

## TERMS & CONDITIONS

### **General**

All new cars are purchased from Marmalade approved main dealers. The new vehicle will be covered with the standard manufacturer's warranty which will be issued to you upon collection or delivery of your vehicle.

If you need your vehicle quickly, flexibility in choice of the specification and colour may shorten the lead in time. A Factory ordered car will take approximately 12-15 weeks, but in some circumstances, it may be longer.

### **Applying for finance**

Young Marmalade Ltd will introduce you, acting as a credit broker, to Barclays Partner Finance, who are a lender. Finance is subject to status and only available from age 18. You will not own the car until all the payments are made, including the Final Payment. Your Finance Agreement is made directly with the lender, so you will need to refer to this separately for Terms and Conditions relating to the Finance.

### **Free Insurance**

Free Insurance, subject to proposal acceptance, is available in selected postcodes for 17-24 year olds. Your new vehicle will be covered through marmalade with a discreet black box.

Unsafe driving may lead to a premium increase. There are circumstances where we cannot provide free insurance cover but may offer a contribution towards your insurance instead.

### **Payment of deposit**

A deposit is required with every order to show the customers commitment to purchase and Marmalade's commitment to supply the vehicle. A higher deposit may be required, where extras have been requested.

The deposit paid will be specified on the Order Confirmation. Once we have received payment of your deposit we will contact you to discuss your specific requirements, order the vehicle, and give an estimated timescale.

We will provide you with your Order Confirmation by post. The Order Confirmation sets out the vehicle details, insurance information, approved finance figures and the financial suitability document (if you are purchasing with Finance). It is important you read this carefully in conjunction with your offer of finance (if applicable) and return the requested signed documents.

If you are purchasing with Hire Purchase (HP) or Personal Contract Purchase (PCP) the finance documentation must

all be in place and insurance arrangements confirmed prior to collection. If you are not purchasing with HP or PCP, you must pay in full prior to collection.

### **Delivery of your vehicle**

Delivery will be made to a Marmalade approved main dealer for you to collect. The location of the dealership will be confirmed when the order has been placed.

We will contact you when we have a confirmed delivery date from the manufacturer to arrange collection. We will endeavour to deliver by the estimated date but cannot be bound by estimated delivery dates you have been given.

The telematics device will be fitted prior to, or within 14 days of collection, of the vehicle. The insurance will commence on the day of collection of the vehicle

Delivery to your home address can be arranged for an additional charge. Please contact our sales team for a quote for home delivery.

### **Your right to cancel**

If you pay your deposit online or over the telephone the taking of the deposit does not bind Marmalade or the customer and therefore, a deposit is fully refundable until 14 days after delivery.

If the vehicle is returned to us within 14 days of delivery, you will be liable for the costs of the return of the vehicle.

### **Use of Personal Data:**

We are totally committed to respecting and protecting your privacy. Please read our [Privacy Policy](#) to understand how we shall comply with the requirements of current data protection laws in effect from time to time, including The General Data Protection Regulation (EU) 2016/679.

### **Complaints**

We hope you're pleased with your order. However, should you wish to make a complaint contact us by telephone, email or in writing to:

Operations Manager Marmalade  
Marmalade House, Alpha Business Centre  
Mallard Road, Bretton  
Peterborough PE3 8AF  
**0333 358 3441**  
[complaints@wearemarmalade.co.uk](mailto:complaints@wearemarmalade.co.uk)

If you are not happy with our response to your complaint or if we have been unable to resolve it within 8 weeks, you are entitled to refer it to the [Financial Ombudsman Service](#) for independent review (visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))

Marmalade is a trading style of Young Marmalade Limited (registered in England under company number 04627884), and Provisional Marmalade Limited (Registered in England and Wales under company number 06779950. The registered office for both companies is Marmalade House, Alpha Business Centre, Mallard Road, Bretton, Peterborough, PE3 8AF). VAT no: 200079166

Young Marmalade Limited is an Appointed Representative of Provisional Marmalade Limited, which is authorised and regulated by the Financial Conduct Authority under Firm Reference Number 542063. You can check this on the Financial Services Register by visiting [www.fsa.gov.uk/register/](http://www.fsa.gov.uk/register/)

Updated: May 2018

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