



Phillips  
Volkswagen



All you need to know about

# BUYING YOUR NEXT CAR ONLINE

We answer your questions and ease  
your concerns.





# THINKING ABOUT BUYING A CAR ONLINE?

Not sure if it's right for  
you?

Read on...

Maybe you don't like going to a showroom and speaking to a salesperson. Maybe you don't want to hear all the car jargon. Maybe you just don't have time. Or maybe you live too far away to travel. Buying online is a great way to get around all these issues. But you've got questions, right? You're not sure about how safe it is? What about seeing the car or getting a test drive? How does the process work? We'll answer all this and more with our comprehensive FAQs list on the following pages.

## What can I do online?

Our online facilities allow you to browse through our stock of over 130 used & pre-registered cars, reserve a car you would like to buy or take time to consider for £99, buy in full using card or apply for finance for your car of choice. You can also get a valuation for your own car as a part exchange, configure finance quotes to suit your budget and organise either collection from the dealership or delivery free of charge to your home address UK wide. This can all be done by setting up a secure account area once you click on either 'Reserve Now For £99' or 'Buy Now'.

## How do I reserve a car?

By clicking on the orange 'Reserve Now For £99' button you will be exclusively reserving your chosen car for 48 hours (or until our showroom is open again after lockdown) for only £99. This fee is fully refundable should you change your mind. From here you can set up a secure account area to store your car/s in and enter a few basic personal and payment details which will reserve the car for you. The car is immediately marked as reserved on our website and you will receive an email confirmation of the transaction. Please note that this is not an acceptance of your order because we will need to make sure that the car has not already been sold at the dealership. Once this check is complete, you will be sent a confirmation email.

A member of our team will usually be in contact to discuss next steps, such as viewing the car or a test drive if that is your wish. If we have not been able to make contact within this time to proceed with the sale, then the car will return to 'for sale' status on our website.

If you decide not to go ahead with the purchase of the vehicle, you will need to contact the dealership and request a refund. This usually takes between 3 & 5 working days.

## Can I buy New and Used vehicles online?

At this stage you can only buy Used, Pre-Registered or Demonstrator vehicles online. New cars are not available to buy online just yet but may become available to buy some time in the future.

## Is this process secure?

Absolutely! We use a company called Stripe to process all our card transactions. Stripe deal with thousands of transactions every year and use encryption software which keeps your card details secure. They are used by some large companies that you may have heard of like Amazon, Uber, Spotify, Booking.com, to name but a few. We do not store any of your card details. Ask Google about Stripe if you're still not sure.

## Can I still speak to someone if I have more questions?

Of course. We are available to help during normal working hours via phone or email. Only email is available during the current lockdown.

## I just want to buy the car, what do I do?

The process for buying starts off in much the same way as reserving. Firstly, click on the orange 'Buy Now' button and set up an account area using your email address. In this new area you will have the option to just pay for the car using our secure online payment facility as mentioned before, or you can tailor a finance package to suit your budget and apply for finance when you're happy with the figures. You can use either HP or PCP finance, depending on the age of the car, and there are videos to explain how each of these methods work.

We use two different finance companies - Volkswagen Financial Services Ltd (usually the default) and Black Horse Finance. Quotes from both finance companies can be accessed and you can choose whichever suits you the best. Depending on when you submit your application, you should have an answer fairly soon, in some cases within an hour or two, but sometimes this process can take a day or two.

## Can I trade in my existing car this way?

Indeed you can! Within your account area and once you have decided how you want to pay for your car, you will be able to add a part exchange. Just click on the 'Add Part Exchange' button and enter all the details about your car. First put in your registration number, which should bring up some model details for you to confirm. You will then be asked a few more questions about ownership, service history, keys & mileage. You will also need to tell us about the condition and the descriptions will guide you through this part. We use a pricing method called CAP which is widely used in the motor industry. The price will depend on the mileage and condition that you give us. Please try to be as honest and accurate as possible to avoid any complications or extra charges later on. The price will be guaranteed unless the car has not been described accurately.

## Can I use my part exchange as a deposit towards my finance?

Yes, you can. When you are tailoring your finance quotation it will give you the option to add in your trade-in vehicle to use as deposit. You can also add in any settlement figure if you still owe money on the car you are trading in. You will be able to get an exact settlement by phoning your existing finance company and asking for a current settlement figure. This outstanding amount will then get paid to your existing finance company when the whole deal goes through. If you don't take finance, the money that is still outstanding will need to be paid off before you can take delivery of your new car and proof of this will be required.

## What if my part exchange is worth more than the car I'm buying ?

No problem. If that turns out to be the case and there is no outstanding finance showing, then we will happily give you back the difference. We can write a cheque or transfer the money into your account.

## What happens if I decide not to trade in?

That's ok. You may sell your own car in the meantime or pass it on to someone in your family and decide not to trade in. Just let us know before you are due to get your new car and we can rearrange the figures accordingly.

## When do I get the car?

Once you have completed all the other stages, like finance & part exchange, you will be able to arrange handover of your new car. This will not be possible until lockdown has been lifted and we are allowed to open the showroom again. Once we open again there will be social distancing measures in place for your safety and for the safety of our staff. You can come to our showroom to collect your car if you would prefer to do that or you can have your new car delivered right to your door, wherever you are in the UK, free of charge. Any visits to the showroom will be by appointment only until further notice. All handovers will be carried out in as much of a contactless way as possible. We usually say that your car will be ready for handover 7-10 working days after you decide to buy. The car will need to have any service-work and MOT preparation work done before you get it. We will also have it fully valeted so that it looks nice and shiny when you get it! We will do our best to have it ready as quickly as possible for you.

## Can I add any accessories, vehicle protection or insurance?

We can offer the full range of Volkswagen Approved accessories for your particular vehicle. We also offer Autoglym Lifeshine to protect your paintwork, glass, carpets & upholstery, and GAP Insurance. The buy online system doesn't have the facility to include these products yet but if you would like any of them, please speak to us directly.

## Are there any additional costs?

We can deliver your vehicle free of charge to most areas in the UK but there are a few, harder to get to places where we may need to ask for a delivery fee. If you live in one of these areas, we may be able to meet you somewhere close to your home without the extra fee. Check with our sales team for details.

If you have a personal number plate to put on your new car, the DVLA charge £80 for this transaction. We can handle the transfer process but you will need to pay the fee.

All used cars will need to be taxed before taking them on the road. The cost of this will vary from car to car and is usually listed on our website with the rest of the car details. Again, we are more than happy to complete all the paperwork for this but you will need to cover the cost.

## What paperwork will I need to do?

Don't worry about completing any paperwork, we will take away any hassle and stress by completing all your paperwork for you. We may need to get some items from you, like insurance or finance proofs of identity or address, but we will keep you right and explain each stage to you as and when needed.

## Can I reserve more than one car?

You can reserve a maximum of three cars at any one time. You will need to pay £99 for each reserved car.

## What happens to my reservation fee if I buy the car?

We can deduct the £99 from the deal or just refund it to you, whichever is easiest at the time.

## Are your prices the same online as on your forecourt?

Yes, prices are exactly the same on the cars outside our showroom and on the website.

## Can I still come into your showroom and buy the car I want?

Of course. Buying online may be your preferred way to buy a car because of the simple and stress free way that it works, not to mention saving a lot of time, but it may not be the best way for everyone. If you would still prefer to come into the showroom and speak to one of our sales team, or if you would like to see or test drive the car, or maybe you're still unsure about buying a car online - no problem, there will still be many people that would prefer the face-to-face way of buying a car. We welcome you no matter which way works best for you. We are still closed because of lockdown so we won't be able to do business in person until the government tells us it is safe to do so. When we do open again we will need you to make an appointment to call and see us and we will have social distancing measures in place to protect our staff and our customers.

## I would like to cancel my order. What do I do?

We sincerely hope that this doesn't happen but for the rare time that this may be the case, see below for the different scenarios:-

*I have reserved my car and wish to cancel the reservation.* You can request a full refund by contacting our dealership directly. Refunds will normally be made within 3-5 days.

*I have paid in full and wish to cancel the order.* You can cancel an order you have made any time before delivery has started by contacting our dealership directly. Refunds will normally be made within 3-5 days. There may be a charge for any other products that you have added to the car, like accessories that can't be easily removed or for paint protection products.

*I have taken delivery of a vehicle and wish to cancel the agreement.* If you have taken delivery of a vehicle and decide you no longer want to keep it, you have 14 days to inform us in writing. There may be a charge for any other products that you have added to the car, like accessories that can't be easily removed or for paint protection products or if you have taken finance.

## What benefits do I get with my new car?

All of our cars come with a minimum of a full year of Volkswagen warranty. This is valid with any official Volkswagen dealer in the UK. You will also get a full year of roadside assistance provided by Volkswagen in partnership with the AA. There will usually be half a tank of fuel in the car on handover day. Any MOT or service work that is due imminently will be completed before handover. And don't forget you can have delivery to your door free of charge if required.