

7 Days Return Terms and Conditions

T&C's

You have the right to cancel this contract within 7 days without giving any particular reason. The cancellation period will expire after 7 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, these steps will be followed:

- The customer needs to complete the cancellation form here, providing all required information
 - Carsa will acknowledge your return request within 72 hours
- Carsa will investigate the return request and send a final response within 5 working days

If you purchased the car via bank transfer, Carsa will refund all payments received for the car and products purchased with the car, reflecting any reduction in the value of the car. For example, costs associated with mileage you have incurred on the car and the costs to repair any damage that may have occurred during the period in which you were responsible for the Car. Admin fees and home delivery charges are non-refundable and will not be included in the refund.

If the car was purchased using Carsa finance options, we will contact finance provider and start the unwind process, this will incur a charge to the customer of £100.

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.

1. You have the right to return the Car to us within 7 days after the date of Delivery.
2. Admin Fee and Home Delivery charges are non-refundable charges and will not be included in the refund.
3. To exercise the right to cancel, these steps will be followed:
 - a. The customer needs to complete the cancellation form here, providing all required information
 - b. Carsa will acknowledge your return request within 72 hours
 - c. Carsa will investigate your return request and send a final response within 5 working days
4. If you drive the car over 100 miles during the 7 days, every additional mile will cost £2 per mile. In addition, we will also be entitled to make a deduction for any damage or excess wear.
5. You take full responsibility for the safe return of the vehicle, not later than 7 days from the day on which you communicate your cancellation of this contract to us. The journey from your home to the nearest Carsa site will not be calculated into the 100-mile limit.
6. 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
7. 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.
8. We will make the reimbursement without undue delay, and not later than 7 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.

9. 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.
10. 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.
11. 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.
12. If the cancelled contract involved a part-exchange, Carsa will not return the part-exchange to the customer.
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.