

Distance Sale – Your Right to Cancel

Moonraker Motorcycles Ltd

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Your Rights to Cancel

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DISTANCE SALE CANCELLATION RIGHTS

We dearly hope you enjoy and cherish your purchase and hope you understand that if you have any issues or concerns, we will be happy to help you get these corrected.

However, it is your right to cancel this purchase within 14 days. If it is agreed that your purchase is what is known as a distance sale, the following terms and conditions apply.

YOUR RIGHT TO CANCEL

You have the right to cancel this contract within **14 days** without giving any reason.

The cancellation period will expire after **14 days from the day on which you, or a third party on your behalf, collect or take delivery of your vehicle.**

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement sent by post or email to our address.

If required, you can request a template cancellation notice form from us, but it is not obligatory to use this specific template.

To meet the cancellation deadline, it is sufficient for you to send your clear statement or form confirming your exercise of the right to cancel before the cancellation period has expired.

EFFECTS OF CANCELLATION

If you cancel this contract, we will reimburse you payments received from you.

This reimbursement is subject to the following conditions:

Loss in Value / Vehicle Usage

- We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of unnecessary handling by you.
- Anything over and above a standard test drive will be considered unnecessary handling and will lead to a deduction of **£1 for each mile driven over 25 miles**.
- In addition, we will also be entitled to make a deduction for any damage or excess wear.

Returning Documentation and Vehicle

- We will make the reimbursement without undue delay, and not later than **14 days after the day we receive back from you the vehicle, parts and all documents which were supplied including, but not limited to, service histories and the V5 documentation**.
- We reserve the right to register the vehicle with the DVLA only on expiry of your 14 day cancellation period.

Method of Reimbursement

- We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.
- In any event, you will not incur any fees as a result of the reimbursement.
- This may include handing back any part exchange vehicle if still available and/or seeking payment from you to cover any negative equity.

Return of Goods

- We will withhold the reimbursement until we have received the goods, any parts and all paperwork back in good order.
- It is your responsibility to return the vehicle without undue delay and in any event not later than **14 days from the day on which you communicate your cancellation of this contract to us**.
- The vehicle must not be driven from the date you notify us of your cancellation, other than to drive it back to us.

Customer Responsibilities

- You will remain liable for the vehicle and so for its tax, insurance, and any fines, charges or penalties until it has been accepted back to our premises.
 - You will have to bear the direct cost of returning the goods and take full responsibility for the safe return of the vehicle.
 - You are only liable for any diminished value of the goods resulting from the handling other than which is necessary to establish the nature, characteristics and functioning of the goods according to the previous reference to test drives.
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CONDITION OF RETURNED VEHICLE

The goods must be returned to us in the same clean and merchantable condition as when it was supplied.

Failing this, a fee of **£294 plus VAT** may be charged for valeting if this is not the case.

Any damage to the vehicle or excessive wear will be repaired by us and charged to you, the customer, at:

£98.00 plus VAT per hour

plus the cost of any parts required.

These costs will be deducted from your reimbursement.

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