

Vehicle Handovers | Click & Collect

PHASE 1 PRE-HANDOVER PHASE



PHASE 1
By Prior Appointment

Your Vehicle Handover will be booked in with a Sales Advisor and your allocated time will be confirmed in advance.

PHASE 1
Pre-Handover Overview

In advance of your delivery, we will offer you an online/video explanations of your vehicle features to streamline delivery and reduce the time you are in the showroom for collection.

PHASE 1
Balance Due

Prior to Delivery please ensure any "Balance Due" is paid in full and preferably in advance. Alternatively, cashless payment can be made in the showroom using major Debit / Credit Cards. (American Express, Diners Club Cards not accepted).

PHASE 1
Essential Documents / Items

Please ensure you bring ALL relevant documents and items with you when you come to collect your vehicle if you have a Part Exchange - V5 / MOT / Service History / Spare Key / Locking Wheel Nut etc.

PHASE 2 DELIVERY PHASE IN SHOWROOM

PHASE 2
Vehicle Hygiene

New Vehicle freshly cleaned and ready for Collection.

PHASE 2
Arrive on Time

Arrive punctually for your collection to avoid disappointment. **No more than two people from the same household can enter the showroom when collecting their vehicle.**

PHASE 2
Social Distancing

Keep 2 metres apart from others and follow signage. Upon Entry visit Hygiene Station if required.

TO ENSURE THE SAFETY OF OUR CUSTOMERS AND EMPLOYEES WE HAVE ADOPTED A **TWO-STAGE DELIVERY APPROACH**

PHASE 2
Need More Help?

Contact Sales Team with any questions

PHASE 2
Drive Away

Use hand sanitiser, then drive away and enjoy your vehicle.

PHASE 2
Review of Vehicle Features

If necessary, a Sales Advisor will explain vehicle features whilst staying out of the car and maintaining social distances. Sales team available for any questions.

PHASE 2
Handover

All vehicles will be cleaned and sanitised before customer arrives. Inspection of freshly cleaned vehicle with customer. Remove the vehicle protection with the customer.

PHASE 2
Greeting

Sales Advisor will meet and greet customer with a warm welcome, no handshakes, to complete Handover Process.

