



Terms of Business - Dealer Services

Home Counties Vehicle Consultants

1. Introduction

These Terms of Business govern the provision of dealer services by Home Counties Vehicle Consultants. By engaging with our services, you agree to these terms. Please review them carefully.

2. Services Provided

- **Optimisation Reviews:** Evaluation of dealer operations for efficiency improvements. Fee: £1500 + VAT.
- **FCA Applications:** FCA-related applications managed by an outsourced contractor. Fee: £1500 + VAT.
- **Consumer Duty Paperwork Bundles:** Preparation of Consumer Duty documentation managed by an outsourced contractor. Fee: £499 + VAT.
- **Complaint Support Services:** Assistance with managing and resolving complaints. Fee: From £50 + VAT.

3. Service Fees

- **Fees:** The fees for the services provided are as outlined above. Any additional costs will be communicated and agreed upon before service commencement.
- **Payment Terms:** Payment is due within 14 days from the invoice date unless otherwise agreed.

4. Client Obligations

- **Accuracy:** Provide accurate information and documents required for the services.
- **Compliance:** Ensure compliance with all applicable regulations and guidelines.

5. Our Obligations

- **Service Delivery:** Deliver services with reasonable skill and care.
- **Communication:** Keep clients informed about service progress and updates.

6. Confidentiality

- **Data Protection:** Adhere to the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data will be used solely for service provision.



7. Limitation of Liability

- **Liability:** Our liability is limited to the maximum extent permitted by law. We are not liable for indirect or consequential damages.

8. Termination

- **By Client:** Clients may terminate services by written notice. Outstanding fees will be payable.
- **By Us:** We reserve the right to terminate services for non-compliance or legal reasons.

9. Dispute Resolution

- **Complaints:** Address complaints in writing. We will respond promptly and attempt to resolve issues amicably.

10. Governing Law

- **Jurisdiction:** These terms are governed by the laws of England and Wales. Disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Contact Information

- **Website:** www.hcvc.co.uk
- **Email:** hcvehicleconsultants@gmail.com
- **Phone:** 01462 547473
- **Business Address:** Upper Floors, 89 Bancroft, Hitchin, SG5 1NQ

Signature:

For Home Counties Vehicle Consultants:

Name:

Title:

Date:

For the Client:

Name:

Title:

Date:



S.M.M Enterprises Ltd
ICO Number: ZA51340
VAT Number: 323 9605 04
Companies House Registration Number: 11788977