



ServicingPRO



VANS
North West Ltd



LeasingPRO

Initial Disclosure

About Us

Vans Northwest Ltd ("the Company", "we", "us" or "our") is a company registered in England (Company No. 5893223). Our registered office and trading address is Vans Northwest Ltd, Haydock Lane, St Helens, Merseyside, WA11 9UY.

We are authorised and regulated by the Financial Conduct Authority for consumer credit activities and insurance distribution. Our Firm Reference Number is 648909. You can check this on the Financial Services Register at www.fca.org.uk

We are registered with the Information Commissioner's Office under registration number ZA073401.

We are a member of the British Vehicle Rental and Leasing Association (BVRLA) and adhere to their Code of Conduct.

We are a vehicle retailer and may also act as a credit broker (not a lender) for the purposes of arranging vehicle finance.

Our Services

We supply vehicles directly to customers and may also introduce you to a panel of carefully selected finance providers.

We do not provide independent financial advice. Our role is to provide information and introduce you to a lender where appropriate.

If you choose to enter into a finance agreement, this will be a separate contract between you and the finance provider.

We may receive commission from the lender for introducing you. The amount of commission we receive may vary but is capped. If you are a consumer, sole trader or small partnership, you have the right to request details of any commission we receive.

General Data Protection

In order to arrange finance or supply a vehicle, we will need to collect personal information from you. This information may be shared with third party lenders, vehicle suppliers, insurers and service providers where necessary to fulfil your order and any associated services.

We may also share your information within our group of companies for administrative and reporting purposes.

We will not share your personal information outside of these purposes without your consent unless required to do so by law. Full details of how your data is used are set out in our Privacy Policy.

Charges for Our Services and Commission

We may charge fees for certain services which will always be disclosed to you clearly in advance.

Documentation fee



Vans North West Ltd, our trading and registered address is Haydock Lane, Haydock Industrial Estate, St. Helens, Merseyside, WA11 9UY.

www.vansalesnorthwest.co.uk | Email: sales@vansalesnorthwest.co.uk

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A documentation fee of £240 (including VAT) may apply in relation to the administration and processing of your order and any associated finance arrangements. Where applicable, this fee is payable prior to vehicle collection or delivery.

Vehicle reservation

A reservation fee may be required to secure a vehicle. This will be confirmed at the point of order and will either be deducted from the final balance or refunded, subject to the terms agreed.

Cancellation

If you choose to cancel your order after work has been carried out on your behalf, we may charge a cancellation fee of up to £500 (including VAT) to cover costs incurred. Any applicable fee will be explained to you before proceeding.

Cancellation rights will depend on how your purchase is made and whether distance selling regulations apply. Where applicable, you may have a 14-day right to cancel. Full details will be provided at the point of sale.

Extensions and additional administration

Where applicable, administration fees may apply for changes to your agreement or additional services, such as extensions. Any such fees will be disclosed to you in advance.

Complaints

We aim to provide a high standard of service at all times. If you wish to make a complaint, please contact us using the details below:

Email: enquiries@vansalesnorthwest.co.uk

Phone: 01942 270114

Post: Vans Northwest Ltd, Haydock Lane, St Helens, Merseyside, WA11 9UY

We will handle your complaint promptly and fairly.

If you remain dissatisfied and you are an eligible complainant, you may have the right to refer your complaint to the Financial Ombudsman Service. Details will be provided where applicable.

We are also committed to treating customers fairly and delivering good outcomes in line with FCA Consumer Duty requirements.



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