

Prestige Cars Kent Sales

Hewitts Road, Orpington, Kent, BR6 7QR.

Prestige Cars Kent Service Centre

Units G&H, Mill Brook Road, Orpington, Kent, BR5 3TX.

Sales: **01689 660603**

Service: **01689 664769**

Bookings Line: **01689 662080**



— PRESTIGE —
CARS KENT
—

Welcome

Welcome to Prestige Cars Kent. Proud to be an independent family-run business since we were established in 2012, we have fast become Kent's largest prestige car supermarket thanks to our drive for innovation.

Our mission is to make lifelong customers by creating an unforgettable experience.

We achieve this by preparing our vehicles in-house, with a state-of-the art PDI centre and bodyshop. Not only does this allow us to measure our work against standards that exceed main dealers, the cost of using expensive external providers isn't passed onto you.

Testament to the confidence we have in our cars, every vehicle leaves our showroom with our unique 6-Month Warranty, backed by a rigorous 175-point Quality Check.

Your journey needn't end at the showroom. In fact, it's just the start for the majority of our customers, who use our modern dedicated Service Centre for their annual servicing.

Our main dealer trained technicians make use of 13 service ramps, an MOT bay and state-of-the-art equipment to deliver a high level of service, combined with short lead times.

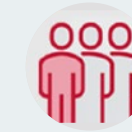
Thank you for choosing Prestige Cars Kent, and we hope to see you soon at our Service Centre.

Company Values

Our mission is simple – we want every interaction with Prestige Cars Kent to be memorable. It's our desire to be recognised as setting the standard for customer service, and in turn, we hope that customers continue to return.



INTEGRITY - We will be respectful, honest and accountable to our customers and each other.



UNITY - We work as one, using teamwork to overcome issues through collaboration.



INNOVATION - We will be open to new ideas and embrace change to become industry leaders.



RESILIENCE - We will constantly put 100% into everything that we do, to build a resilient business.



Prestige Cars Warranty

The Prestige Cars Kent 6 month complimentary warranty

All vehicles purchased from Prestige Cars Kent come with a complimentary 6-Month Prestige Warranty. You can make up to 3 claims with an individual maximum claim of £500, with a total claim limit of £750. If you are a local customer, simply contact our Service Centre to book in your vehicle.

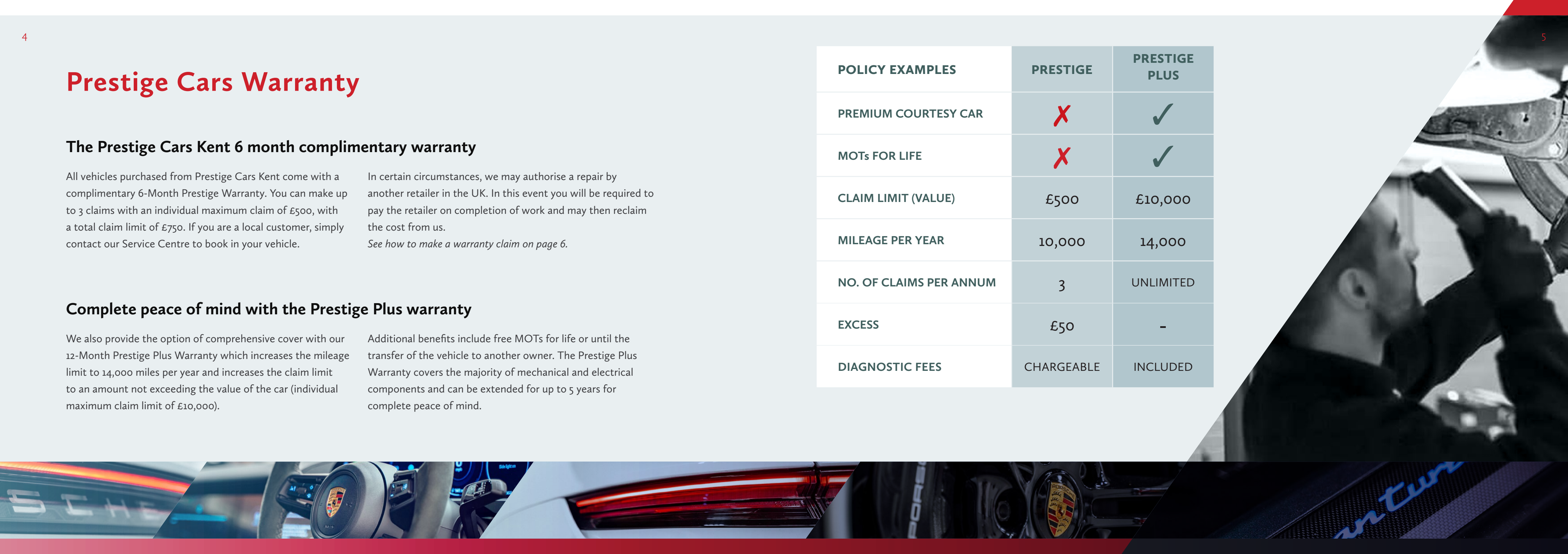
In certain circumstances, we may authorise a repair by another retailer in the UK. In this event you will be required to pay the retailer on completion of work and may then reclaim the cost from us.
See how to make a warranty claim on page 6.

Complete peace of mind with the Prestige Plus warranty

We also provide the option of comprehensive cover with our 12-Month Prestige Plus Warranty which increases the mileage limit to 14,000 miles per year and increases the claim limit to an amount not exceeding the value of the car (individual maximum claim limit of £10,000).

Additional benefits include free MOTs for life or until the transfer of the vehicle to another owner. The Prestige Plus Warranty covers the majority of mechanical and electrical components and can be extended for up to 5 years for complete peace of mind.

POLICY EXAMPLES	PRESTIGE	PRESTIGE PLUS
PREMIUM COURTESY CAR	X	✓
MOTs FOR LIFE	X	✓
CLAIM LIMIT (VALUE)	£500	£10,000
MILEAGE PER YEAR	10,000	14,000
NO. OF CLAIMS PER ANNUM	3	UNLIMITED
EXCESS	£50	-
DIAGNOSTIC FEES	CHARGEABLE	INCLUDED



Terms and Conditions

Prestige/Prestige Plus warranty

Both our Prestige and Prestige Plus warranty plans cover mechanical or electrical failure defects to all factory fitted components of your vehicle, and certain consequential failures as outlined below.

Mechanical or electrical failure

Mechanical or electrical failure is the sudden and unexpected failure of a component which is covered by the warranty and which requires immediate repair or replacement. Wear and tear or normal deterioration is not covered under the definition of mechanical or electrical failure.

Consequential failure

Should a covered mechanical or electrical component fail and as a consequence, cause failure to a factory fitted component on the vehicle, which is not normally covered under the terms of this warranty, we will pay the costs of the repair or replacement of such components at warranty rates for labour and parts.

Under the terms of this clause, we will not pay for consequential failure or damage to glass, paintwork, bodywork, trim, upholstery, cosmetic finishes, wheels, tyres, accessories and strikers and hinges. Under the terms of this clause we will not pay for consequential failure as a result of fire or flood.

How to make a warranty claim

Should it be necessary to make a claim under the terms of this warranty, simply contact us on 01689 664769 and we will look to confirm whether the claim and your warranty is valid.

In the event of you being unable to attend our Service Centre, you are able to use any Bosch Approved Garage (over 300 UK wide). You must contact us for approval before any repair takes place by one of the Approved Garages. (Your repairer may undertake this for you.) Repairs undertaken without authorisation from Prestige Cars Kent cannot and will not be reimbursed.

All invoices to be settled by the customer and claimed back from us.

What your approved warranty does not cover

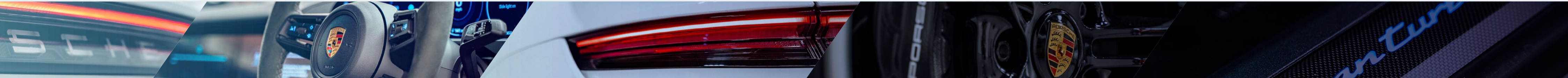
- » Diagnostic fees - With our Prestige Warranty these fees are chargeable, with our Prestige Plus Warranty these fees are included. If the diagnostic test reveals a problem that is not covered under the warranty the diagnostic fees are chargeable at the standard rate.
- » Gearbox, differentials and shock absorbers (with our Prestige Warranty these items are not covered, with our Prestige Plus warranty, these items are covered).
- » Bodywork, body seals, cosmetic finishes, glass, paintwork, trim, upholstery or weather strips.

- » Batteries.
- » Bulbs and Fuses.
- » Deterioration such as discolouration, alteration or deforming of parts due to normal ageing.
- » Electrical software updates or reprogramming.
- » Exhaust systems including diesel particulate filters.
- » Faults resulting from the use of contaminated fuel or inappropriate fuel for the vehicle.
- » Gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the vehicle. Components that may be subject to wear include, but are not limited to, brake discs, drums and frictional materials, suspension and steering components, clutch pressure plates, bearings and friction material.
- » Hinges and strikers.
- » Parts which have not suffered a mechanical or electrical failure but which are replaced or reported during routine servicing, or repair of other non-covered parts that have failed.
- » Recharging of air conditioning unit.
- » Repairs, replacement or alterations not authorised by Prestige Cars Kent.
- » Routine component adjustment and alignment.
- » Service/maintenance operations and adjustments, and the replacement of such items as, but not limited to, spark plugs, plug leads, oils, filters, lubricants, factory fitted accessories and non-factory fitted components.
- » Wheels, tyres and valves.
- » Wheel balancing, alignment and adjustment.

- » High voltage battery on electric and PHEV vehicles, please refer to the original manufacturer's battery warranty.

Any component failure, damage or losses;

- » To components not directly covered under the terms and conditions of this warranty.
- » Which occur while the vehicle is outside the territorial limits – UK.
- » Caused by frost, including damage where a lack or failure of anti-freeze has been a contributory factor.
- » Resulting from any act or omission that is negligent or against the law, accident damage, misuse, neglect, overloading, or abnormal use.
- » Which occurred as a result of any accessory being fitted (unless the accessory is approved by the manufacturer for the use on the vehicle and fitted according to the instructions provided by the manufacturer of the accessory).
- » As a result of water ingress e.g. through damages or ineffective door, window or roof seals, through door or sunroofs left open, or caused by flood water.
- » Where the speedometer has been interfered with, altered, disconnected or does not work.
- » Which have resulted from failure to arrange for an obvious fault to be rectified.
- » Liability for death, bodily injury or damage to other property or any loss caused directly or indirectly by the claim or event which gives rise to a claim under this warranty.
- » Caused directly or indirectly by war, riot, revolution or any similar event or by vandalism, theft or attempted theft from the vehicle.



» Terms & Conditions continued

Vehicles and vehicle uses your warranty does not cover

- » Any public service vehicles such as police, fire vehicles, ambulances, and military vehicles.
- » Any vehicle used for hire or reward (e.g. taxis, self-drive, driving schools, chauffeur, etc.), or used in any kind of competition.
- » Any vehicle with an unladen weight of more than 3,5 tonne GVW.
- » Any vehicle used in any sort of competition, track days, rally or racing.

Maximum claim limit

Prestige

A £50 excess applies per claim, payable upon completion of repairs before the vehicle is returned to you.

The company will pay both parts and warranty labour costs up to the sum of £500 per claim. Please note the maximum limit is £750 per annum.

Up to 3 claims during the 6-Month warranty period.

All claims are subject to a pro-rated mileage limit of up to 10,000.

Prestige Plus

No excess payable.

The company will pay both parts and labour costs up to the sum of £10,000.

The cost of all claims made shall not exceed the purchase price of the vehicle. No single claim can be higher than the current market value of the vehicle.

Unlimited claims per year.

All claims are subject to a pro-rated mileage limit of up to 14,000.

Breakdown

Make sure you activate your cover or upgrade:

Get free basic Breakdown cover for 12 months, covering you for one call out a year for breakdowns over 1/4 mile from home.

Upgrade to roadside assistance for £1 a month: you'll get unlimited call-outs and 24/7 cover for breakdowns over 1/4 mile from home.

Upgrade to National Recovery for £6 a month: which includes recovering your vehicle back to us for repair.

Servicing requirements

It is a condition of this warranty that your vehicle is serviced in accordance with the Prestige Cars Kent's guidelines.

Services must be carried out within 1,000 miles / one month of the intervals specified by the vehicle manufacturer, whichever comes first.

If you have a Service Care Plan with us, all servicing must be carried out by Prestige Cars Kent.

Failure to properly maintain your vehicle will be deemed as neglect and will invalidate your claim.

Warranty extensions

Extensions to our Prestige Plus Warranty are subject to your vehicle meeting the age and mileage criteria of the warranty.

Please contact Prestige Cars Kent before this warranty is due to end and they will handle your request.

Warranty transfer

If you sell your vehicle privately, the warranty benefits will not be transferable to the subsequent owner or user of the vehicle. No refund will be provided in this instance.

Courtesy vehicles

With both our Prestige and Prestige Plus cover, we are happy to provide you with a courtesy vehicle when making a valid warranty claim, however please note our courtesy vehicles are subject to charges and availability.

Age limits – Please be aware that due to insurance limitations, we are only able to provide courtesy vehicles to persons aged between 25 – 71 years old.

See Matrix on Page 18 for charges and terms and conditions.

Warranty definitions

To help you understand this warranty, the conditions are set out below. Please take time to read them.

Warranty Holder – The Warranty Holder is the only person who is entitled to make a claim under this warranty.

Authorisation – No repairs are to be commenced until authorised by our Prestige Cars Kent. Health Checks - All claims are subject to a full vehicle health check / full vehicle report prior to approval.

Payment for Repairs – In certain circumstances, we may authorise a repair by another retailer in the UK. In this event you will be required to pay the retailer on completion of work and may then reclaim the cost from us.



Inspection of The Vehicle and Parts – Prestige Cars Kent reserve the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by an assessor. You may be asked to ensure that a faulty part is retained for our inspection following a repair.

Diagnosis of the Vehicle – It is your responsibility to authorise the diagnosis of your vehicle. The company will only pay for diagnosis if it is part of a valid claim.

Design Faults and Recalls – Any damage to parts, which are being recalled by the vehicles manufacturer or which have inherent design faults are not covered by this warranty.

Servicing and Service Records – If you do not follow the manufacturers/Prestige Cars Kent service schedules, the warranty may not apply. When you have your vehicle serviced, you are allowed 1,000 miles either side of the service mileage or one month either side of the time period, whichever is the sooner. A VAT registered garage must carry out the servicing unless your vehicle has a Prestige Cars Kent Service Plan, and receipts retained as Prestige Cars Kent are entitled to check the service record in the event of a claim.

Modification to Vehicle – If you have modified the vehicle since the purchase or start of this warranty, this may affect the validity of any future claims.

False Claims – If you make a false claim, this warranty will be cancelled and you will forfeit all benefits. No refund will be paid in such circumstances.

Other Warranty and Insurance – If your claim is also covered by any other warranty, the company will only pay its share of the claim.

Invoices – All invoices for repairs should be made out to Prestige Car Kent.

Vehicle Ownership – The vehicle will not be covered by this warranty whilst it is owned by a motor trader or garage or associated companies or by the proprietor(s) of such motor trader or garage.

Governing Law and Jurisdiction – This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.

Statutory Rights – Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local Trading Standards Department or Citizens Advice Bureau.

Territorial Limits – Cover under this warranty may only be granted to individuals residing, or corporate bodies registered, in the United Kingdom. This warranty is only valid on claims or issues that arise within the UK.





Prestige Cars Kent Service Centre

With main dealer trained technicians, our mechanics at the Prestige Cars Kent Service Centre have decades of combined experience.

Thanks to having 13 service ramps and an MOT Bay at our Service Centre, we have short lead times and the latest OEM diagnostic equipment to help maintain all makes and models.

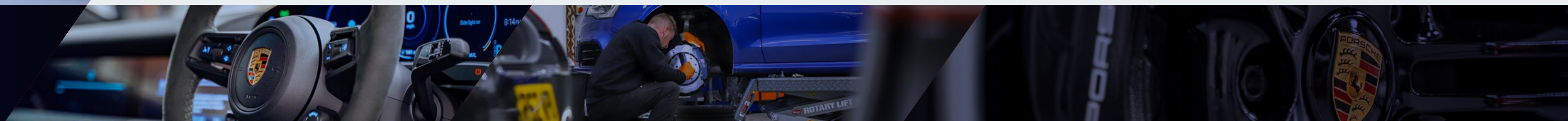
What's more, we are able to offer fixed cost Service Plans, and a comprehensive extended Warranty, so you have peace of mind over maintenance costs now, and into the future.

Call us on **01689 662080** to make a booking.

Call us on **01689 664769** if your vehicle is already with us.

Or visit us in Orpington:

Prestige Cars Kent
Unit G&H, Mill Brook Road,
Orpington,
Kent BR5 3TX







Service Care Plans

We offer a comprehensive Service Care Plan which can be purchased or extended up to 5 years.

Prestige Cars Kent uses Genuine Manufacturer parts to ensure that the manufacturer’s warranty remains valid on cars less than three years old. All of our technicians come from a main dealership background and have a wealth of experience in every manufacturer we stock.

- ✓ **120 point Vehicle Health Check carried out at every service**
- ✓ **Complimentary MOTs For Life**
- ✓ **Priority Booking slots**
- ✓ **Priority courtesy cars***
- ✓ **Collection and Delivery****
- ✓ **Wash and Vacuum**
- ✓ **Consumables and Sundries included**

* - Complimentary Courtesy Cars will be provided to all customers with a valid Service Care Plan, subject to availability.
** - We will collect and deliver your vehicle if you have a valid service care plan with us and live within 50 miles and within a 1 hour drive time. See our Charging Matrix on page 18 for full terms and conditions and additional charges if applicable.

GOLD	PLATINUM	GOLD	PLATINUM PLUS
			
Year 1 Oil Filter Sump Washer/Plug 120 Point Vehicle Check	Year 2 Oil Filter Sump Washer/Plug Air Filter Pollen Filter Brake Fluid Change 120 Point Vehicle Check	Year 3 Oil Filter Sump Washer/Plug 120 Point Vehicle Check	Year 4 Oil Filter Sump Washer/Plug Air Filter Pollen Filter Fuel Filter Spark Plugs if Required 120 Point Vehicle Check



Service Care Plan Policy Terms

Included

- » Plans are inclusive of parts and labour
- » A complimentary courtesy car will be provided if necessary
- » Complimentary visual and diagnostic health checks are carried out on every service
- » If an MOT is due, it will be carried out at no extra cost, thanks to our MOTs For Life Scheme
- » Consumables and sundries are covered e.g. washer fluid, gloves etc
- » A team of mechanics with a wealth of main dealer experience at a variety of manufacturers

Excluded

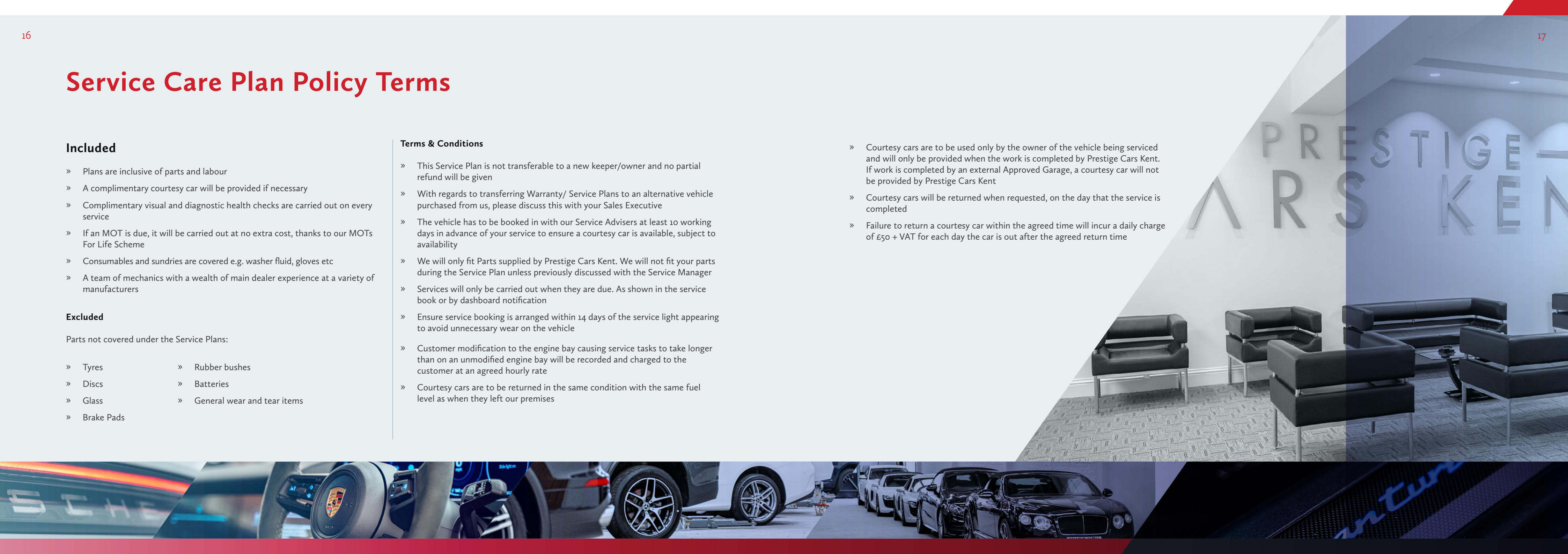
Parts not covered under the Service Plans:

- | | |
|--------------|-------------------------------|
| » Tyres | » Rubber bushes |
| » Discs | » Batteries |
| » Glass | » General wear and tear items |
| » Brake Pads | |

Terms & Conditions

- » This Service Plan is not transferable to a new keeper/owner and no partial refund will be given
- » With regards to transferring Warranty/ Service Plans to an alternative vehicle purchased from us, please discuss this with your Sales Executive
- » The vehicle has to be booked in with our Service Advisers at least 10 working days in advance of your service to ensure a courtesy car is available, subject to availability
- » We will only fit Parts supplied by Prestige Cars Kent. We will not fit your parts during the Service Plan unless previously discussed with the Service Manager
- » Services will only be carried out when they are due. As shown in the service book or by dashboard notification
- » Ensure service booking is arranged within 14 days of the service light appearing to avoid unnecessary wear on the vehicle
- » Customer modification to the engine bay causing service tasks to take longer than on an unmodified engine bay will be recorded and charged to the customer at an agreed hourly rate
- » Courtesy cars are to be returned in the same condition with the same fuel level as when they left our premises

- » Courtesy cars are to be used only by the owner of the vehicle being serviced and will only be provided when the work is completed by Prestige Cars Kent. If work is completed by an external Approved Garage, a courtesy car will not be provided by Prestige Cars Kent
- » Courtesy cars will be returned when requested, on the day that the service is completed
- » Failure to return a courtesy car within the agreed time will incur a daily charge of £50 + VAT for each day the car is out after the agreed return time



Customer Loan Car Matrix

	Golf	Audi Q3	Volkswagen Tiguan
Daily Charge	£15.00	£18.00	£20.00
Insurance Waiver reduced excess to £250 from £2500	£20.00 (one-off charge)	£25.00 (one-off charge)	£30.00 (one-off charge)
	All charges subject to VAT		

Standard insurance excess is £2500.

All vehicles to be returned with a minimum ¼ tank of fuel or customers will be charged £2 + VAT per litre – Plus £10 driver fee.

No smoking or animals permitted in the vehicles and it should be returned in a clean and serviceable condition.

£250 + VAT charge for any vehicles found to have been smoked in.

Any unpaid toll, parking charges, penalties or fines arising will incur an additional £25 + VAT admin fee.

Courtesy cars are to be used by the owner of the vehicle being serviced - additional drivers will be charged a one off fee of £25 + VAT.

Collection & Delivery

We will collect and deliver your vehicle if you have a valid service care plan with us and live within a 50 mile / 1 hour drive time.

If your vehicle is coming in for warranty work, collection and deliveries are charged at £30 beyond a 50 mile / 1 hour drive time.

Dart Charge and toll charges are the customer’s responsibility.

Customers must ensure there is enough fuel in their vehicle to get to and from the Service Centre.

If we have to refuel your vehicle to return it to you, you will be charged.

C&D’s requested over the 1 hour or 50 mile remit will be quoted for individually.



Williams Ceramic Coat Protection

Prestige Cars Kent has joined forces with the Williams Formula One team to bring you an extraordinary vehicle protection product.

Once professionally applied to your vehicle, Ceramic Coat leaves an extremely durable and high-gloss finish which prevents pollutants from impacting the car's paintwork.

Without Ceramic Coat protection, paintwork could become dull and faded over time when exposed to atmospheric pollutants and harsh car wash chemicals. Paintwork will progressively fade and hold dirt meaning

cleaning and washing will become harder.

Ceramic Coat protects your vehicle's paintwork, bumpers, glass (except front and rear screens), even interior surfaces and fabrics. They are all shielded. Ceramic Coat is guaranteed for the lifetime of the vehicle ownership*and the vehicle will never have to be polished again.

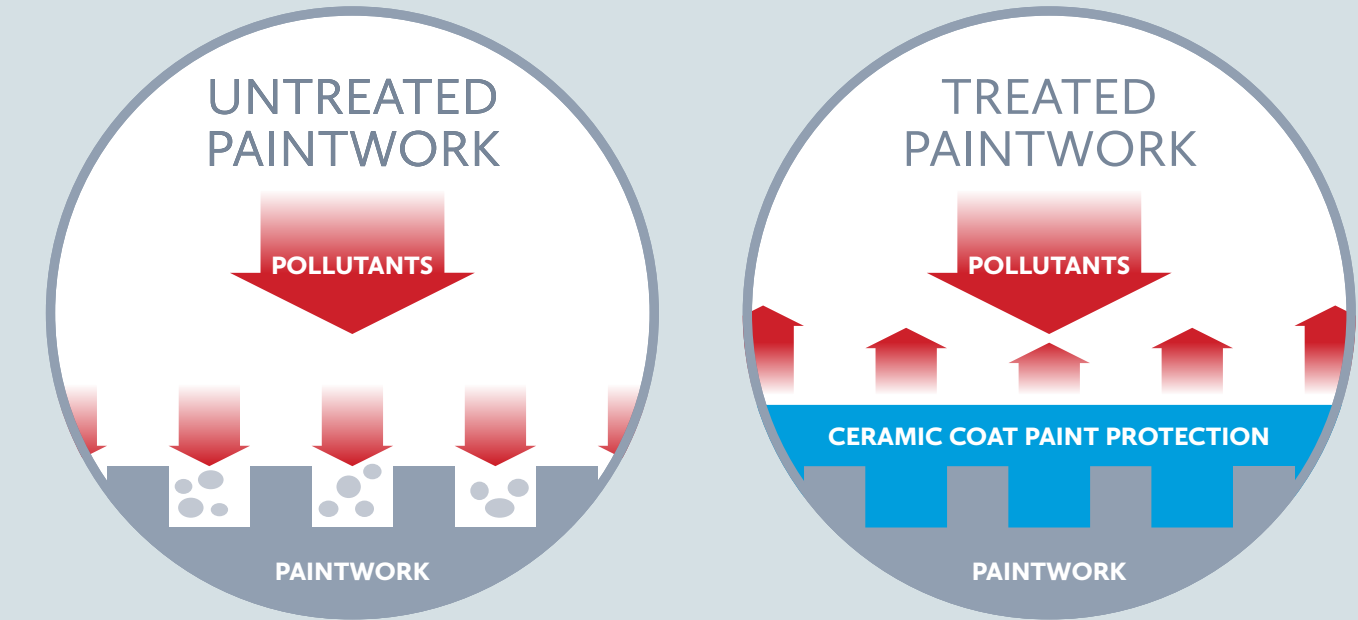
A gleaming exterior

- ✓ Ceramic Coat bonds with the pores in the paintwork to form an extremely durable, crystal clear finish that needs no maintenance except washing.
- ✓ It resists UV light, cold, frost, acid rain, exhaust fumes, bird lime (provided it is removed within 21 days), and solvents.
- ✓ It saves time, money, and elbow-grease!

A spotless interior

Combined with an innovative protection system, Ceramic Coat also shields the surfaces and fabrics inside the vehicle. It makes everyday spills, dirt, and grime easier to remove, and is also:

- ✓ Hypo-allergenic.
- ✓ Environmentally-friendly.
- ✓ Non-aerosol.



Dirt and pollutants can sit in paint pores

Dirt and pollutants cannot attack paint

CERAMIC COAT PROTECTS AGAINST



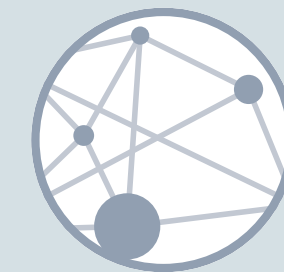
GENERAL TRAFFIC
DIRT AND GRIME



EXTREMES OF
TEMPERATURE



PLANT AND
TREE SAP



ATMOSPHERIC
SUITABLE FOR FRONT

Alloy Wheel Protection

Protect your alloys from both accidental and malicious scuffs, dents and damage, backed by our in-house preparation centre.

There's nothing more frustrating than kerbing a wheel on your new car. Typically, an alloy wheel refurbishment can cost more than £60, especially if it has a special finish as seen on many current prestige cars.

With our Alloy Wheel Protection policy, you can park without anxiety because we provide up to 4 alloy wheel claims annually for what would be a fraction of the cost it would be

to find a repairer yourself. There's also no excess to pay, and you can extend coverage for up to 3 years.

With a dedicated alloy wheel repair facility within our Preparation Centre, we provide a fast turnaround. If your wheel is too far gone, we provide £150 towards a replacement.

Protect your no claims

If you're unlucky with kerbing a wheel, our Alloy Wheel Protection means you don't need to claim on your vehicle's insurance, and it prevents any expensive charges if you are due to return a car that's on PCP or Contract Hire:

- ✓ Up to 3 years of cover or 60,000 miles.
- ✓ Diamond cut wheel cover available.
- ✓ Up to 4 alloy wheel claims per year.
- ✓ Up to £150 towards replacement.
- ✓ Prevent insurance claims.
- ✓ Zero excess payable.

Terms

Benefit Limit

A maximum of four (4) claims per annum and ten (10) repairs in total. The maximum amount per claim being £150 and £1,500 including in total, during the term.

In the event that an Alloy Wheel is damaged beyond repair, we will contribute a maximum of £150 towards the cost of a replacement.

What's Excluded

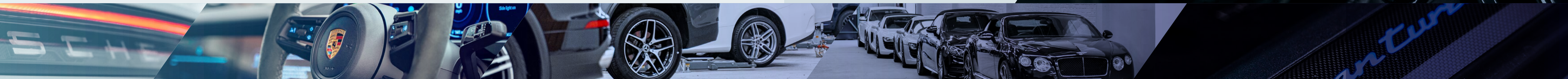
We do not cover any consequential damage of any kind or any consequential loss, injury or damage.

We do not cover claims related to a road traffic accident, or claims arising from manufacturing defects, inherent design faults or where the wheels are subject to recall or replacement by the manufacturer.

For the full Terms, please visit www.prestigecarskent.co.uk/alloy-wheel-insurance/terms

How to make a claim

Please email serviceenquiries@prestigecarskent.co.uk with details and photos describing your claim.



AA Breakdown Cover

Before you start playing with all the new buttons and dials, make sure you activate your **breakdown cover**.

New member?

- » **Get free Basic Breakdown Cover for 12 months**, covering you for one call-out a year for breakdowns over 1/4 mile from home.
- » **Upgrade to Roadside Assistance for £1 a month**: you'll get unlimited call-outs and 24/7 cover for breakdowns over 1/4 mile from home.
- » **Upgrade to National Recovery for £6 a month**: we'll take you, your vehicle and up to 7 passengers to any single UK destination if your vehicle can't be fixed.

Already with us?

Choose a free upgrade to At Home, National Recovery or Onward Travel for the remainder of your membership year.

Remember

If you don't **activate your cover**, you won't be covered on your new car. So **sign up today**.

How to activate your cover or upgrade

1. Go to **theaa.com/carsoffer** click on 'Free AA breakdown cover' and complete the short form.
2. You'll then receive an email with a phone number and promotional code.
3. Call us with your free breakdown cover or upgrade.
4. Your cover will be ready to go after 24 hours.



Additional Products

Prestige Plus Warranty

Term of cover (months)	
Provider	Prestige Cars Kent
Claim limit	
Registration Number	

Service Care Plan

Term of cover (months)	
Provider	Prestige Cars Kent
Registration Number	

Williams Ceramic Coat Protection

Level of cover	
Provider	
Policy number	

Alloy Wheel Protection

Term of cover (months)	
Provider	Prestige Cars Kent
Registration Number	
Wheel Type	

Additional Care Details

6 Month Prestige Warranty		Prestige Plus Warranty	
Service Care Plan		Williams Ceramic Coat Protection	
Alloy Wheel Protection		Month AA Roadside Recovery	

Customer Declaration

By signing below, I certify that I have read and understood the costs and benefits of all three products.

I recognise and accept any cost(s) applicable to all products that I select to purchase as stated on the sales invoice.

I understand the risk(s) in NOT purchasing each product, prior to point of sale. I understand that these protection products are not available at the same price after point of sale and that, outside of my consumer rights, I am liable for repair costs.

I have completed the compliance documents in relation to my finance agreement (where applicable). These compliance documents have been sent via email, or provided to me in paper form.

Prestige Cars Kent respects your privacy and will not share your personal data with any third parties.

If you require any further information about the costs or benefits of these products, please ask your Sales Executive before signing below.

Business Manager signature	
Customer signature	
Date	



Distance Selling - Your right to cancel

If you are unhappy with your purchase, you have a 14-day cancellation period from the date your vehicle is delivered and you have received these rights. Please notify us of your decision by sending a clear statement of your intent to manager@prestigecarskent.co.uk or complete a copy of our cancellation form which can be found below.

You will need to fill out and return a cancellation form within the above mentioned 14-day period.

To JGC Trading LTD T/a Prestige Cars Kent, Hewitts Road, Orpington, Kent, BR6 7QR , 01689 660 603 or email manager@prestigecarskent.co.uk.

I/We hereby give notice that I/We [name] cancel my/our contract of sale of the following goods [registration number] Ordered on [date]/received on [date],

Name _____

Address _____

Signature (only if this form is notified on paper), _____

Date _____

Cancellation Terms

- » You must return the vehicle to us at your own expense, or alternatively we can arrange to collect the vehicle from you, at our standard delivery charge.
- » Although you are entitled to test drive the vehicle on delivery, if the vehicle loses any value as a result of handling by you which is not necessary to establish the nature, characteristics and functioning of the vehicle (for example, if you damage it or run up excessive mileage), we will be entitled to deduct the reduction in value from any reimbursement.
- » If you have part-exchanged your old vehicle, we will repay to you the value we assigned to the vehicle as part of your purchase, less any payments we have had to make to clear any outstanding finance.
- » In the event that we still hold your part exchange we may opt to return it as part of the cancellation but this is at the discretion of the dealership and subject to preparation status.
- » If you originally chose to have the vehicle delivered to you, rather than to collect it from us, we will not reimburse any delivery costs.
- » We will reimburse all payments due (subject to any relevant deductions as noted above) within 14 days of the vehicle being returned, using the same means of payment as you used for the initial transaction (unless we agree otherwise between us).

Distance Sale

Please note this page only applies if a deal has been completed as a distance sale.

As this deal has been conducted without any face-to-face meetings and without attending our premises (Prestige Cars Kent address as above) the terms and conditions of this sale change slightly and we are therefore obliged to provide you with your rights, which are as follows:

1. If you are unhappy with your purchase, you have a 14 day cancellation period from the date your vehicle is delivered and you have received these rights.
2. You will need to fill out and return a cancellation form within the above mentioned 14 day period, a copy of which is attached.
Please tick here to confirm receipt ☐
3. Your refund will be made within 14 days of the vehicle being returned to us. Please also find a copy of our customer Complaints Procedure.
Please tick here to confirm receipt ☐

Customer signature	
Date	



Additional Info

Next Service Due on:		
MOT Due on:		

Contact details

Name	
Address	
Telephone	
Email	
No. working keys	
Type of sale	
Registration	
Make	
Model	
Current mileage	
Collection date	

Post Sale Agreed Work / Items to Follow

Please give details below of any work agreed to be completed after sale, or any additional items to follow (e.g. a spare key). By signing below you are agreeing to accept the vehicle in its current condition and have any agreed work completed at a future date.

Sales Manager signature	
Customer signature	
Date	



Notes

