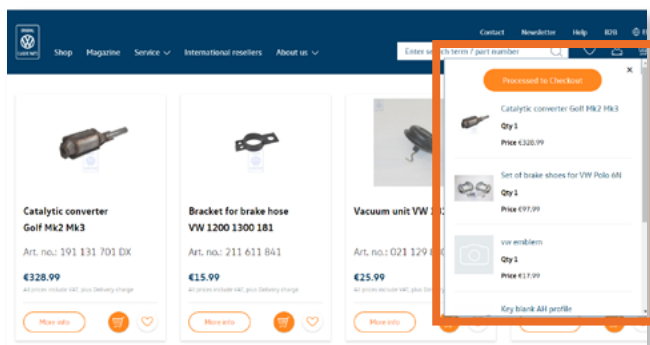
Order

Open and edit shopping cart



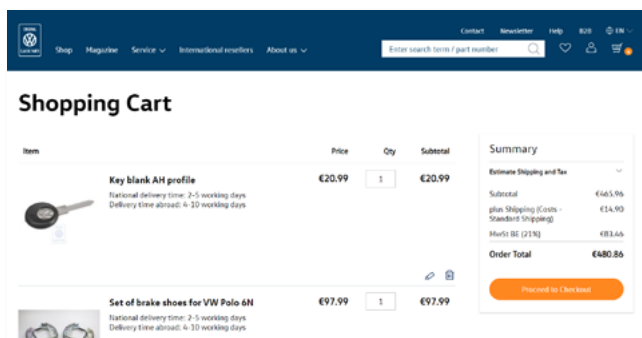
Your shopping cart.

After you have successfully searched for the spare part you need, you can add the desired products directly to your shopping cart by clicking the button with the corresponding symbol. Your shopping cart is linked at the top right of the menu. This is numbered and shows you how many items you already have in your shopping cart ready for ordering.



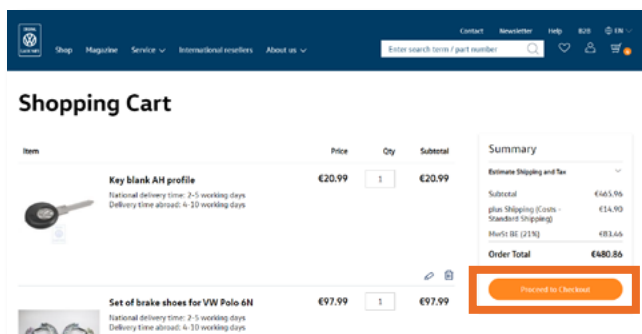
Order creation.

You can access your shopping cart at any time by clicking the shopping cart symbol in the upper right-hand area. Simply click the symbol. You can place an order directly – just click the „Proceed to Checkout“ button. Alternatively, you can also display your shopping cart and edit it further.



Your shopping cart.

In the shopping basket, you have an overview of all the products you have selected. You can determine the quantity of items, delete items or move them to your wish list. You can also leave internal comments for your order. If you would like to add a comment for our support, please use the comment field for the payment method.



Everything at a glance.

To help you keep an overview of your shopping basket at all times, you will find a brief summary of your shopping basket on the right-hand side. The current order value is displayed both including and excluding VAT. To start your order, please click „Proceed to Checkout“.

Volkswagen Classic Parts

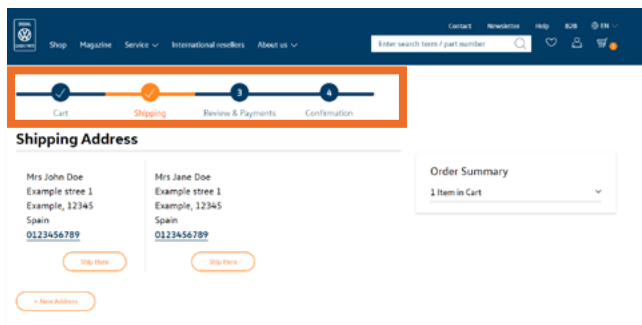
The Step-by-Step Guide.

Order process



Dispatch

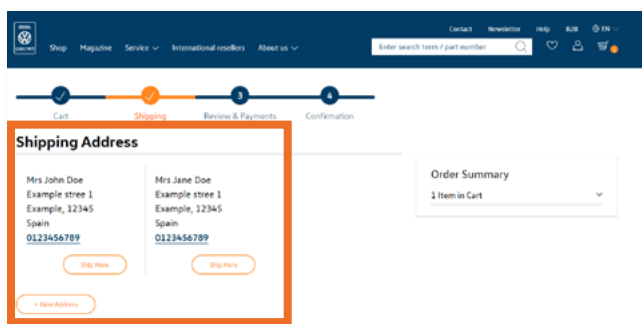
Check delivery and shipping addresses



The next step.

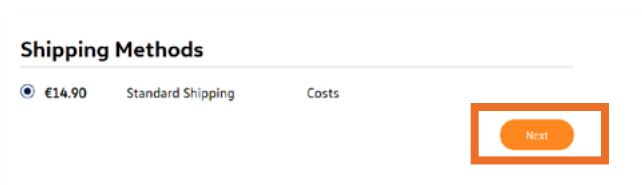
After you have successfully filled your shopping cart, you will be directed to the next step of the ordering process: shipping.

You can see which stage of the order you are currently in on the process stream at the top of the page. By clicking the desired phase, you can also return to the shopping basket, for example.



Select delivery address.

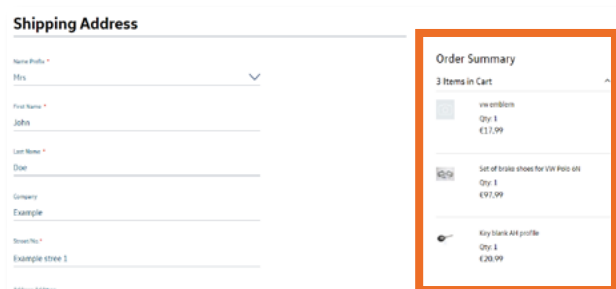
Analogous to your address book, your pre-saved addresses are displayed when you check out. The standard delivery address is selected directly. You can change the delivery address by clicking the „Send here“ button. By clicking „+ new address“ you can add a completely new address.



Select shipping method.

Next to the delivery address, you can select the shipping method.

By clicking „Continue“, you confirm your delivery address and the shipping method and proceed to the next step of the ordering process.



Keep an overview.

To help you keep an overview throughout the ordering process, you will find your item overview on the right-hand side. Click the arrow pointing downwards to open details of your selected products.

Volkswagen Classic Parts

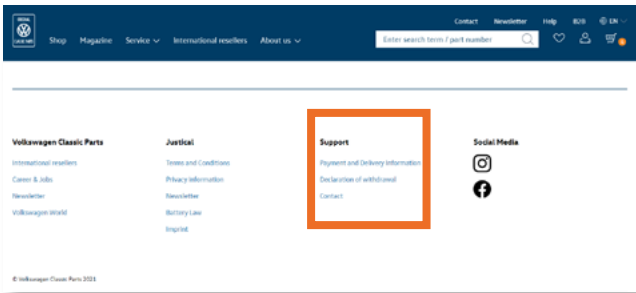
The Step-by-Step Guide.

Order process



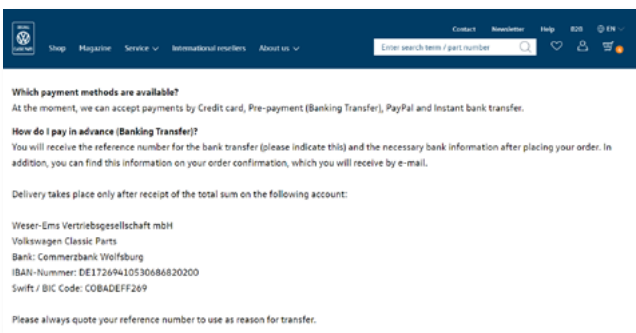
Delivery & payment

Further information



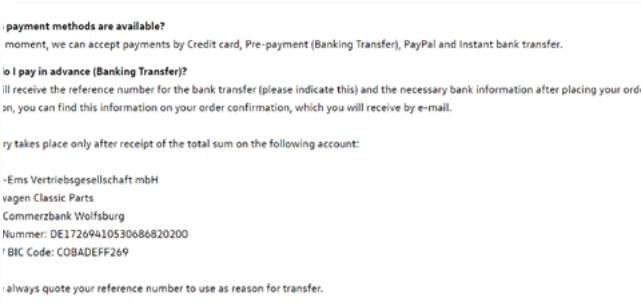
Good to know.

If you would like more information on delivery and payment during the ordering process, you can use the link in the footer.



Delivery information.

Following the link, you will find further information about your delivery, such as the shipping method, the length of the delivery period or the countries to which we can currently deliver.



Payment information.

Under the link you will also find additional information regarding payment, such as an overview of the payment methods or the explanation of advance payment (bank transfer).

Volkswagen Classic Parts

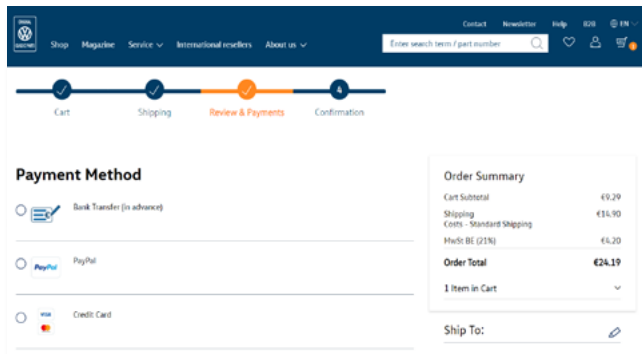
The Step-by-Step Guide.

Order process



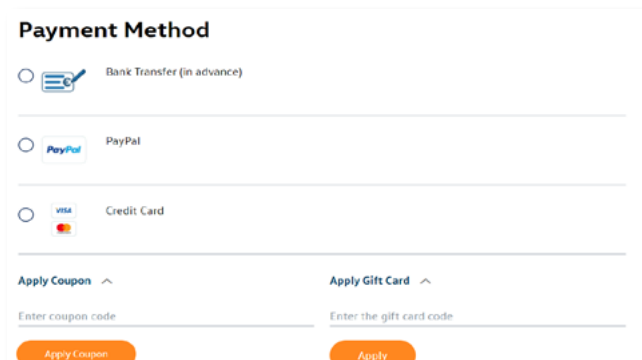
Order overview

Check & payment



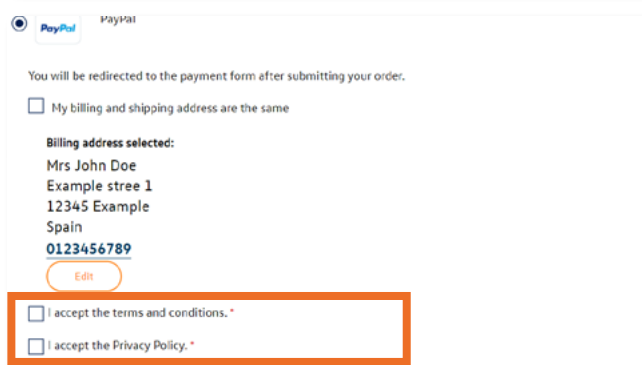
Order process.

In the third step of the ordering process, you can choose the payment method, use discount or gift card codes and check your order one last time.



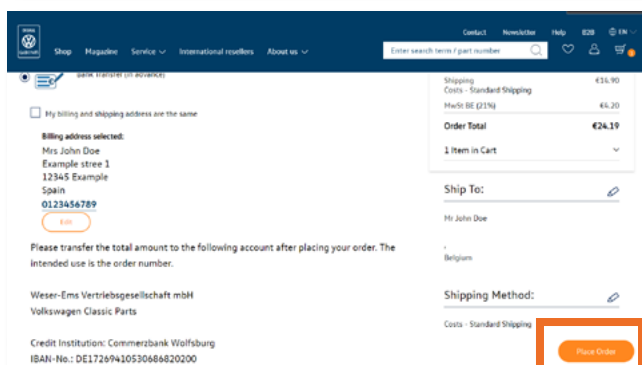
Select payment method

In this step, you can choose your desired payment method. Optionally, you can also redeem a coupon code or your store credit/gift card here. If you choose Paypal as your payment method, you will be redirected to the Paypal login.



Edit payment method.

Selecting a payment option will open forms for the individual payment methods. Please fill in all the necessary information here and confirm the terms and conditions as well as the privacy policy so that the order process can be completed.



Check and complete your order.

On the right side, you will find your order overview including all items, the selected delivery address and the shipping method. Please check all the information carefully. Now you can complete your order by clicking the „Place Order“ button at the bottom right. You will then receive a confirmation with an order number and an e-mail with all the details of your order.

Volkswagen Classic Parts The Step-by-Step Guide.

Order process



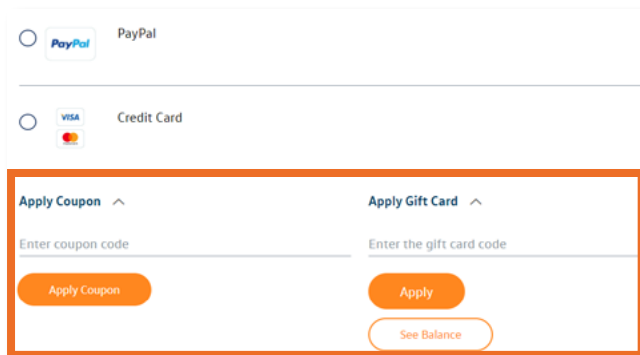
Discount/promotional codes

Enter codes and save



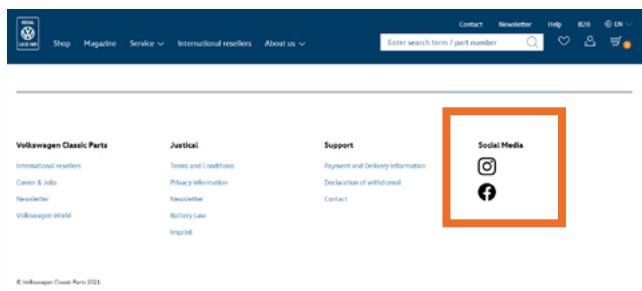
Enter and save.

To ensure that you continue to enjoy shopping in our online shop, we have changing discount and promotional codes to help you save.



Redeem codes.

You can use the promotional codes and the gift card credit when you pay for your order. To do this, please enter the promotional code or the gift card in the field provided and click „Apply“. The discount will automatically be deducted from the value of your goods and the updated shopping basket price will be displayed.



Up to date.

To stay up to date with all our promotions, follow us on our social media channels. In the shop, you will find links to our Instagram and Facebook account in the footer.

Volkswagen Classic Parts

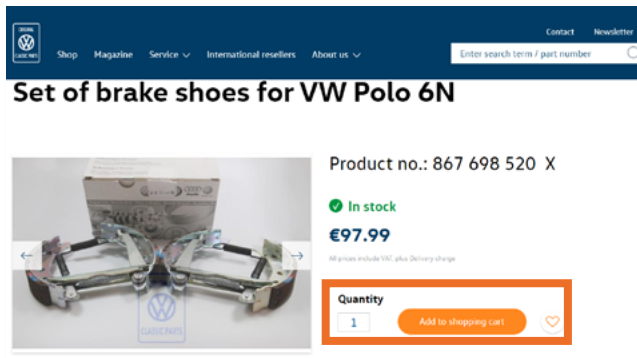
The Step-by-Step Guide.

Detailed product page



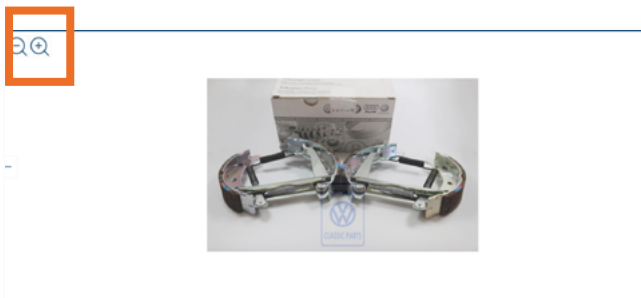
Functions of the detailed product page

Image zoom and item information



One item. Many possibilities.

Each item in our shop has its own detailed product page with all the necessary information about the item. Here you have an overview of the availability as well as the current reduced price. You also have the option to add the item to your shopping cart or to add it to your wish list by clicking the heart.



It's all about the details.

To get a better impression of the product, you can enlarge the product image. Click the item to enlarge the view of the item. There is also a zoom function in the top left corner.



Good to know.

In addition to the product view, you will find further information on the product details page regarding product description, model and catalogue allocation, product details and delivery options. To get to the relevant information, you can use the links or scroll down the page.

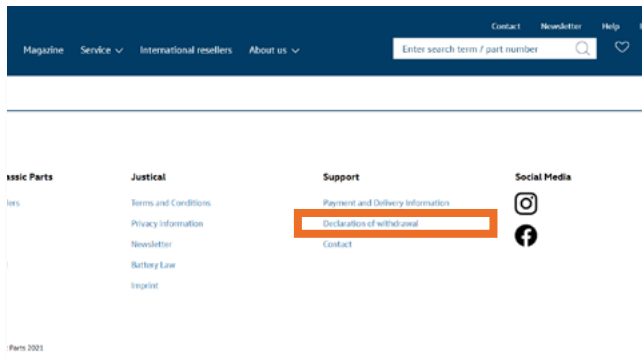
Volkswagen Classic Parts The Step-by-Step Guide.

Complaints and returns



The complaint and return form

Request a complaint or return



Not satisfied for once?

In case that you are not satisfied with one of our items or services, you have the right to make a complaint or return.

You will find all the necessary information in detail in the footer under the „Right of withdrawal & complaints“ link.

Part No.	Description	Qty delivered	Return Qty	Reason for return

Complaints and returns form.

If you follow the „Right of withdrawal & complaints“ link, the complaints and returns form will open. Here you can fill in all the necessary information so that we can process your case quickly. As soon as you have entered all the information, you can send the form by clicking the button of the same name.

Your contact to Volkswagen Classic Parts.

You could not find a spare part or have questions regarding our product range? Or do you have any technical difficulties using our website? Just fill in our contact form and we will help you as soon as possible.

Please fill out the contact form:

Customer number*
Customer number

Firma*
Firma

Feel free to contact us!

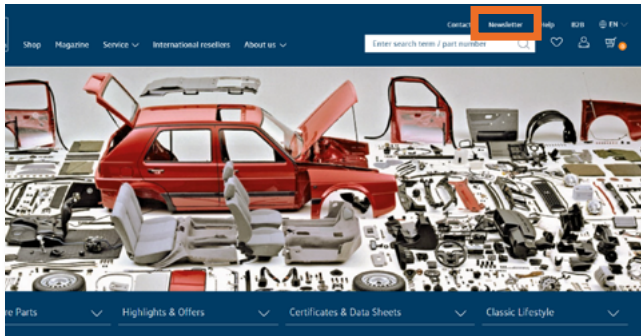
If you have further questions about your complaint or return, you can contact us via our contact form. Please select „Complaints and returns“ for your request.

Volkswagen Classic Parts The Step-by-Step Guide.

Newsletter



Newsletter Registration and setting



Always up-to-date.

We will be happy to keep you informed about our product range and current discount promotions. With our newsletter, you will regularly receive all news about Volkswagen Classic Parts. To do so, register via the link in the menu at the top right of the header.

The registration form.

To ensure that you are always kept up to date by us, please fill in the newsletter registration form. After you have entered all the information, you can confirm your registration by clicking the „Subscribe to Newsletter“ button.



Confirmation mail.

You will then receive a confirmation e-mail to the e-mail address you provided. By clicking the confirmation link, you agree to receive the newsletter and will receive information on events, competitions and special offers from Volkswagen Classic Parts in the future.

Even better: when you sign up for the newsletter, you will also receive a 10% discount.

Unsubscribe again.

If you are no longer interested in our newsletter, you can unsubscribe at any time. The unsubscription can be issued in writing by e-mail (info@vw-classicparts.de) or via the unsubscribe link in the newsletter.



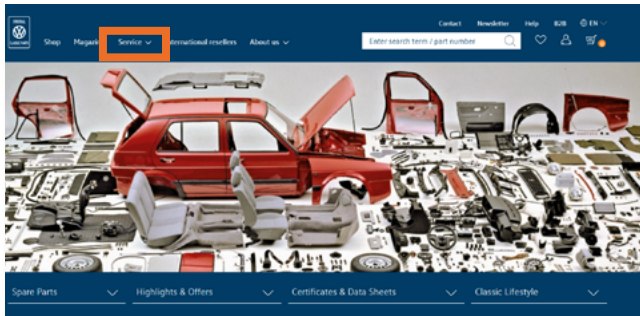
Volkswagen Classic Parts The Step-by-Step Guide.

Additional services



Certificates and data sheets

Select and order



Not just spare parts.

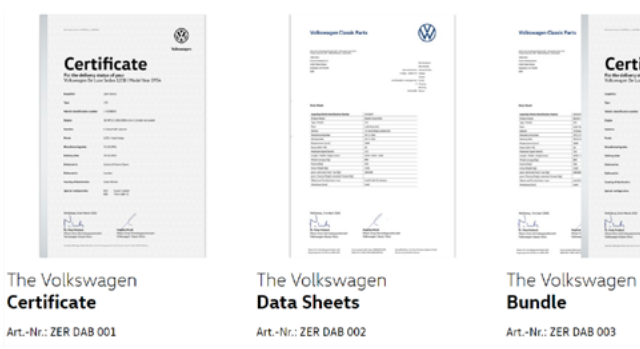
In addition to our wide range of replacement parts, we offer various services related to the classic Volkswagen world.

You will find an overview under „Services“ in the header menu.



Many generations. An original.

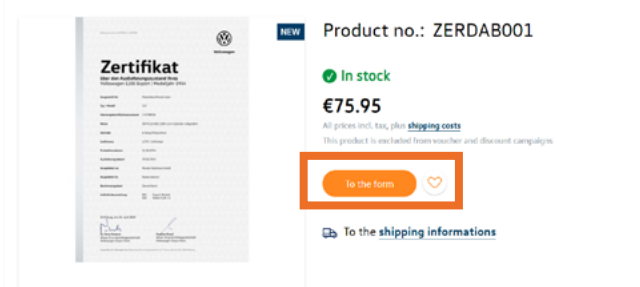
Every family member has a birth certificate – no matter which generation they come from. This also applies to a family member who happens to live in the garage: your Volkswagen. We research for you when and how it once rolled off the production line.



Choose certificate or data sheet.

In our offer, you can choose between a certificate or a data sheet for your Volkswagen. Please select your service and continue with „Order now“.

Volkswagen Certificate



Your personal certificate or data sheet.

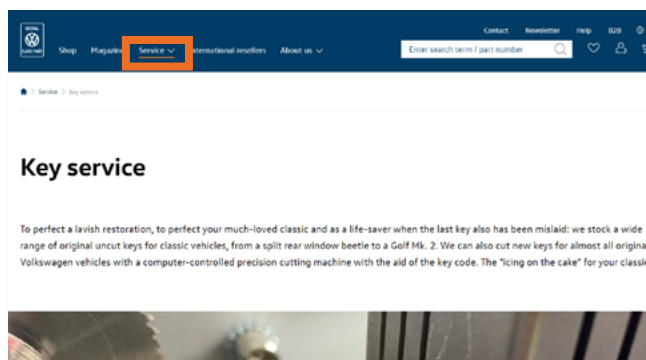
Now you have a detailed view of the certificate. Please follow „To the form“ to define product details such as the language version or the VIN in the next step. Afterwards, you can put the certificate into the shopping cart and complete your order. Our team will process your certificate and send it to you by post.

Volkswagen Classic Parts The Step-by-Step Guide.

Additional services

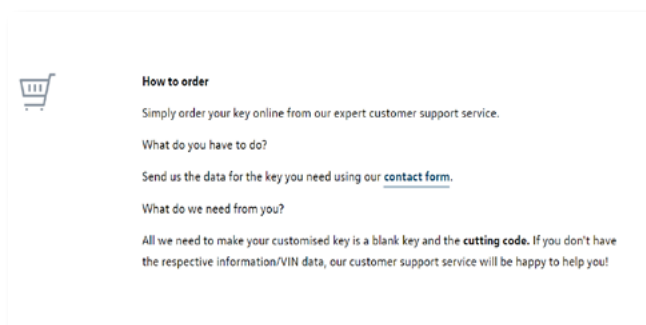


Key service Create and buy



Our key service.

We offer a wide range of original key blanks from the Pretzel Beetle to the Golf 2. In addition, with a computer-controlled precision milling machine, we can produce almost all original Volkswagen vehicle keys for you according to key code. To do this, select the „Key service“ item in the „Services“ menu.



Your dream key.

Our locksmith will create your personalised key using your blank and the milling code. Please contact our customer support via our contact form. Our locksmith will then contact you.

Volkswagen Classic Parts

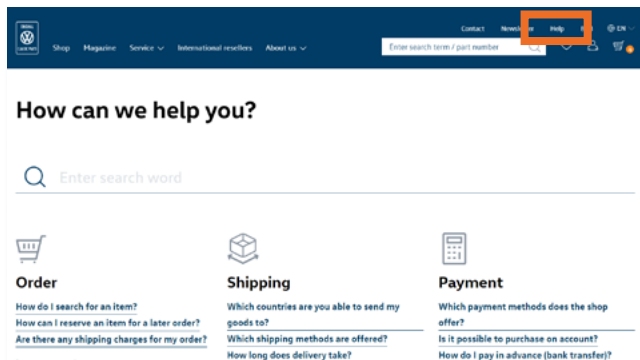
The Step-by-Step Guide.

Help area



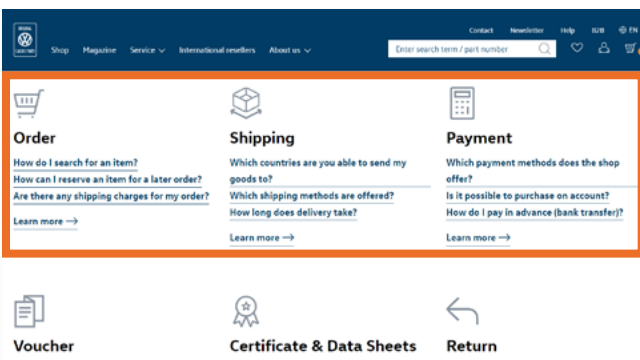
Everything about the shop

FAQs and further information



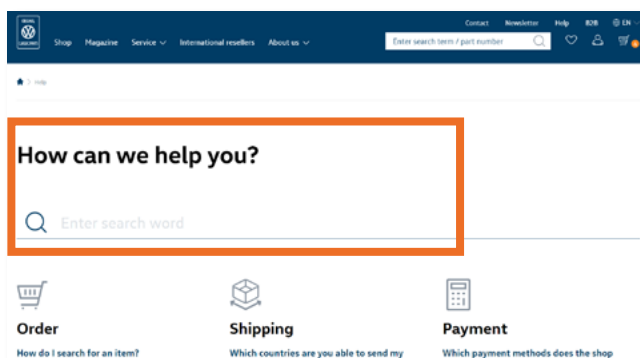
Just in case.

If you have any further questions in our shop, please open the Help section via the link in the top menu. Here, you will find answers to all topics and helpful links.



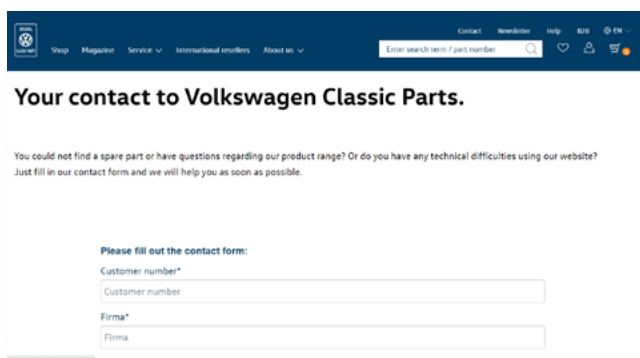
Frequently asked questions.

For a good overview, we have clustered frequently asked questions into topic areas. Here you will find all information and links concerning your order, shipping, refunds or your customer account. Simply click the relevant link and additional information will be displayed.



Individual search.

If the given topics do not yet match your question, please use the search field. Using a keyword search, you can search for topics here and receive a list of links that thematically match your search.



Is your question still unanswered?

Then please get in touch with us via our contact form. By stating your request, our support team can help you with your individual questions and concerns.