

Key Points Summary for Your Car Delivered Services

Terms and Conditions

Car Delivery Company Ltd. trading as Your Car Delivered (www.yourcardelivered.co.uk), herewith known as "the Company".

Please note that all calls made to the Company are recorded for training and quality purposes.

Driver Policies

Selection and Training

All drivers are meticulously selected and trained by Your Car Delivered. They have undergone DBS checks, wear uniforms, and are experienced in delivering quality service at all times.

Waiting Time

Initial Period: The first 30 minutes of waiting are free.

Additional Charges: After the initial 30 minutes, a fee of £12.50 + VAT applies for each additional 30 minutes due to scheduling delays.

Delivery of Electric Vehicles

Charging Fee: A waiting fee of £30.00 + VAT is charged for time spent waiting during charging stops. This fee covers the waiting time for a charging point and the charging duration, not the electricity cost.

Charging Costs: The cost of charging the vehicle will be treated like fuel and is chargeable, with receipts emailed to you after job completion. Multiple charges may be required, and detours to find charging stations could add extra miles to the journey.

Damage in Transit

Insurance Coverage: Insurance does not cover punctures, glass damage, or damage from road debris, as these are considered unavoidable.

Motoring Offences: Your Car Delivered is responsible for fines incurred while the vehicle is under their control, provided the registered keeper promptly completes the relevant sections of the enforcement notice. The company will only cover the original fine amount, not any escalated charges.

Vehicle Collection and Inspection

Condition Report: A digital vehicle condition report is created and signed by both parties at collection and delivery. Your Car Delivered is responsible for any misreporting on this report.

Inspection Limitations:

Accurate inspections may not be possible in poor weather, poor lighting, or if the vehicle is excessively soiled. Damage noted later under these conditions is not the company's responsibility.

Vehicle Condition Report and Appraisal Services

No Guarantees: Reports are based on visual assessments and the driver/appraiser's opinion at the time of inspection.

Rectification Charges

Supporting Invoices: Charges for rectifications, if agreed upon, must be supported by an invoice and will be paid within 14 days.

Breakdown

Charges: If breakdown cover is not in place, a fee of £100.00 + VAT or £1.60 per mile + VAT, whichever is higher, will be charged to transport the vehicle to its destination. Costs for parts/lubricants needed for the breakdown are also chargeable to the customer.

Mechanical Condition

Responsibility: Your Car Delivered is not responsible for mechanical defects encountered during transit unless due to driver negligence.

Fuel

Costs: If the vehicle needs fuel, receipts will be obtained and photographed, with copies sent upon delivery.

Cancellation

Cancellation Fee: Cancelling a vehicle movement less than 24 hours before the booked date incurs the full job cost.