



Refund Policy for Used Cars

Verus Motors LTD

Eligibility for Refunds:

- Customers may request a refund if the vehicle is found to be defective or not as described in the listing. All claims must be substantiated with evidence.

Period:

- Refund requests must be submitted within 14 days (about 2 weeks) of the purchase date.
- If a refund request is made after 14 days (about 2 weeks), we will only be able to issue a partial refund based on the condition of the vehicle and the circumstances of the request.

Deposit:

- A deposit will be charged to the customer at the point of sale to take the car off the market and to cover agreed-upon work.
- This deposit is non-refundable and confirms the customer's commitment to the purchase. There will be no change of mind after this point.
- If the customer is unable to provide proof that the agreed-upon work was completed, the deposit will not be returned.

Process:

1. Customers should contact our customer service team on +44 3030401260.
2. Provide proof of purchase along with a detailed description of the issue.
3. We will need to send the car to our approved garage for inspection.
4. Once the inspection is completed and the validity of the claim is confirmed, we will process the refund.

Refund Method:

- We will transfer the money to the same account the customer paid within 3 to 5 working days, not including Saturday or Sunday, upon approval of the request.

Logbook Transfer:

- Once the logbook has been transferred into the customer's name, a £300 charge will apply if they seek a refund.
- Customers must return the logbook to us upon receiving it, along with their refund request.

Non-Refundable Items:

- Refunds are not applicable for vehicles driven more than 100 miles from the original sale point.
- Custom modifications, accessories, or personal items added to the vehicle are non-refundable.

Shipping Costs:

- Any transportation costs incurred while returning the vehicle will be the responsibility of the customer.

Exchange Policy:

- Customers may opt for an exchange of equal or higher value instead of a refund. Additional charges may apply.

Consumer Rights Act 2015:

- Under the Consumer Rights Act 2015, a consumer has a legal right to reject goods that are faulty (i.e., not of satisfactory quality, unfit for purpose, or not as described) and obtain a full refund. However, the consumer must act quickly once the fault is discovered.
- This refund policy is compliant with the Consumer Rights Act 2015, which is up to date with all changes known to be in force on or before 10 February 2025. Changes may be brought into force later.

Customer Support:

- For any inquiries regarding refunds or exchanges, please contact our customer service +44 3030401260.

Customer Signature: _____

Customer Service:

+44 3030401260

Website:

verusmotorsltd.co.uk

Address:

1 Wrecclesham Hill,
Wrecclesham, Farnham
GU10 4JN, UK.