



## **Cancellation Policy**

The information provided on this document will confirm your cancellation rights and our cancellation rights in connection with Express Car Leasing's services.

Please be aware that this cancellation policy only relates to cancelling Express Car Leasing's broker arrangements and not your cancellation rights with the finance provider. The supplier may also charge a cancellation fee, please see below for further information.

## **Cancellation Policy for Regulated customers**

A regulated customer is a private individual, sole trader, or a partnership with less than four partners. Please see your rights below for cancellation.

1. Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, for goods and services concluded at a distance or off premises you have a 14-day cooling off period. The cancellation period was extended from the initial 7 calendar days (for off premises) and 7 working days (for distance sales) to 14 calendar days for both to give consumers more time to ensure they have made an informed decision.

Therefore, should you wish to cancel your agreement within 14 calendar days from the date we provide you with the order confirmation, you are able to cancel the agreement with no fees and have the processing fee returned to you. As per our Terms and Conditions the processing fee payment must be paid within 7 days of the invoice date and can be paid by bank transfer or cheque.

2. If you wish to cancel your order after the 14-day cooling off period, the processing fee is not refundable and Express Car Leasing will charge a total cancellation fee of £499 including VAT. As you will have paid your £294 including VAT processing fee, you will pay the difference of £205 including VAT. The payment must be made within 7 days of the invoice date and can be paid by bank transfer or cheque.
3. If your vehicle order has been delayed over 8 weeks from the estimated time of arrival on your order form and you wish to cancel, we will not charge you a cancellation fee. Your processing fee will be retained by Express Car Leasing for services rendered.
4. Should you wish to cancel due to a price change, for example your vehicle has not met the build schedule for the model year you have ordered and is to be built as the next model year and there is a price increase for this, or the VED (Vehicle Exercise Duty) has increased, and the vehicle is no longer affordable, Express Car Leasing will return 50% of the processing fee.

5. If you have cancelled your order and paid the cancellation fee, should you order with Express Car Leasing within 6 months of the cancellation we will return the difference between the processing fee and cancellation fee.
6. The supplier has the right to charge you a cancellation fee, if a further fee is applicable to you, we will confirm the cost with you. If the vehicle has been ordered with bespoke modifications and made to your individual specifications the supplier may charge a higher cancellation fee.
7. Should you wish to cancel the vehicle after delivery has taken place, you will need to contact your sales advisor and the finance lender. The finance lender will inform you of any fees they may charge, for example mileage, collection of the vehicle, vehicle damage and/or contract termination costs.

## **Cancellation Policy for Non-Regulated customers**

A Non-Regulated customer is a Limited Company or a Partnership with more than 4 partners.

1. The cooling off period does not apply to a Non-Regulated business. When you sign your order form you accept that the cancellation right does not apply to you and that you entered a contractual agreement with Express Car Leasing to provide their services.
2. The supplier has the right to charge you a cancellation fee, if a further fee is applicable to you, we will confirm the cost with you. If the vehicle has been ordered with bespoke modifications and made to your individual specifications the supplier may charge a higher cancellation fee.

## **How to cancel your order**

If you wish to cancel your order, we recommend that you contact your sales advisor to discuss your current circumstances and any changes that may have occurred since signing your order. Your sales advisor will talk you through your options and the cancellation process. Express Car Leasing will not cancel a vehicle order unless we have had the communication via written confirmation.

Alternatively, you can email [sales@expresscarleasing.co.uk](mailto:sales@expresscarleasing.co.uk) with the below information:

- 1) Your name
- 2) Sales advisor name
- 3) Order date
- 4) Vehicle description
- 5) Your contact details

Express Car Leasing is a trading name of National Fleet Services Limited. We are a credit broker and not a lender, we are authorised and regulated by the Financial Conduct Authority. We may receive a commission and/or other benefits. The commission we are paid may vary from funder to funder and from offer to offer. We will refer you to a finance provider from our funding panel for credit approval. Images are for illustration purposes only. This does not constitute an offer. All offers are subject to change at any time, you must be 18 or over and finance is subject to status. Please note all our documents are sent out electronically, and all our calls are recorded for training and security purposes. Any prices quoted are subject to changes in law, regulation, tax, or duty beyond our reasonable control. E&OE.

**BVRLA Registration Number: 1463 Financial Services Register Number: 680691 | Company Registration Number: 3247145 | ICO Registration Number: Z5088418 VAT Registration Number: 695548379 Registered Office: 15 Aston Court, George Road, Bromsgrove Technology Park, B60 3AL. E&OE**