

Cancellation Policy

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

Please be aware that this Cancellation Policy only relates to cancelling Express Vehicle Contracts' 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.

By entering a contract with Express Vehicle Contracts, you are requesting that our services are to be carried out immediately therefore should you wish to cancel our services we reserve the right to charge you a cancellation fee.

The cancellation fee is proportionate to the services we perform and is set for all customers at £415.83 + VAT (£499 including VAT).

If you have already paid the non-refundable Processing Fee of £245 + VAT (£294 including VAT) you will be invoiced for the difference of £170.83 + VAT (£205 incl. VAT) and this must be paid within 7 days of the date on the invoice.

If the total fee is not paid Express Vehicle Contracts reserves the right to engage a third-party debt collection agency to recover this fee. This may result in additional costs being incurred and may impact your credit rating.

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 Vehicle Contracts will not cancel a vehicle order unless we have had the communication via written confirmation.

Alternatively, you can email sales@expressvehiclecontracts.co.uk with the below information:

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

Express Vehicle Contracts 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