



Sale or Return (SOR) Policy

Home Counties Vehicle Consultants

1. Introduction

This Sale or Return (SOR) Policy governs the arrangement between Home Counties Vehicle Consultants and the client for managing the sale of a vehicle. By engaging our services, you agree to the terms outlined in this policy.

2. What is Sale or Return (SOR)?

Sale or Return (SOR) is a service where a client authorises Home Counties Vehicle Consultants to handle the sale of their vehicle. During the SOR period, the vehicle remains the property of the client until a successful sale is concluded.

3. Client Responsibilities

- **Exclusive Rights:** The client grants Home Counties Vehicle Consultants exclusive rights to manage the listing and sale of the vehicle.
- **Tax and Insurance:** The client is responsible for ensuring the vehicle is insured and for any tax obligations.
- **Accurate Information:** Provide accurate and complete information regarding the vehicle. Misrepresentation or incorrect information could result in legal consequences.
- **Vehicle Delivery:** Deliver the vehicle to Home Counties Vehicle Consultants when required and ensure it is available for viewings and inspections.
- **Up-to-Date Service and MOT:** Ensure the vehicle has a valid MOT and is serviced as required to maintain its condition and compliance.

4. Our Responsibilities

- **Listing and Marketing:** Home Counties Vehicle Consultants will manage the listing of the vehicle on relevant platforms and handle marketing efforts.
- **Sale Management:** We will handle inquiries, negotiations, and sales processes on behalf of the client.

5. Costs

- **Marketing Costs:** All marketing costs must be paid upfront by the client. This includes listing fees on platforms such as Autotrader. For example:
 - **Autotrader fees vary based on vehicle value and listing duration. The client will be informed of these charges prior to listing.**



- **Service Fees:**
 - **Up to £8,000: £399 + VAT**
 - **£8,000 to £25,000: £500 + VAT**
 - **Over £25,000: £1,000 + VAT**
- **Storage Costs: If the client requires vehicle storage, additional costs may apply. The client will be informed of these costs prior to agreeing to storage.**

6. Client and Vehicle Details Required

To proceed with the SOR arrangement, the following details must be provided:

- **Client Information:**
 - **Full Name**
 - **Address**
 - **Contact Details**
 - **Proof of Identity (e.g., Driving License, Passport)**
- **Vehicle Information:**
 - **Make and Model**
 - **Registration Number**
 - **VIN (Vehicle Identification Number)**
 - **Service History**
 - **MOT Certificate**
 - **Any Existing Warranty Information**

7. Termination of Agreement

- **By Client: The client may terminate the SOR agreement by providing written notice. Any outstanding fees or costs must be settled prior to the return of the vehicle.**
- **By Us: We reserve the right to terminate the agreement if the client fails to meet their obligations or if there are legal or regulatory reasons for doing so.**

8. Dispute Resolution

- **Complaints: Any complaints should be addressed in writing. We will review and respond to complaints promptly and attempt to resolve issues amicably.**



- **Legal Action:** Disputes that cannot be resolved through our internal procedures may be referred to appropriate legal or regulatory bodies.

9. Governing Law

- **Jurisdiction:** This policy is governed by the laws of England and Wales. Any disputes arising under this policy will be subject to the exclusive jurisdiction of the courts of England and Wales.

10. Contact Information

For any questions or concerns regarding this Sale or Return Policy, please contact:

- **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: