

Policy Overview:

**Inchcape Signature Direct Distance Selling Cancellation Policy**

1. If you are not entirely satisfied with your vehicle purchase we offer a 14-day money back guarantee on the terms set out in this policy.
2. The 14 days commence on the day after the date of delivery of your vehicle and is inclusive of weekends and bank holidays.
3. This money back guarantee is in addition to and does not affect your statutory consumer rights.
4. If you wish to return your vehicle within the 14-day period you may do so subject to the following conditions:

a) if you have exceeded an overall **daily mileage of 100 miles for each day that vehicle is in your possession and/or a maximum overall mileage of 1000 miles (as evidenced by the Vehicle Checklist upon delivery and the odometer at the time of return) the full amount refunded to you will be reduced by an excess mileage charge of £1.50 for every mile driven that exceeds this limit.**

(b) the vehicle must be in substantially the same condition as it was at the time we delivered it to you otherwise we reserve the right to deduct from the price to be refunded to you any loss or damage which diminishes the value of the vehicle and/or any costs of returning the vehicle to its original condition.

5. We will make the reimbursement using the same means of payment as you have used for the initial transaction once we have collected and assessed the vehicle unless otherwise agreed with you. If we refund you via a bank transfer you will need to provide us with the relevant details to enable us to do so. If you have a finance agreement in place we will contact the finance company to inform them that you wish to cancel the finance agreement according to its terms and conditions. If you have taken out an extended warranty product we shall also arrange to cancel this for you.
6. If we agree to collect the vehicle from you, we will arrange to collect the vehicle within our normal office hours from the same address as we delivered it to as soon as we reasonably can following our receipt of your written notification that you wish to return the vehicle. You will be required to return all keys and documentation provided to you with your order confirmation and delivery of the vehicle, including the registration documents (V5C). We reserve the right to charge you a reasonable fee (including VAT) for the collection of the vehicle. If you have not received the V5C by the time the vehicle is returned to us or collected from you, you must return the V5C to us as soon as possible as we shall not be able to provide you with a refund until we are in receipt of the V5C. If you are not present at the agreed time for collection we reserve the right to charge a reasonable fee for the missed appointment and may charge you a collection fee when a new collection date is arranged.
7. Any reduction in the total refund will be at our sole discretion and in accordance with this policy. In situations where we are reducing the total refund payable to you we will provide an explanation for the reduction and reasonable evidence to verify the charges.

**Cancellation Form**

To: \_\_\_\_\_  
 (Business Name (†) \_\_\_\_\_  
 Business Address: (†) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I hereby give notice that I cancel my contract for the goods described below and I attach a copy of the invoice for those goods which were: Ordered on\* /Received on\* \_\_\_\_\_

Description of goods subject to this cancellation notice \_\_\_\_\_ Vehicle registration number \_\_\_\_\_

Name of Customer: \_\_\_\_\_  
 Address of Customer: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signature of Customer: \_\_\_\_\_

\* Delete as appropriate  
 † See front of contract for these details