



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.

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.

Currently our dealerships are unable to accept the handback of our end of term PCP vehicles. With this in mind Vauxhall Finance will arrange for the vehicle to be collected free of charge.

Please expect a phone call from our appointed agents 'Aston Barclay, Manheim or City Auction Group' who will arrange an appointment with you. Although auction houses have now reopened they are running on minimal staff due to social distancing measures.

While services improve daily, unfortunately, there could still be a delay on arranging the return appointments. Our agents will endeavour to be in touch as soon as possible. We appreciate your continued patience through this time.

Before our agents arrive

Please ensure that:

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

When our agents arrive

Your vehicle will not be inspected to ensure social distancing measures are adhered to.

Vauxhall Finance is a trading style of Vauxhall Finance plc.
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Need Help? Visit us
www.vauxhallfinance.com

Retailer and Wholesale Service Centre
0344 871 7777

Customer Service Centre
0344 871 2222





Please ensure that:

- The Vehicle Service History and all manuals are located in the vehicle.
- The vehicle 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).
- The mileage is in accordance with your Agreement and will be recorded at the time of the collection. Any excess will be calculated in accordance with the terms and conditions of your Agreement.

After the collection

Once your vehicle has been collected, it will undergo an inspection at the auction house and we will provide you with a vehicle condition report within 10 working days outlining any damages, missing items and/or excess mileage. You will be liable for any charges that may be applicable after we provide a copy of the damage report to you. 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