CUSTOMER CHECKLIST

Purchasing a car can be both a daunting, and exciting experience. As a part of our continued commitment to delivering the high standards of customer care, this document outlines the key areas you need to consider prior to the handover of your vehicle. Please take the time to review the following checklist to help ensure that your vehicle collection is as smooth as possible. Some requirements may not apply to your purchase but if you have any problems meeting the requirements, please let us know at your earliest convenience. We thank you in advance for your attention.

☐ **Special Details** .....

☐ **Cherished Plate Transfers**

Additional documentation and a fee is required from you, by the Vehicle Registration Office. Please ask for details of how we can help you through the process

What we require regarding your Part Exchange:

☐ **Registration Document** - 3 days prior to hand over

Without a V5 logbook, we will not be able to accept the vehicle. If the V5 document is not in your name please make us aware as soon as possible.

☐ **Current MOT Certificate where applicable** - 3 days prior to hand over
☐ **Spare Keys** (including master) - 3 days prior to hand over
☐ **Service Record and Locking Wheel Nut Keys** (where applicable) - 3 days prior to hand over

Funding

☐ **Payment of Balance Outstanding** - The funds must be cleared and in our bank account on the working day prior to the collection of your vehicle.

☐ **Proof of Address & Valid Driving Licence** (where our funding is being utilised) - 3 days prior to hand over

The majority of our customers take advantage of our very competitive funding arrangements, however there are several other payment options available, shown below **in order of preference.**

Bank Money Transfers, Faster Payments, CHAPS and BACS

You can arrange the transfer of funds from your bank account directly into our bank account via the methods below.

Please note that we will NEVER send you an email providing alternative bank details to the ones provided below. If this document is sent via email, please contact the retail centre to verify the bank details prior to making a payment.

Account name: Sort code: Account number:

It is important that you provide us with information to enable us to allocate your payment. Please ensure you quote your surname and vehicle registration number as a reference. If the vehicle registration number is not available, we will provide you with an alternate vehicle identifier e.g. Stock No, Comm No or Sales Order No. Additionally we will provide you with a two digit Cost Centre (CC) number.

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Faster Payments / CHAPS
The Faster Payments Service can be used to send funds without clearing delays. This service allows banks to provide same day clearing of electronic payments in most cases. Payments are normally limited to a value under £10,000 (your bank will be able to advise you what their limit is). Alternatively, you can request your bank to electronically transfer higher transactional values via CHAPS. If the money is received by our bank by 5pm, the funds will be available immediately. If after 5pm, it will be available the following working day

BACS
If you choose to pay by this method your bank will transfer the funds to us but it's important to note that we must be able to recognise and associate your payment with the vehicle you are purchasing – otherwise it may take up to 4 days to clear (excluding weekends/bank holidays). It's therefore extremely important that you provide the reference as stated above with your payment so we can identify it as quickly as possible. In the event we can identify and allocate your payment, the funds will be classified as cleared same day (if received by 5pm).

Debit and Credit Cards
This facility with some bank accounts is not always available for larger amounts. Therefore we recommend that you contact your bank/card provider prior to making the payment. You will need to be present whilst the payment is being processed at the retail centre so that you can enter your PIN. Where we take a payment by this method it may take a little longer to approve as the card company will often request a phone call for security purposes. You will need to have the funds available in your bank account/account to ensure there is no delay in obtaining clearance. Due to the possibility of these additional security checks being carried out by the card company we are unable to process this type of payment over the phone and it is not possible for us to accept a card with a chip if the PIN is not entered.

Cheques - Personal Cheques, Business Cheques, Bankers Drafts, Building Society Cheques
If you choose this method of payment please ensure your cheque is with us a minimum of 10 working days (excluding weekends/bank holidays) before your expected hand over date. This is to enable us to bank the cheque and ensure it has cleared the banking system.

Cash
Cash can only be accepted up to the total value of £5,000 in any single transaction or group of transactions. The cash must be handed to the Sales Team and you will be provided with a receipt. **It is not acceptable for cash to be banked directly at the bank via the counter straight into our bank account for amounts exceeding £5,000.** These rules ensure we remain compliant with the legal requirements regarding money laundering. Any cash receipts exceeding the £5,000 limit, suspicious or not, have to be reported to our Money Laundering Officer and thoroughly investigated.
Important Information concerning the types of Finance Agreements offered by Inchcape Retail dealerships