



LVC Central Ltd's principal place of business is at 2 Cosgrove Road, Old Stratford, Milton Keynes MK19 6AF. Webcars and Webvans are trading styles of LVC Central Ltd.

Please read these terms and conditions carefully. They need to be read in conjunction with the order you accept from us.

We reserve the right to make changes to these terms and conditions from time to time. Please remember that throughout these terms and conditions when we mention "we", "us" or "our", we mean LVC Central Ltd.

Vehicle Information

Whilst we make every effort to assist in identifying vehicle options and standard specifications, these should only be used as a guide and no decision should be made to purchase, hire or lease a specific vehicle without verification of the latest data from either the manufacturer or franchised dealer.

Please check your order carefully to ensure it suits your exact requirements. If you are unsure, please check the manufacturer's website or ask your sales consultant.

For vehicles with driver connectivity systems such as Mercedes Connect Me, Jaguar/Land Rover InControl, Vauxhall OnStar etc., driver data will not be set-up on the vehicle due to restrictions set by the funder.

Upon entering into a contract agreement, you are responsible for the running of the Vehicle in accordance with the manufacturer's guidelines. This includes keeping the Vehicle properly serviced in accordance with the manufacturers recommended service schedule by an agent approved by the finance company.

During the term and any extended term, we shall arrange for the provision of the vehicle excise duty (VED), also known as road tax, and include this into the cost of your agreement. If the cost of the VED goes up during the term of your agreement, or any extended term, you will liable to pay the amount of any increase.

Refunds will be made if the cost of the VED goes down.

Prices

Prices quoted on our websites are for business leasing and exclude VAT.

Unless stated to the contrary advertised prices include:

- Delivery by the dealer to your chosen UK mainland destination, however LVC Central Ltd reserves the right to pass on any additional costs associated with delivery on certain vehicle offers. You will be advised of any additional charges prior to the order being processed by us. If they are unacceptable, you will be entitled to choose an alternative vehicle or cancel your order with a full refund
- Number plates
- Road Fund Licence for the term (if applicable)
- Vehicle Registration Charge.

LVC Central Ltd reserves the right to change the price of the vehicle, either before or after an order is placed. If the price of a vehicle is changed after an order is placed we shall notify you of the change and you have the right to withdraw your order if the change is not acceptable.

Prices quoted may vary depending up on vehicle colour. This is a result of different residual values set by the finance company or may depend upon stock availability. Prices on our websites are for information purposes only and do not constitute an offer

Orders

An order of a vehicle from any LVC Central Ltd website is an expression of interest by you to obtain the vehicle ordered at a price similar to that advertised.

An order does not create a contract between you and LVC Central Ltd to purchase, hire or lease a vehicle. For there to be a contract between you and LVC Central Ltd to purchase, hire or lease a vehicle, LVC Central Ltd must locate a vehicle matching the specification you require, at a price agreed between you and ourselves. You must enter into a finance agreement with a finance company.

For the avoidance of any doubt, there is no contract to purchase, hire or lease a vehicle between you and LVC Central Ltd until the finance agreement is signed by you and the finance company and it becomes executed/operational.

In the unlikely event that the vehicle you have ordered is not available or the funder makes a change to the rental, we will contact you by email or telephone to confirm with you whether you wish to proceed with your order or to provide you with possible alternatives. If the alternative is not acceptable by you, we will cancel your order without penalty and refund any monies paid.

We may introduce you to our carefully selected panel of finance providers who may then pay us for the introduction.

Following an accepted order, we will carry out a credit check on you as part of your application process. If you are applying on behalf of a limited company, you are confirming you have authority to authorise a credit search in the name of the Company and each Director.

For regulated credit broking agreements that have been concluded without any face- to-face dealings (i.e. over the phone, internet etc.) you have the right to cancel the contract without penalty and without giving any reason within 14 calendar days in accordance with the Distance Marketing Directive.

The 14 calendar day cancellation period begins from the day you “accept” our quotation, Terms & Conditions and IDD document. This legal right applies equally to all personal customers, sole traders and partnerships with up to four partners.

Data Protection Act

The Data Protection Act 2018 (DPA 2018), and the General Data Protection Regulation (GDPR) protects the rights of individuals about whom data (information) is obtained, stored, processed and disclosed. LVC Central Ltd is committed to fulfilling its legal obligations within the provisions of the DPA 2018.

Personal data will be processed for the following purposes:

- To check your credit record with any credit reference agencies and for money laundering purposes (which will include the supply of your personal information to third parties for such purposes) should you decide to apply for finance.
- We may use your personal information to keep you informed by post telephone, email or other electronic means about products and services which may be of interest to you.

By entering into an agreement, you consent to the processing and disclosure of your personal data relating to you gathered by us during your use of the service to be recorded and only be used in accordance with our Data Protection Policy.

We will not transfer your personal data to any third parties unless:

- We have your consent to do so.
- The third party is our subcontractor or a member of our group of companies who is processing personal data on our behalf securely and in accordance with our instructions
- It is otherwise authorized under the Data Protection Act.

Our Confidentiality & Data Protection Policy in full is available on request or from any of our websites.

Delivery/Registration

Upon receipt of a correctly completed and signed finance agreement; payment of any deposit, and if applicable payment of any balance of monies we shall arrange delivery of the vehicle to your chosen destination.

Please note that the monthly rental/lease price includes the cost of driving the vehicle to your specified address, provided your address is situated on the UK mainland. Certain delivery locations may incur an additional delivery charge and we reserve the right to recover this charge from you. However, we will advise you if there is an additional delivery charge prior to you completing the finance documentation. If you require Vehicle Transported Delivery (the vehicle is delivered on a trailer/transporter) this can be arranged but an additional charge will be made.

Quoted delivery "lead times" represents our "best estimate" based on information provided by our brand supplier and do not constitute an obligation to supply the vehicle in the time specified. Whilst we endeavour to ensure that delivery dates are as accurate as possible, delivery dates are subject to change by the manufacturer and on occasion delays do occur due to production issues. We shall keep you informed of any known changes to your vehicle's delivery date to allow you to make any necessary arrangements as a consequence.

LVC Central Ltd has no control or influence over manufacturer lead times and will not accept any responsibility for any losses or inconvenience caused because of a delay from the manufacturer. Depending on funder the statutory cooling off period observed by some finance companies applies, and vehicles will not be delivered until the 'cooling off' period has expired.

Proof of insurance is required before delivery can take place. Please note that the hirer obtaining finance must be the main policy holder or a named driver on the insurance certificate.

Excess Mileage

Certain finance agreements have an excess mileage charge. This is expressed as PPM (Pence Per Mile) and is charged when your vehicle exceeds the agreed mileage over the total contract term. Some contracts allow you to travel over your agreed mileage amount only charging you the PPM amount stated on your order form, however other contracts will only allow you to travel up to a pre-determined amount before a higher excess mileage charge is applied. Please refer to your contract for full details on excess mileage charges and how this cost may affect you.

Car Accessories

We reserve the right to refuse installation of an accessory or to offer an alternative if in the sole opinion of LVC Central Ltd the product is not suitable for installation on the specified vehicle. We reserve the right to remove accessories from the order and offer a full refund of any specified accessories which are removed, if it is discovered that the goods are unavailable and/or in the sole opinion of LVC Central Ltd are unsuitable for fitting to the vehicle. Please note that the removal/non fitment of non-dealer fitted accessories does not entitle you to cancel any finance or lease agreement you have already entered into.

De-Hire Damage

Note that handing leased or contract hire vehicles back to the funder at the end of a contract with unrepaired damage can incur charges, known as de-hire or end of lease charges, details of which can be provided on request.

Special Offers

We reserves the right to withdraw or amend "Special Offers" at any time.

Statutory Rights

Nothing in these conditions shall affect your statutory rights.

We are committed to customer service. If you are dissatisfied with our service, we will endeavour to resolve any issues in a fair and effective manner.

For a copy of our customer complaints procedure or if you have any feedback regarding our service contact us. We are committed to acknowledging your feedback within 3 working days of receipt and undertaking all reasonable efforts to resolving it promptly under the circumstances. We will provide you with a timescale for resolving the dispute and keep you regularly updated with its progress. We would seek to resolve any complaint or concern you may have in the first instance if we are unable to then you may be able to refer your complaint to the Financial Ombudsman Service.

LVC Central Ltd is a credit broker not a lender and is authorised and regulated by the Financial Conduct Authority -Reference number: 718938. We may receive a commission payment from the finance provider, one of our selected panel of funders. Terms and conditions are available on request. webcars is a trading styles of LVC Central Ltd. Registered in England Number 3102865. Registered Office: 2 Cosgrove Road, Old Stratford, Milton Keynes MK19 6AF. BVRLA membership number: 2126