



Dear Customer,

Re: Personal Contract Purchase (PCP): Handing Back Your Vehicle

Thank you for confirming that you would like to hand back your vehicle to us, and thereby end the PCP agreement.

The vehicle hand back will take place at the nearest participating Retailer. If you have recently moved address, please contact us as soon as possible on 0344 871 2222 or by email GBCAR-PCP>Returns@vauxhallfinance.com to provide your new address and enable us to discuss an alternative option for the return of your vehicle.

The Retailer will be in touch shortly after we have received your final payment to confirm your appointment.

Before you arrive

Before you hand back your vehicle to us you will need to make sure:

- All items on the enclosed Check List have been completed.
- You have removed all of your personal items from the car.
- **Complete section 9 of the V5 with Vauxhall Finance's details and send this to the DVLA once the vehicle has been returned.**

When you arrive

Your vehicle will be inspected to ensure:

- That the Vehicle Service History and all manuals are located in the vehicle.
- That it is free from damage – please read our Wear and Tear Guide to give you an indication of what will be covered during the inspection, as well as the Schedule of Charges to enable you to estimate the cost of any repairs (if applicable).
- That the mileage is in accordance with your Agreement and will be recorded at the time of the inspection. Any excess will be calculated in accordance with the terms and conditions of your Agreement.

After the inspection

Once your vehicle has been inspected, the Retailer will talk you through any damages, missing items and/or excess mileage. You'll be asked to sign the Vehicle Condition Report (VCR), as acceptance of the outcome of the report, and agreement to any charges that may be applicable. Your vehicle hand back is then complete.

We will request payment of any damage and/or excess mileage charges within 10 days of your inspection; details of how to pay will be provided to you. If any such payment is not received by us within this time, we will forward your account to our appointed agents, and they will contact you directly in order to obtain settlement.

If you have any queries, please contact us by email GBCAR-PCP>Returns@vauxhallfinance.com quoting your agreement number or by telephone on 0344 871 2222.

Thank you for being a Vauxhall Finance customer.

Yours faithfully,

Mark Turner
Operations Director