

# Certified.

## 30-day/1,000 miles exchange agreement (the 'Agreement')

**Between** (the 'Retailer')

**And** (the 'Customer')

**Customer address**

**Postcode**

**Tel:**

**Details of the Approved Used Vehicle** (the 'Approved Used Vehicle')

Vehicle make

Model

Delivery date

Stock number

Odometer reading

Engine number

Chassis number

Registration number

### Terms and conditions

- Subject to the following terms, any Approved Used Vehicle purchased from a Volkswagen franchised retailer of Approved Used status may be exchanged for another vehicle (the Replacement Vehicle) at the same retailer, provided that:
  - the Approved Used Vehicle is returned to the supplying retailer within 30 days of the delivery date;
  - the Retailer is satisfied that the Customer is a private purchaser (and not a Trade Purchaser or otherwise);
  - the Customer has reasonable cause to be dissatisfied with the quality or reliability of the Approved Used Vehicle;
  - the Approved Used Vehicle has covered no more than 1,000 miles since delivery to the Customer;
  - the Retailer, in his absolute discretion, is satisfied that the Approved Used Vehicle is in the same condition as at the time of delivery to the Customer;
  - the Retailer is satisfied that the Customer owns the Approved Used Vehicle and is fully entitled to exchange it under this Agreement
- The Customer may choose any vehicle as the Replacement Vehicle, provided that:
  - it is of an equal or higher price to the original invoice price of the Approved Used Vehicle, and
  - it is readily available from the same Retailer's stock.
- Before any exchange is affected under this Agreement, the Customer shall be responsible for making all the necessary arrangements relating to terminating, transferring, or taking out or otherwise dealing with the financing arrangements for the purchase of the original Approved Used Vehicle and the Replacement Vehicle. Any exchange shall be subject to the Retailer being satisfied with such arrangements. In particular, if the original Approved Used Vehicle is subject to a Hire Purchase Agreement, a new Agreement must be completed and the relevant deposits paid by the Customer.
- Where the Customer wishes to exchange an Approved Used Vehicle for a Replacement Vehicle with a higher price, the exchange will not take place until the Customer has paid the Retailer the price difference.
- The Customer will be solely responsible for additional costs incurred in the exchange for licensing or insurance. Any such costs must be paid for in full prior to completion of the exchange.
- This Agreement only applies to the Approved Used Vehicle as detailed above. Only one exchange will be considered and this Agreement shall not apply to any Replacement Vehicle.
- This Agreement does not affect any of the Customer's statutory rights.

**Signed** (Retailer Representative)

**Date**

**Signed** (Customer)