



## **Christopher James Automotive Ltd**

### **Our Terms of Business – Customer Guide**

We want your experience with us to be clear and straightforward. Below is a summary of the key points you should know when buying or selling a car with us.

#### **Buying a Vehicle**

- All our vehicles are pre-owned and may show normal signs of age and use.
- Mileage shown is believed to be correct, but cannot always be guaranteed unless stated in writing.
- You're very welcome to inspect and test drive the vehicle before making a decision.

#### **Deposits & Payment**

- A deposit is required to secure a vehicle. Unless agreed otherwise, deposits are non-refundable.
- The remaining balance must be paid in full before the vehicle is released.
- We can only accept bank transfers, finance arranged by yourself or cash if prior approved.

#### **Part Exchange**

- If you are part-exchanging your car, it must be your property and free from finance or third-party claims (unless disclosed to us).
- Valuations are based on the information you provide. We reserve the right to amend or withdraw a valuation if the part exchange vehicle is not as described.

#### **Road Tax**

- From 1st April 2017, most petrol and diesel cars (including those we sell) are subject to a minimum standard annual road tax of **£195**.
- It is your responsibility to ensure the vehicle is taxed when you become the registered keeper.
- We may assist with the taxation process, but the legal obligation remains with you as the registered keeper.

#### **Warranty & Aftercare**

- All cars come with the protections you are entitled to under the Consumer Rights Act 2015.
- Extended warranties may be available at an additional cost – please ask us for details.

- Warranty does not cover wear and tear items, misuse, neglect or failure to follow manufactures service schedules and guidelines.

### **Returns & Your Rights**

- If there's a problem with your car, you may be entitled to a repair, replacement, or refund depending on the circumstances and time since purchase.
- Purchases made in person at our dealership do not have a cooling-off period.
- Purchases made online or at a distance may qualify for cancellation rights under the Consumer Contracts Regulations 2013 however we do not offer delivery as a company.

### **General**

- We will always do our best to resolve any concerns quickly and fairly.
- These terms & conditions are governed by the law of England and Wales.
- Any disputes shall be subject to the exclusive jurisdiction of the English courts.

### **Christopher James Automotive Ltd**

Registered in England & Wales

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