



## Terms & Conditions

These Terms of Business apply between you (the customer) and Fleet Solutions Network for the acquisition of motor vehicles via various funding methods.

### Our Services

We offer our services to you which include:

- Arranging finance with a funder for you after you have agreed the rentals and; or payments.
- Preparing and witnessing (where applicable) appropriate finance documentation on behalf of the funder. We are not linked to any of our lending panel members.

### Quotations

We will quote figures based on our funders rentals. The funder has the right to change or decline these quotes on receipt of the full proposal.

### Orders

1. Following receipt of your accepted order,

- We will carry out a credit check on you as part of your application process. If you are applying on behalf of a limited company, you are confirming you have authority to authorise a credit search in the name of the Company and each Director.

2. Fleet Solutions Network will confirm an estimated delivery time. Please note that any date provided is intended as a guide only and should this date change, we will notify you once we have the information available.

### Pricing/Delivery/Registration

1. Upon receipt of a correctly completed and signed finance agreement and, if applicable, payment of any balance of monies, Fleet Solutions Network will arrange delivery of the vehicle to your chosen destination.

2. Unless stated to the contrary, prices include;

- The cost of driving the vehicle to your specified address provided your address is situated on the UK mainland. Certain delivery locations may incur an additional delivery charge; and we reserve the right to recover this charge from you. However, we will advise you if there is an additional delivery charge prior to you completing the finance documentation. If you require Vehicle Transported Delivery (the vehicle is delivered on a trailer/transporter) this can be arranged at an additional charge. However, on certain occasion this can be standard from the dealer, please ask your Salesperson for further details.
- Number plates (personalised registration would be charged at an additional cost, which can be arranged before or after the delivery)
- Road Fund Licence for the term (if applicable). If the government change the road tax charges of a vehicle after the Customer has taken delivery. Then in some instances the Customer may have to pay the difference between the old RFL and new RFL costs and;
- Vehicle Registration Charge.

3. Should the VAT rate change between the placing of the order and the supply of the vehicle, payments will be adjusted accordingly.

4. Choice of Registration plate is not possible unless you are supplying a cherished plate. This would need to be agreed with Fleet Solutions Network, the funder and their Supplying Dealer at order stage to ensure it is possible.

5. Whilst Fleet Solutions Network will endeavour to deliver your vehicle by the agreed date, information on "lead times" are estimates only and do not constitute an obligation to supply the vehicle in the time specified. Delivery dates are subject to

We are authorised and regulated by the Financial Conduct Authority - Registered No. FRN 723895. We are a Credit Broker and not a Lender.  
| Company number: 8269486 | ICO ref: Z3450466

Fleet Solutions Network Limited t/a Simply-Leasing, WeWork, 1 St Peters Square, Manchester M2 3DE

Tel: 08454684800 | email: [info@fleetsolutionsnetwork.co.uk](mailto:info@fleetsolutionsnetwork.co.uk) or [phil@fleetsolutionsnetwork.co.uk](mailto:phil@fleetsolutionsnetwork.co.uk) | [www.fleetsolutionsnetwork.co.uk](http://www.fleetsolutionsnetwork.co.uk)

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change by the manufacturer, and Fleet Solutions Network has no control or influence over manufacturer lead times and will not be liable for any losses or inconvenience caused because of a delay by the manufacturer.

6. Proof of insurance is required before delivery can take place. Please note that the hirer obtaining finance must be the main policy holder or a named driver on the insurance certificate.

7. Your acceptance of delivery of the vehicle shall be conclusive proof that you have inspected and approved the vehicle and found it to be complete and in good order and condition and in every way satisfactory.

8. If the policy holder is not available to sign on the day of delivery then it may be possible to have the vehicle delivered and signed for by another person as long as the policy holder makes this request in writing 48 hours in advance of delivery.

### **Our Remuneration**

Our remuneration is a commission payment payable by the funder. We do not take credit for payments due until the funding has been paid out. You are entitled, at any time, to request information regarding any payment which we may have received as a result of placing your finance with a funder.

### **Our Cancellation Policy – Vehicle Order**

Fleet Solutions Network do not charge a cancellation fee for vehicle orders cancelled from point of order to delivery. After delivery and during your agreement, you would need to refer to your contract for the relevant early termination / return of your vehicle. In some instances, when we introduce you to one of our preferred dealer network, depending on the vehicle being ordered they may ask you for a deposit when placing the order, any return of deposits paid subject to cancellation before delivery will be agreed with them separately prior to order.

### **The Financial Conduct Authority**

The Financial Conduct Authority is the independent watchdog that regulates financial services. Fleet Solutions Network is authorised and regulated by the Financial Conduct Authority as a Credit Broker. Our FCA register number is 723895 and you can check our status at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0845 606 9966.

### **Statutory Rights**

1. Nothing in these conditions shall affect your statutory rights.
2. Fleet Solutions Network is a member of the British Vehicle Rental and Leasing Association.
- 3 Fleet Solutions Network, who is authorised and regulated by the Financial Conduct Authority. We act as a credit broker and not a Lender.

### **Data Protection & Confidentiality – Z3450466**

We are registered under the Data Protection Regulations and abide by the requirements of the Regulations. The information we receive from you is used to provide quotations and arrange finance with a funder. You have the right to cancel your authority to use such information. Before or after you enter into any agreement with a funder, to help make credit decisions, the funder will make a credit search with a credit reference agency. If you are a company or partnership they will also make enquiries about the principle director(s) or partner(s) with a credit reference agency. Full details of the use and disclosure of your information by the funder is contained within the terms and conditions of any agreement which you should read before signing.

All customers' records are treated as private and confidential and Fleet Solutions Network therefore reserves the right to give you copies of your records rather than allow access to files containing records concerning other clients. If you want sight of your records please send a request to Phil McGrory, Director in writing to Fleet Solutions Network, WeWork, 1 St Peters Square, Manchester, M2 3DE.

We are required to verify your identity in accordance with the Proceeds of Crime Act 2002 (POCA) and the Money Laundering Regulations 2007.

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## Your Right to Cancel – Lease Agreement

You have fourteen working days after you sign the contract during which you may cancel the contract without paying a penalty. This is known as the 'cooling off period'. If you would like to cancel the contract you should request the cancellation in writing and post this to the company at the following address: Fleet Solutions Network, WeWork, 1 St Peters Square, Manchester, M2 3DE. In some instances, funder permitting, you may be able to waive your rights to achieve an earlier delivery, please get in touch for further details.

## What to do if you have a Complaint

It is the aim of Fleet Solutions Network to provide a very high standard of service to every client. It is important to us that all complaints are resolved as quickly as possible and to the complete satisfaction of our clients.

If you wish to register a complaint you must contact Phil McGrory, Director in writing to Fleet Solutions Network WeWork, 1 St Peters Square, Manchester, M2 3DE or by email to [phil@fleetsolutionsnetwork.co.uk](mailto:phil@fleetsolutionsnetwork.co.uk) or by telephone on 08454684800. Our internal complaints procedure is available on request and on our website.

You may be entitled to refer a complaint against us to the Financial Ombudsman Service if you are not satisfied with our response. The contact details are as follows:

**The Financial Ombudsman Service, Exchange Tower, London E14 9SR**

**Website – <http://www.financial-ombudsman.org.uk/> E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

**Tel: 0800 023 4567**

Alternatively, you can contact the BVRLA:

**Governing Body BVRLA (British Vehicle Rental and Leasing Association).**

As a proud member of the BVRLA (the regulating body of the leasing industry), you can rest assured that we adhere to the very high standards of service expected with a big focus on Customer satisfaction.

**Using the BVRLA's conciliation service**

<http://www.bvrla.co.uk/advice/guidance/using-bvrlas-conciliation-service>

## Conflicts of Interest

If through exceptional circumstances Fleet Solutions Network or any of its Directors or other customers has a material interest in business you ask to be transacted for you, we will make you aware of the conflict of interest and we will obtain your consent before your instructions are carried out. A copy of our Conflicts of Interest Policy is available on request.

## Treating You Fairly

We always aim to treat you fairly. This means that we will always endeavour to:

- Conduct our business with due skill, care and integrity
- Never put ourselves in a position where our primary duty to you is compromised
- Deal with any complaint sympathetically and independently of the colleague to whom the complaint is directed
- Respect your confidentiality

## Language Used

The English language will be used for all communications, the contractual terms and conditions, and any information we are required to supply to you, before and during the duration of the contract.

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## Your responsibilities

In order for us to fulfil our responsibilities to you, you must:

- Read the documentation we give you and let us know if there is anything that is unclear or that does not represent your requirements
- Comply with the terms and conditions of any agreement we arrange for you.

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