



ServicingPRO



VANS
North West Ltd



LeasingPRO

Information Notice

Vans Northwest Ltd is a vehicle retailer based at Haydock Lane, Haydock Industrial Estate, 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.

We supply vehicles directly to customers and may also act as a credit broker (not a lender) when introducing you to finance providers. We work with a panel of carefully selected lenders.

Fees

Documentation fee

In some cases, a documentation fee of £240 (including VAT) may be charged. This fee relates to the administration and processing of your order and any associated finance arrangements. Whether this fee applies will depend on the specific transaction and will always be confirmed to you in advance. Where applicable, this fee must be paid before vehicle collection or delivery is arranged.

Cancellation fee

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). This is to cover costs incurred in preparing the vehicle, handling administration, and any charges passed to us by suppliers. Any applicable fee will be clearly explained prior to proceeding.

Extensions and administration

Where applicable, administration fees may apply for changes to your agreement or order, such as extensions, amendments or additional services. Any such fees will be disclosed to you before they are applied.

Additional Information

Commission

If you enter into a finance agreement, we may receive a commission from the finance provider. You are entitled to request further information about this. Details are available in our Commission Disclosure Policy.

Complaints

If you wish to make a complaint, you can contact us at:

Email: enquiries@vansalesnorthwest.co.uk

Phone: 01942 270114

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

We will handle all complaints fairly and promptly. If you are eligible, you may have the right to refer your complaint to the



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

Registered in England & Wales Company No. 5893223. VAT Number 926359989. Authorised and regulated by the Financial Conduct Authority, firm reference 648909.



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Financial Ombudsman Service.



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