

Distance Sales Policy - Weybridge Vehicle Consultants Ltd

Company Registration Number: 03977568

Address: 8 Camphill Industrial Estate, Camphill Road, West Byfleet, Surrey. KT14 6EW

Email: sales@weybridgevehicles.co.uk | Phone: 01932569999

1. Purpose

This Distance Sales Policy outlines the procedures, terms, and rights applicable when purchasing a vehicle remotely from Weybridge Vehicle Consultants Ltd (hereafter referred to as "the Company"). This includes online, telephone, or email purchases where the customer is not physically present at the dealership prior to completing the sale.

2. Scope

This policy applies to **distance sales** to UK consumers only and does not cover in-person purchases or sales made to businesses.

3. Legal Compliance

This policy complies with the following UK legislation:

- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
 - The Consumer Rights Act 2015
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4. Right to Cancel

Customers have a statutory right to cancel a distance sale within **14 calendar days** from the day after the vehicle is delivered.

- Cancellation must be communicated in writing (email or letter).
 - Vehicles must be returned in the same condition as delivered.
 - Mileage must not exceed **100 miles** from delivery; excess mileage may incur a charge of £1.00 per mile.
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5. Return and Refund Process

- Customers must arrange return delivery unless otherwise agreed.

- A full refund (minus any deductions) will be processed within **7 days** of vehicle return and inspection.
 - Any part-exchange vehicle will not be returned, the agreed trade-in value will be refunded.
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6. Vehicle Delivery

- Delivery fees and estimated times will be confirmed in writing prior to sale.
 - The customer must inspect the vehicle upon delivery and report any concerns immediately.
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7. Vehicle Description and Documentation

- The vehicle will be accurately described.
 - V5C, service history, MOT, and any other documentation will be provided on or shortly after delivery.
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8. Payment Terms

- Payment must be completed in full prior to vehicle delivery.
 - Accepted methods: Bank Transfer and/or Finance (subject to approval)
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9. Exclusions

This policy does **not** apply to:

- Business-to-business transactions
 - Vehicles sold as “trade,” “part exchange to clear,” or “spares/repairs”
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10. Contact Details for Cancellations

Weybridge Vehicle Consultants Ltd
8 Camphill Industrial Estate, Camphill Road, West Byfleet, Surrey. KT14 6EW
Email: : sales@weybridgevehicles.co.uk
Phone: 01932 569999
Hours: Mon- Fri 9am till 6pm

11. Policy Review

This policy is reviewed regularly and may be updated. The version active at the time of purchase will apply.

Version: 1.0

Effective Date: 1st September 2025
