



A Customer Guide



THE CAR SUPERMARKET



Our Customer Promise

We pride ourselves in offering the highest quality product and service and want our customers to enjoy buying their car from us.

✔ We will...

Provide a warm and friendly welcome and a free cup of tea, if you visit one of our sites.

✔ We will...

Provide a 'no pressure' customer experience.

✔ We will...

Offer excellent service before, during and after your purchase.

✔ We will...

Prepare your vehicle to the Motorpoint Standard.

✔ We will...

Actively resolve any questions or issues you may have.

✔ We will...

Work hard to remain the car buyer's champion, offering unrivalled choice, value and service.

We want you to be completely satisfied with your purchase, if you have any queries during the ownership of your vehicle please contact our customer care team on **01332 426351** or **customercare@motorpoint.co.uk**.

We are keen to hear your feedback and have partnered with Feefo, a dedicated review centre, to make it easier for you.





We offer two finance options through our panel of lenders; Personal Contract Purchase (PCP) or Boomerang and Hire Purchase.

Expert finance teams are available seven days a week at each of our sites to provide tailored advice and quotes in a matter of minutes.

PCP (Boomerang)

Boomerang is the ideal way to buy a new vehicle, combining low monthly payments over a two, three or four year period with the peace of mind of a Guaranteed Minimum Future Value (GMFV). Take the worry out of depreciation for your car by having a guaranteed value for up to four years. When your finance agreement is up you can:

- hand the car back
- pay off or re-finance the outstanding balance
- part exchange it for another vehicle using any equity as a deposit

Hire Purchase

Hire Purchase offers fixed monthly payments with the prospect of outright ownership at the end of the agreement.

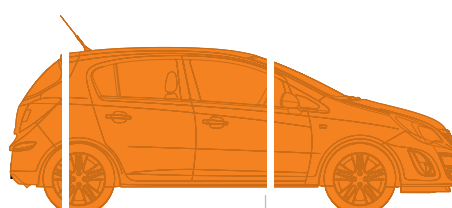
Hire Purchase v PCP

Hire Purchase



Deposit Balance to Finance

PCP



Deposit Balance Less GMFV Guaranteed Minimum Future Value





Products to protect your investment

Motorpoint Warranty

Protects you against the costs incurred in the event of an electrical or mechanical failure as well as wear and tear*.

- Claim limit up to the purchase price of your vehicle.
- Repairs carried out by a VAT registered garage of your choice.
- Cover available for up to 24 months.

Paint Protection

- Protects all exterior paintwork and locks in the showroom shine.
- Synthetic Coat with an active ingredient which repels dirt and grime.
- Prevents paintwork dulling.
- Protects from plant and tree sap.
- Protection from atmospheric pollutants.
- Protects against UV exposure.
- Guarantee for as long as you own the vehicle.

Motorpoint Asset Protection

If your vehicle is written off, this policy is designed to reimburse any difference between the settlement made by your motor insurance company and the price you originally paid for your car (Return to Invoice or RTI) or any outstanding finance payments (Finance Guaranteed Asset Protection or GAP). It covers a total loss however you pay for your car and, in the event of a valid claim, will pay-out the greater of the Finance Guaranteed Asset Protection (GAP) or RTI amount, up to the purchase price of your car.

Policy duration

Flexible cover depending on your requirements and according to the terms of your finance agreement. Cover ends earlier in the event of a paid claim or if the vehicle is no longer in your possession. Contribution to excess provides a contribution of up to £250 towards your insurance policy excess.

Claim Limit

Up to the purchase price of your car. Vehicle accessories covered if fitted by Motorpoint and manufacturer approved. We will cover up to £1500 of extras. Manufacturer fitted accessories are covered.

Additional Cover

Includes the cost of a vehicle warranty and contributes up to £100 towards road fund license costs.

Transferable

If during the first year of cover, the vehicle is written off and you get a replacement vehicle on a “new for old” basis, you can transfer the remaining duration of the policy to your replacement vehicle free of charge. You may then subsequently, at any time, transfer any remaining period of insurance on the policy due to a further change of vehicle, on payment of an administration fee of £35, as long as the replacement vehicle falls within the price range specified in your policy schedule.

*Subject to conditions.



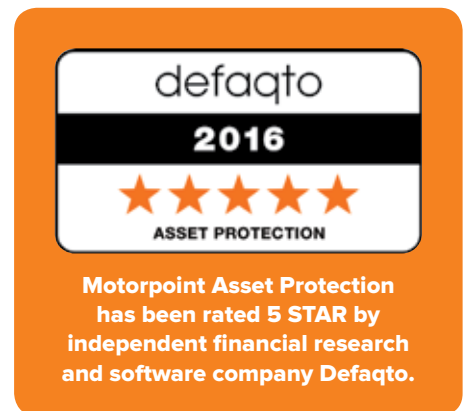
Cancellable

If you wish to cancel your policy and do so within 30 days, and no claim has been registered during this time, we'll give you a full refund. After that, you may still cancel at any point, subject to a £35 administration fee. You will receive a pro-rata refund to reflect the length of the term remaining.

Main Exclusions

Like all policies of this type there are circumstances this insurance does not cover:

- Any total loss of whatsoever nature, arising directly or indirectly, in whole or in part, due to any act or omission which is willful, unlawful or negligent on your or the driver of the vehicle's part.
- Any total loss which is not subject to an indemnity settlement under the accidental damage, fire, flood or theft sections of the motor insurance policy.
- Any total loss as a result of an accident where the driver of the vehicle is under the influence of alcohol, drugs not prescribed by a registered medical practitioner, or drugs prescribed by a registered medical practitioner where a warning against driving has been given.
- Additional costs within the finance settlement for anything other than the purchase of the vehicle. This includes but is not limited to: administration charges, option to purchase charges, late payment charges and arrears, early settlement charges.
- Where there is negative equity included within the finance settlement, any negative equity will be deducted from the claim settlement figure.
- Where you have failed to notify us of the vehicle transfer or where the vehicle transfer has been rejected.
- Any excess deducted under the motor insurance policy which is more than £250.
- Where the premium has not been fully paid, the settlement will be reduced by the outstanding installments due.
- Any vehicle that is subject to a contract hire or lease agreement.





Collecting Your Vehicle

Methods of payment

- All major debit cards (chip and pin only).
- Electronic transfer.
- We are unable to accept cash, personal cheques, bankers drafts, building society cheques and credit cards at the point of collection.

Documents to bring

- Part-exchange vehicles can only be accepted when accompanied by a valid V5 registration document and MOT certificate.
- If you are financing your vehicle with us, we require:
 - Full UK driving license. This must be signed and show your current address.
 - Failure to provide a driving license and appropriate proofs could mean you will be unable to collect your car.

Other important information

- You must instruct third party finance companies to ensure cleared funds are received by Motorpoint prior to collection of the vehicle.
- Should you wish to test drive any vehicle you will be required to produce your card part of your driving license.

Privacy Policy

This privacy policy sets out how Motorpoint uses and protects any information that you give to Motorpoint. Motorpoint is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We may collect the following information:

- Name
- Contact information including email address demographic information such as postcode, preferences and interests other information relevant to customer surveys and/or offers.

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

Internal Record Keeping

We may use the information to improve our products and services. We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email. We will not pass any information you give us to a third party.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

**Visit motorpoint.co.uk/branches
to find your nearest location.**

