

## 14 Days Return Terms and Conditions

### **T&C's**

You have the right to cancel this contract within 14 days without giving any particular reason. The cancellation period will expire after 14 days from the day on which you, or a third party on your behalf, collect or take delivery of your vehicle.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement sent to [customercare@carsa.co.uk](mailto:customercare@carsa.co.uk). You can request a template cancellation notice form from us by emailing [customercare@carsa.co.uk](mailto:customercare@carsa.co.uk) or calling 03003034797. To meet the cancellation deadline, it is sufficient for you to send your clear statement or form confirming your exercise of the right to cancel before the cancellation period has expired.

1. You have the right to return the Car to us within 14 days after the date of Delivery.
2. If you are returning the car to us, we will need to be informed by emailing our Customer Service team [customercare@carsa.co.uk](mailto:customercare@carsa.co.uk).
3. We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of unnecessary handling by you. Anything over and above a standard test drive will be considered unnecessary handling and will lead to a deduction of £1 for each mile driven over 20 miles. In addition, we will also be entitled to make a deduction for any damage or excess wear.
4. If the Customer fails to deliver the car to Carsa, we may make a charge for its direct costs of recovering the car from the Customer. Carsa may deduct this charge from any sum that Carsa must pay or repay to the Customer
5. On cancellation the Customer must, until the Goods are restored to Carsa, take reasonable care of the Goods and keep the Goods in the Customer's possession.
6. We will make the reimbursement without undue delay, and not later than 14 days after the day we receive back from you the vehicle and all documents which were supplied including, but not limited to, service histories and the V5 documentation.
7. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement. This may include handing back any part exchange vehicle if still available and/or seeking payment from you to cover any negative equity.
8. We will withhold the reimbursement until we have received the goods and all paperwork back in good order, including:
  - a. all copies of the Car's keys;
  - b. the Car's service history (if any);
  - c. the Car's MOT certificate (if any);
  - d. the Car's user manuals (if any);
  - e. any accessories there may be such as a locking wheel nut, radio fascia, remote controls, SD card and/or charging cables (if you have a plug-in car).
  - f. and any other documents or items which we gave to you at Delivery in relation to the Car.
9. It is your responsibility to return the vehicle without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation of this contract to us.

10. You will remain liable for the vehicle and so for its tax, insurance, and any fines, charges or penalties until it has been accepted back to our premises.
11. You take full responsibility for the safe return of the vehicle, the journey from your home to the nearest Carsa site will not be calculated into the 100-mile limit.
12. If the cancelled contract involved a part-exchange Carsa will return the part-exchange or pay the agreed part-exchange value to the Customer at Carsa discretion.
13. If the Customer has altered, modified, personalised, or purchases accessories, Carsa is not liable for reimbursement
14. You are responsible for the removal of your personal belongings or the deletion of personal data from the Car prior to collection.

If you return the Car and purchased warranty, we will notify the Warranty Provider and any 90 day warranty or any other service contract arranged will be automatically terminated.