

Buyer Guidelines and Terms of Sale

Prime Carz Dealer Ltd T&C for used Car Sale

Test driving a car – eligibility

For insurance purposes, to take a car for a test drive you must be at least 18 years old and have held a valid driving licence for over a year.

All test drives are subject to sales management approval, please speak to a sales advisor on your visit for more information.

Purchasing and collecting a vehicle – terms & conditions

The collections procedure is subject to completion of the pre-delivery inspection and any repairs that may arise from it. A confirmation email or text will be sent as soon as the vehicle is ready for collection. If there's likely to be a delay you will be contacted as soon as possible. Please allow one hour to collect your car.

Valid UK / EU Driving License including photo section OR Valid Passport AND 2 proofs of present address dated within the past 3 months are required for identification on every collection. (Bank Statement, Council Tax or Utility bills, excluding mobile phone).

Payment methods

Our preferred payment method is Direct Transfer. However, we accept alternative forms of payment through UK Only Debit Cards.

Please note: unfortunately, we cannot accept credit card payments made towards the purchase of your car. However, credit cards are accepted for additional products i.e. Warranty cover and Vehicle Protection System (Supagard). We cannot accept Pre-paid cards.

Trade sales

As our prices are genuinely low we often sell to traders and other dealerships. To ensure our best car prices are available to the public we charge traders an additional £699 to buy directly from Prime Carz Dealer

Vehicle Security.

Prime Carz Dealer LTD accepts responsibility that all vehicles are not subject to a category A,B,C or D insurance Total loss, are not recorded on the stolen register, and are not subject to a finance agreement.

This is in addition to your statutory rights.

Ownership of goods shall not be passed onto the customer until the price has been paid in cash or cleared funds but risk shall be passed to the customer on delivery.

Apply for finance – terms & conditions

Finance is provided, subject to status. To apply you must be at least 18 years old and a UK resident. A guarantor may be required. Security may be required by way of a Bill of Sale.

Credit is only available on cars supplied by us.

Telephone calls may be monitored or recorded for security and quality control. Information is available in large print, audio and Braille on request please call for details.

New Keeper will be Responsible for Car Insurance and Road Tax.

3 Months Warranty with Handler Protect.

NO CHANGE OF MIND. NO REFUND. The refund doesn't apply if the vehicle is simply unwanted.

Collection/Delivery. We Charge delivery fee £1.20 per mile Local within 10 miles free collection/Delivery.

No Liability to Prime Carz Dealer Ltd. The Material displayed on Auto TRADER &

<https://www.primecarz.co.uk> is provided without any guarantees, conditions or warranties as to its accuracy. Whilst every effort has been made to ensure the accuracy of information on this site, some errors may occur. It is important that you do not rely solely on this information but check with Prime Carz Dealer about any terms you feel will affect your decision to purchase a car. No liability is acceptable for loss or damage resulting from errors or omission on <https://www.primecarz.co.uk>.

Complaint and Feedback Procedure.

We are committed to providing a high standard of service to you and all our customers. Occasionally we may not live up to our expectations and if this happens, we would like to hear from you. This will allow us to put matters right and make improvements. We value your feedback and thank you for helping us treat all our valued customers fairly.

In the first instance, please share your complaint with our staff as they are usually best placed to resolve the concern.

If your concern remains unresolved, please contact our Customer Service Department using the contact details below. The Customer Service Department is open Monday to Friday 9am - 6pm.

<https://www.primecarz.co.uk>

Registered Office: 103 Woodford Avenue Ilford Essex IG2 6UY. VAT Registration No: 388146559,
Company No: 13416709, ICO No: ZB328528, FCA No: 955831

Email: sales@primecarzuk.co.uk

Phone: +44 7990 716660

Address: 103 Woodford Avenue, Ilford Essex, IG2 6UY.

Alternative Dispute Resolution

If an acceptable resolution of a car related concern is not reached, we offer the option to refer the matter to an Alternative Dispute Resolution (ADR) company. We use The National Conciliation Service who are certified and independent as a provider of ADR. Their contact details are given below:

Address: National Conciliation Service, 1st Floor, 2 Allerton Road, Rugby, CV23 0PA.

Phone: 01788 538317

Website: www.nationalconciliationservice.co.uk

Prime Carz Dealer LTD Deduction Policy:

a) Money back guarantee Where your vehicle has been delivered without you seeing the vehicle in person, your purchase qualifies for a money back guarantee. You have a 50-miles test drive limit within which a full refund will still be issued if the vehicle is returned, terms & conditions apply*. The return cost is applied to the owner of the vehicle. If Prime Carz Dealer is to collect the car, the owner will be responsible for collection charges. The owner is fully responsible to return all relevant documents, keys, invoices, service book etc. Subsequent mileage added to the vehicle will be subject to a £1.80 deduction per mile.

*For more information, please see Calculation & Returns policy emailed to you with your sales order.

b) Consumer rights return In the event that you have a valid reason to return the vehicle under your consumer rights; we reserve the right to deduct a reason-able sum of money for the usage of the vehicle and any failure to keep it in good repair and condition.

Our policy is to charge £1.60 pence per mile for each mile covered since the date of sale, along with the cost of any estimate for re-pairs required due to any damage to the vehicle (e.g. interior and exterior) that was caused whilst in your possession/ownership + Admin, Re-stocking, Advertising, Ownership change charges will Apply. We fully inspect all our cars internally/externally before any collection/deliveries.

1: We Provide Minimum 6 Months Mot If Less Than 6 Month on time of sale we Carry out Fresh MOT.

2: Extra Third Party Warranty Available for 3, 6, 12, 24, 36 Months.

3: Vehicles sold on finance if any financial matter will be dealt directly with Lender.

4: We always Refund by Bank Transfer or by Card, Also requires proof of ID for 5: Refund, If fail to provide the ID we cannot process the Refund.

6: Please Note: On commercial vehicles 500£ +VAT charges will be applied in the event of return. We do not charge any admin fee upfront on the time of the sale.

7: £300 Admin Charges will be deducted in the event of car return. Plus other charges/Vehicle usage.

8: We are unable to refund money paid towards third party warranty.

9: We sell used budget cars please read and Match inspection report before taking the possession of the vehicle.

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11. Check the Tyre Air pressure, Nail in Tyre, Or Drive way Edge Cut on the Tyre before taking the passion of the vehicle.

12. Check wheel locking Nut before leaving after company not responsible if missing, lost.

13. Any oil leak will not be covered under the warranty.

14. Car key if fell down, wet condition, Mobiliser Missing No claim accepted.

15. We Provide Spear Wheel or Emergency Tyre Kit Check before Leaving.

16. Warranty will cover fair usage of mileage if you doing high miles daily basis its customer responsibility to carry out regular Maintenance.

17. 30 Day cover on water Drainages Block Normally Tree Leaf/Dirt Cause Blockage after 30 days No claim Accepted on ECU or Electric water Damage. Or water start coming inside the vehicle dew to Blockage.

18. Please ask us for if any outstanding Manufacture Recall it's totally free Of Charge by the Main Dealer.

19. Check V5c, MOT, Also If Have Spear/Extra Key/Service History etc.

20. All Modern Adverting websites Have Display Method HPI Check they Show on advertising if any cat or any Remarks we do extra if in case our car cat or incorrect Mileage we write 2 time in description if any have. Please take your HPI Report with you as well we provide Free of charge.

21. Deposit towards car not refundable unless T&C specified.

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22. In the Event of return/refund we have legal right to check and inspect the vehicle or take to garage to make sure the fault exists before issue the refund.
23. We have legal right to deduct Mileage Driven by customer.
24. On time of Refund body damages, Interior, Exterior damage will be checked if any damage by the customer will be charged separately.
25. We try our best to create fair, clear and simple trading.
26. For After sale service Please do not hesitate to contact us Monday to Friday 11am to 5Pm 0208-8840914 or emails us nttradersltd@gmail.com or write to us **Crow Lane Romford RM70GW**.
27. If any car/van bought from us using under taxi/cab/commercial we only can cover 3000 miles under warranty over 3000 miles we unable to cover under terms and condition of sale.
27. Please Note: Any refund will be processed by the Bank Transfer within 14 working days under the refund policy. Provide us with following details for refund process. Please make sure your 14 working days time frame has been completed before contacting us for refund
*** Bank Name, Account Title, Sort Code & Bank Account Number.**
28. Recovery charges will be Plus VAT and storage charges per day 25£ Plus VAT until collected. Invoice will be se.
- 29: We sell some vehicles as scrap/no return/no warranty/As seen. We will not accept any complaints or return. We always notify the customer in advance.

Finance and Insurance Complaints

We will acknowledge all Finance and Insurance complaints within 5 business days. You will be given details of who is investigation your complaint and how to contact them. We will do our best to resolve the concern with as little inconvenience to you as possible and to keep you informed during the process. At any stage you may contact the person handling your complaint and discuss the next steps. Within 8 weeks we will give our Final Response or a further progress report on the investigation.

Please note, due to the FCA's announcement that it will be reviewing the handling of motor finance complaints; the deadline to issue our Final Response for certain complaints has been paused between the period of 11th January 2024, and 25th September 2024. We aim to issue a response 8 weeks after the 25th September 2024; however, this is subject to change if the FCA announces an extension to this pause. For more information on the FCA's reasons behind the pause please visit www.fca.org.uk/car-finance-complaints

All complaints are treated in the same manner no matter who or how they are brought to our attention. Claims Management Companies will be asked to supply an original letter of authority if they claim to represent a Prime Carz Dealer LTD customer.

Appeals

If you do not accept the outcome after receiving our Final Response, or if your Finance or Insurance complaint has not been resolved within 8 weeks then you may appeal to the Financial Ombudsman Service. This was set up by the Financial Services Authority to review unresolved Finance and Insurance complaints. Please see details below:

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Phone: 0800 023 4 567 or 0300 123 9 123

Address: Exchange Tower, London, E14 9SR

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