

## **Falkirk Van Sales Terms of Business**

**Falkirk Van Sales** are registered and authorised by both the local authority and the F.C.A, we will conform to all legislation and comply with Scottish Law in relation to all aspects of its business. Falkirk Van Sales are involved in the supplying of pre-owned light commercial vehicles and will endeavour at all times to supply the very best product to their customers, the vehicles will be sold as per described and can be seen on any of our forecourts and virtually on any advertising platform we may use and therefore Falkirk Van Sales will not be responsible for any missing or damaged parts, accessories that have been fitted or are a part of the vehicle prior to being obtained by Falkirk Van Sales, it is the responsibility of the customer to agree to all aspects of the sale and notarise these requirements prior to entering into the agreement to the purchase of any vehicle from Falkirk Van Sales. Deposits are required to secure any vehicle when entering into the agreement of sale, all deposits are non-refundable unless otherwise agreed prior to the payment being taken or unless it transpires that the vehicle is not fit to be sold, all vehicles will undergo a vigorous mechanical in-house check, will be supplied with a 12 month MOT at an independent authorised test facility if the current test is valid for less than 6 months or unless otherwise agreed, all vehicles will be given an engine service which will consist of oil change with filter and air filter, Falkirk Van Sales will not change or check timing belts as part of this service and it will be the responsibility of the customer to both check and change if required and Falkirk Van Sales will not be held responsible for any failures of this part or the damage this may cause to the vehicle, all sold vehicles will be supplied with a 6 month warranty which will be supplied by an appointed warranty company, this warranty can be used at any main dealer or VAT registered garage uk wide of the customer's choice or again unless otherwise agreed, there will also be access to a free breakdown recovery service within the warranty and will be the customers responsibility to either claim, upgrade or activate said breakdown recovery to meet there own needs, if the vehicle needs to come back to Falkirk Van Sales we will not be responsible for the collections of any vehicle and will not provide a courtesy vehicle as standard

please note that the above conditions do not apply if the vehicle if it is being SOLD as SEEN or being SOLD as a TRADE SALE. All complaints and requests of return will be subject to Falkirk Van Sales complaints procedure and will be handled within accordance to the customer's statutory rights or unless stated otherwise and all actions taken by Falkirk Van sales will be done in accordance to Scottish Law. Falkirk Van Sales reserve the right to withdraw from any agreed sale prior to its conclusion if they feel the vehicle being supplied is not to the standard that Falkirk Van Sales expect to provide to the customer.

## **Falkirk Van Sales Complaint Procedure**

**Falkirk Van Sales** will always treat our customers fairly and try and deal with any complaint or request to return a vehicle within an acceptable time scale, all sold vehicles will be supplied with a warranty paid for by Falkirk Van Sales and as such we expect most issues to be dealt under that arrangement but if the vehicle needs to come back to us for any reason this will be the responsibility of the customer to make the arrangements for the return, if the customer elects to use a third party repairer within the first 30 days of purchase then we would recommend that this is discussed with us beforehand to avoid any complications, if the vehicle is looking to be returned due to mechanical issues then Falkirk Van Sales must have the opportunity to inspect the vehicle prior to any agreement being made and if the vehicle is just unsuitable or unwanted then Falkirk Van Sales do have the facility to do so but this situation needs to be discussed with us prior to any agreement being reached.