

Cancellation Policy under Distance Selling Regulations **Callow Marsh Ltd**

Ordinarily we do not run an organised distance selling scheme. However, due to the Coronavirus outbreak we feel that we need to support our valued customers by offering this service.

If you have ordered and taken delivery of your vehicle without visiting our showroom - and you are not buying the vehicle with a finance agreement* and/or as a business - it is classified as a "distance sale" and so is subject to a 14-day cancellation policy with full money-back guarantee, therefore the following Cancellation Policy applies in addition to our General Terms and Conditions:

For avoidance of doubt "We" or "Our" is Callow Marsh Ltd, Ross Road, Hereford, HR2 8BT, "Vehicle" is the car or LCV You have purchased and "You" or "Your" is the buyer detailed on Our order form and/or Our Vehicle sale invoice.

- You have 14 days starting from the day after the Vehicle is collected or delivered to notify us that You wish to return the Vehicle and cancel Your purchase.
- If You change Your mind just let us know in writing by email to **SalesM@callowmarsh.co.uk** or by post to: **Callow Marsh Ltd, Ross Road, Hereford, HR2 8BT**.
- Your cancellation request must reach us by 5pm on the 14th day and You will need to return the car back to us at Our address or to the address of an agreed agent and must do so without delay and in any event, not later than 7 days from the day on which You communicate Your cancellation from the contract to us.
- Other than to affect the return of the Vehicle, You must not use the Vehicle between the time You cancel and the time it is returned to us unless with Our written permission. The Vehicle must still be taxed and insured until it is returned to us.
- We cannot accept a return of the car if it has been damaged, modified or altered from the condition it was delivered in.
- You will bear the full cost of returning the Vehicle. If You request that We collect the Vehicle after cancellation We will deduct that cost from the amount payable back to You, but We will advise You of the estimated cost prior to collection.
- The refund amount, less any costs detailed above, will be paid to You by bank transfer no later than 14 days from the date of return.
- If You return a car more than twice in any 12 month period, We reserve the right not to accept any future order from You.
- This cancellation (change of mind) policy does not affect any separate rights given to You in The Consumer Rights Act 2015 or the Sale of Goods Act 1979 (as amended).

As always if you have any questions or concerns regarding any aspect of your purchase please do not hesitate in contacting us on 01432 842011 or info@callowmarsh.co.uk.

* If You have entered into a finance agreement to pay for the Vehicle You will be given a right to change Your mind and withdraw from the finance agreement under s66A of the Consumer Credit Act 1974 without giving any reason. The exact terms of the right to withdraw will be set out in the finance agreement itself. If You exercise the right, it will bring the finance agreement with the finance provider to an end. It does not automatically mean that You can pull out of buying the Vehicle.