



allsales@anchorvans.co.uk

0118 9710 230

07836 278 544 out of hrs



WEL COME



Anchor Vans Limited
Anchor Business Park, Bath Road
Padworth, Reading RG7 5JF



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Understanding Your Purchase

Complimentary roadside assistance provided by AA

When buying a van from Anchor Vans, included in the Care Pack is an "Arrangement of 1-year complimentary roadside assistance provided by the AA." The AA will send you an email with a sign-up link to activate the cover.

If you do not receive this email, please contact your salesperson immediately as you are not able to use the benefit of your complimentary roadside assistance unless you have personally activated the product.

Self-employed, Sole Traders, Partnerships and limited companies:

No matter how large or small your business is, we are here to help. If you wish to purchase a vehicle unseen over the phone you will receive the benefit of our famous 'No Quibble Money Back Promise on Arrival' – Upon delivery of your new van, if you are not entirely happy with the description that we have given you, or you feel that we have inadvertently misled you in any way, please simply send the vehicle home with our driver and we will refund your deposit in full. No hassle, no quibble, if we haven't done our job properly, we don't deserve your money

Consumers – Distance Selling Regulations – Cancellation rights:

If you are not purchasing a vehicle in the course of your business, we have some fabulous tools to provide peace of mind, including our delivery service for consumers who purchase vehicles from our online showroom via the phone. Our guarantee to you – Upon delivery of your new van (listed above), if you are not entirely happy with the description that we have given you, or you feel that we have inadvertently misled you in any way, please simply send the vehicle home with our driver and we will refund your deposit in full. No hassle, no quibble, if we haven't done our job properly, we don't deserve your money. Furthermore, once you have inspected your new vehicle, accepted delivery and completed the purchase of your new van we will extend a 14-day guarantee to you in line with the Distance Selling Regulations. Should you wish to return the vehicle anytime within 14 days of accepting delivery please notify your salesperson in line with the terms and conditions below:

- Please contact Anchor Vans, in writing, within 14 days of delivery of the car if you intend to return it.
- Our Remote Customer Care Pack covers the costs involved in delivering a vehicle to you. As such in the event of cancellation, we are unable to refund your purchased Remote Customer Care Pack.
- We allow a 200-mile road test on our vehicles to become familiarised with the vehicle and ensure everything is operating correctly at the point of sale. Should you decide within your 14-day cancellation period, that you wish to return your vehicle, a mileage charge for every mile over this 200-mile allowance, will be deducted from any refund due, to cover the cost of depreciation and wear and tear. For all vehicles with an asking price of less than £40K and that are over 2 years old the mileage charge will be calculated at £1 per mile. Any vehicles that are under 2 years old or have a value of over £40K, mileage charges will be calculated at £2 per mile.
- Please return the van in the same condition as it was delivered. Charges apply for any cosmetic or mechanical damage, as well as any reclean costs.
- The van must be returned to Anchor Vans as we do not collect.
- Should you have part-exchanged a vehicle when making your purchase, this will not be returned to you, instead, you will be refunded the full balance for the purchase price of the vehicle purchased, less the deductions itemised above.



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- We do not refund payment fees taken for processing payments by Debit Card, Credit Card or Cash.
- The V5 registration document must be returned immediately when received from the DVLA. A deposit of £250 will be retained from your refund until this is received.
- Any vehicle excise duty (RFL) has been charged by the DVLA and as such, any refund due will come directly from them upon return of the V5 (vehicle registration document).
- Any extended guarantee will be cancelled and the fee returned. (Including the guarantee elements of our premium and platinum care packs, less the cost of our Remote Care Pack)
- If you have committed to a finance option you are responsible for cancelling the agreement as per the terms and conditions of the agreement that you signed upon handover.
- The vehicle must be returned with the same items as it was sold. This includes (but is not restricted to) service packs, manuals, locking wheel nuts, entertainment systems, tools and keys.
- It is your responsibility to return the vehicle without undue delay and in any event not later than 5-days from the day on which you communicate your cancellation of this contract to us.

Initial Disclosure Document

What is an Initial Disclosure Document?

As the independent regulator of financial services, the Financial Conduct Authority (FCA) mandates that we furnish you with an 'Initial Disclosure Document.' This document encompasses details about our organisation, the range of products we offer, the services we will provide, our service fees, our regulatory authority, and the steps to follow in the event of a complaint.

Who regulates us?

Anchor Vans Ltd [FRN 662602] is under the authorisation and regulation of the Financial Conduct Authority FRN 662602. To confirm our status, you can visit the FCA's website at www.FCA.gov.uk/register or contact the FCA directly at 0300 500 8082.

What products do we offer?

To assist you in purchasing a vehicle we have a carefully curated panel of lenders from which we offer a limited range of finance products. To explore these products in greater depth, please visit our website at www.anchorvans.co.uk Alternatively, you may request a copy of the products by email or post. It is recommended that you review these offerings to ensure that the product you select aligns with your needs. Please note that Anchor Vans Ltd operates as a credit broker, not a lender.

Which service will we provide you with?

We provide a non-advised service, meaning that we are unable to provide you with financial product advice or recommendations. However, we will request information from you to assess your application, identify your requirements and offer a selection of relevant products. Ultimately, you will need to make your own decision about how to proceed.

Once you have made your selection, you will receive pre-contract credit information outlining the Terms & Conditions of the product you have chosen, including any associated fees and interest. It is important to note that all financial applications submitted to Anchor Vans Ltd are processed and administered by our pool of approved finance lenders. Please be aware that all telephone conversations are recorded for training and monitoring purposes.



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What will you have to pay us for our services?

We do not charge a fee for introducing you to the finance provider. We will receive a commission from the finance provider if you choose to enter into an agreement with them. This commission can be a fixed fee or a percentage of the amount you borrow. All the lenders we work with pay commission at different rates, but this commission will not affect the amount you pay under your finance agreement. Our goal is to secure finance for you at the lowest possible interest rate from our panel of lenders. You can request to know the amount of commission received by us.

What can you do if you wish to make a complaint about our services?

If you wish to make a complaint, please contact us by calling us on 0118 9710 230 or writing to us at: Anchor Vans Ltd, Anchor Business Park, Bath Rd, Padworth, Reading, RG7 5JF or emailing complaints@anchorvans.co.uk. Please provide your name and a mobile number that we can use to contact you during our opening hours [9am- 6pm].

You can escalate your complaint to the FCA, by visiting: fca.org.uk/consumers/how-complain or 0800 111 6768 (freephone) 0300 500 8082 (from the UK) +44 207 066 1000 (from abroad).

Financing your purchase - FAQs

Who are we?

ANCHOR VANS LTD [Company number 02446355]

Anchor Business Park Bath Road Padworth Reading, RG7 5JF

What can we do to help Finance your purchase?

We can introduce you to a number of lenders who may be able to help finance your purchase. We are authorised by the Financial Conduct Authority and our firm reference number is 662602.

You can check this on the Financial Services Register by visiting the Financial Conduct Authority Website www.registerfca.org.uk

Do you have to pay for our help?

No. You make no payments to us; however, the lender will pay us a commission for making an introduction of business.

Can we give independent financial advice?

No. We are not independent financial advisers. So, we are unable to provide you with independent financial advice.

What can you do if you wish to make a complain about our services?

If you wish to make a complaint, please contact us by calling us on 01189 710 230 or writing to us at:

ANCHOR VANS LTD

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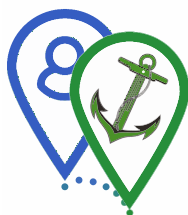
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Care Pack

Our Care Pack is applied to every vehicle sale. It is designed specifically for your convenience and peace of mind and represents great value. Our Care Pack includes:

- 1/4 Tank fuel from leaving site
- Full pre-delivery inspection and service
- 3 Month or 3000 mile warranty, whichever comes sooner
- A minimum of 6 months MOT
- Arrangement of 12 Months complimentary AA roadside assistance



Remote Care Pack

Our Remote Care Pack. It is designed specifically for your convenience and peace of mind represents great value. Our Remote Care Pack includes:

- 1/2 Tank fuel from leaving site
- Full pre-delivery inspection and Service
- 3 Month or 3000 mile warranty, whichever comes sooner, Autoguard remote guarantee
- A minimum of 6 months MOT
- Arrangement of 12 Months complimentary AA roadside assistance
- Delivery within 150-mile radius with our money-back guarantee*



Premium Care Pack

Our Premium Customer Care Pack includes all of the above, plus the following:

- Full Tank of fuel from leaving site
- 15-month Autoguard remote guarantee
- Delivery within 250 mile radius with our money-back guarantee*



Platinum Care Pack

Our Platinum Customer Care Pack includes all of the above, plus the following:

- 36-month renewable guarantee with the potential to cover you for the lifetime of ownership for a one off-cost.

*If your new vehicle arrives and isn't exactly as described, simply send back with our delivery driver and we will refund you in full.

Autoguard Extended Guarantees



AUTOGUARD
WARRANTIES

15 Month Guarantee

36 Month Renewable (Lifetime of Ownership) Guarantee

Please note, courier customers and 4x4 vehicles are subject to higher fees for extended warranties. Talk to our sales team for more information about our extended guarantees by Autoguard Warranties Ltd.



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HOW TO PAY US

Faster Payment / Bank Transfer - FREE

(Faster Payment is not the same as BACS which usually takes up to 3 days)

Please send payment to:

Anchor Vans Limited [Lloyds Banks]

ACCOUNT: 00639528

SORT CODE: 30-18-45

The quickest and most convenient way to pay and is also **free!**

OTHER PAYMENT OPTIONS

The following are charges imposed by the bank, not by us, and as such we unfortunately have to pass on these charges to our customers.

To avoid additional charges we suggest you make payment via Bank Transfer.

Cash charges £15 per £1000* (1.5%)

***Due to admin costs of processing large amounts of cash this fee is non-negotiable**

NB: In line with money laundering regulations, we can only take up to £8,000 in cash.





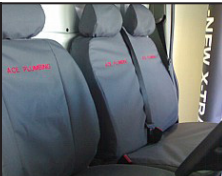
Card processing fees are often upwards of 2% and can easily run into hundreds of pounds per deal if the total vehicle price is paid by card. As such, rather than increasing the price of our vehicles for every customer, it is fairer to limit the card transaction amount per deal to £500 and insist that balance payments are made through the banking faster payment system.

The 'faster payment system' is quick, safe and easy, there are no transaction fees, no risk of identity fraud and the policy ensures that we can keep our vehicle prices to an absolute minimum for every customer.



Anchor Vans Accessories

Anchor Business Park, Bath Road, Padworth, RG7 5JF

	Small Van	Medium Van	Large Van
PLY LINING 	From: £249 + VAT	From: £295 + VAT	From: £365 + VAT
ROOF RACKS 	From: £245 + VAT (2 Bar Ladder Guides & Roller)	From: £295 + VAT (3 Bar Ladder Guides & Roller)	From: £395 + VAT (4 Bar Ladder Guides & Roller)
PIPE CARRIERS 	From: £195 + VAT	From: £195 + VAT	From: £195 + VAT
SIGN WRITING 	From: £195 + VAT	From: £250 + VAT	From: £325 + VAT
SEAT COVERS 	From: £38 + VAT (Driver/passenger seat) From: £58 + VAT (Dual passenger seat)	From: £38 + VAT (Driver/passenger seat) From: £58 + VAT (Dual passenger seat)	From: £38 + VAT (Driver/passenger seat) From: £58 + VAT (Dual passenger seat)

