



## Distance selling and Cancellation under the Distance Selling Regulations

Ordinarily we do not run an organised distance selling scheme.

However, due to the coronavirus outbreak we need to support our valued customers by delivering your vehicle to your home.

If you have ordered and taken delivery of your vehicle without visiting our showroom and you are not buying the car in the course of your trade or business, the following cancellation clause applies:

If you've placed a deposit on a vehicle at a distance, either online or over the phone, you are entitled to cancel your order within 14 days and receive a full refund of your deposit, regardless of your reasons or any money the retailer has spent.

Should this apply to you, you can let us know in writing by post [Runnymede Motor Company Ltd, The Green, Datchet SL3 9AR] or in email to [sales@runnymedemotors.co.uk](mailto:sales@runnymedemotors.co.uk) and to reach us by 6pm on the 14th day following delivery and we will come and collect the vehicle for a refund.

We cannot accept a return of the car if it has been damaged, modified or altered from the condition it was delivered in. Equally, if you placed a deposit at our premises, you may not be able to receive a full refund, and you'll need to check the terms and conditions that you signed.

An excess mileage charge of £1 per mile for any mileage over 50 miles in those 14 days will apply. If you do change your mind you cannot use the car once you have notified us - but you must still tax and insure the vehicle until it is collected.

**REMEMBER:** If you visit the retailer's premises at any time during the sales process, so for example, when paying your deposit or signing your paperwork, this no longer counts as a distance sale. Therefore, you won't have a cancellation period and your usual consumer rights will apply.

This cancellation (change of mind) clause does not affect any separate rights given to you in The Consumer Rights Act 2015 or the Sale of Goods Act 1979.

Head Office London Road, Windlesham, GU20 6PJ  
Sales & Service Centre The Green, Datchet, SL3 9AR  
Telephone 01753 873300 01344 626565

Website [www.runnymedemotors.co.uk](http://www.runnymedemotors.co.uk) & [www.runnymedemotorsdatchet.co.uk](http://www.runnymedemotorsdatchet.co.uk)  
Email address [sales@runnymedemotors.co.uk](mailto:sales@runnymedemotors.co.uk) , [accounts@runnymedemotors.co.uk](mailto:accounts@runnymedemotors.co.uk)

V.A.T no 226182618 Company registration no 09744016