



THE MOTOR COMPANY MANCHESTER

Returns Terms & Conditions

1. Eligibility:

- The return policy is applicable only to used cars purchased through our platform.
- The return request must be made within 30 days from the date of delivery or collection.

2. Condition of the Vehicle:

- The returned vehicle must be in the same condition as when it was delivered, with no additional damage or modifications.
- Any signs of misuse, accidents, or alterations to the vehicle may void the return eligibility.
- The vehicle should have the original documentation, keys, and accessories intact.

3. Return Process:

- To initiate the return process, the customer must contact our customer support team and provide a detailed explanation of the reason for the return.
- Our customer support team will review the request and may require additional information or documentation for verification purposes.
- If the return request is approved, the customer will receive instructions on how to proceed with the return, including arranging for the pickup of the vehicle.

4. Return Costs:

- The customer is responsible for any costs associated with the return, including transportation fees, insurance, and any applicable taxes or duties.
- The original delivery charges and any additional services purchased during the initial transaction are non-refundable.

5. Refund Process:

- Once the returned vehicle is received and inspected, a refund will be processed within 30 working days.
- The refund amount will be the original purchase price of the vehicle, minus any applicable fees or deductions as per the terms and conditions.
- The refund will be issued using the same payment method used for the initial purchase.

6. Transport Cost Responsibility:

- The customer is responsible for all transport costs associated with returning a used car to the dealership or seller. This includes any expenses incurred for shipping, towing, or driving the vehicle back to the designated location.
- Pre-Approval Prior to arranging any transportation for the return of the used car, the customer must obtain pre-approval from the dealership.
- The customer must use authorized transport methods approved by the dealership or seller. These may include professional car shipping services, towing services, or driving the vehicle back to the designated location.



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- The dealership or seller shall not be held liable for any damages, losses, or delays incurred during the transportation of the used car. The customer assumes all risks associated with the transport process and is advised to obtain appropriate insurance coverage for the vehicle during transit.

7. Limitations and Exclusions:

- The return policy does not cover any issues or damages caused by the customer's negligence, misuse, or failure to follow proper maintenance guidelines.
- Any warranty or guarantee provided by the manufacturer or third-party service providers will be subject to their respective terms and conditions.

8. Dispute Resolution:

- In the event of any disputes or disagreements regarding the return process, both parties agree to engage in good faith negotiations to reach a mutually acceptable resolution.
- If a resolution cannot be reached, the matter may be escalated to mediation or arbitration as per the applicable laws and regulations.

9. Modification of Terms:

- We reserve the right to modify or update these terms and conditions at any time without prior notice.
- Any changes will be effective immediately upon posting on our website or notifying the customer via email or other communication channels.

By proceeding with the return request, the customer acknowledges and agrees to abide by these terms and conditions.