



GRIDSERVE EV Leasing Policy

1. Our service to you

GRIDSERVE UK OMM Ltd t/a GRIDSERVE is an appointed representative of ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority (their registration number is 313486). Permitted activities include acting as a credit broker not a lender.

In relation to the services, we will provide you, we are an introducer not a finance provider. We advertise the electric vehicles that we have access to through our panel of funders.

We work with a panel of UK funders who may be able to offer you a hire arrangement (typically a long-term lease arrangement known as Personal Contract Hire – PCH, or Business Contract Hire - BCH).

By enquiring with us, you are providing your informed agreement to these Terms and Conditions.

2. What we do

We will introduce you to the funder in relation to a vehicle you may be interested in. We may receive a payment(s) or other benefits from finance providers should you decide to enter into an agreement with them, typically either a fixed fee or a fixed percentage of the amount you borrow. The payment we receive may vary between finance providers and product types. The payment received does not impact the finance rate offered. We charge a £200 arrangement fee for our Consumer Credit services.

To process your application, the funder will need to carry out background and affordability checks. Once you have a quote that meets your requirements, we will need to submit your application to the funder. With your consent the funder may use public and personal data from a variety of sources including credit reference agencies and other organisations. This will include carrying out a credit search, so they may require additional financial information from you. We will let you know if this is the case. Please be aware that credit searches can impact your credit rating, as any credit reference search will appear on your credit report whether your application proceeds.

If you have any questions about this or any other matter, please do not hesitate to contact us.

All finance applications are subject to status, terms and conditions apply, UK residents only, 18's or over, Guarantees may be required.

3. Your personal data

When you enquire with us and work with us in relation to obtaining an electric vehicle, you will provide us with 'personal data', which we will process in line with the requirements of the General Data Protection Regulation and the Data Protection Act 2018.

The personal data we will collect will include information relating to your name, address, date of birth, contact details and certain financial information. We will process your personal data to allow us to provide our services to you, to manage future communications between ourselves and, where it is in our mutual interests, to provide you with information about our wider products and services.

You can opt out of receiving such communications by e-mailing legal@gridserve.com. We will only use your data for the purpose for which it was collected. We will only grant access to or share your data within our firm, HCVS, and with other authorised third parties and service providers where we are entitled to do so by law under lawful data processing.



The Data Protection Act 2018 provides you with certain Rights that allow you to gain an understanding of the data being processed. If you require further information on how we process your data, or you wish to exercise your rights, please see our Privacy Notice on our website or contact our Data Privacy Representative by email legal@gridserve.com or in writing to our registered office at: Thorney Weir House, Thorney Mill Road, Iver, SL0 9AQ.

4. Vehicles

Any vehicle description and technical information relating to any specific vehicle is provided by the manufacturer and we cannot be held liable for any discrepancies or errors.

As standard, there is no maintenance option available for any of the vehicles therefore, it is your responsibility to ensure that the vehicle is maintained within the manufacturer's guidelines. If you decide to purchase a maintenance package alongside your lease, this will cost an extra fee.

At the end of your contract, you will not own the vehicle and will need to return the vehicle in good condition subject to fair wear and tear.

4.1. Vehicle prices

Any prices given on by us on our website are for information purposes only and do not constitute an offer. Vehicle quotations provided by us or generated from our site are not an offer of finance and are only for guidance purposes until a written order has been accepted and agreed by you in writing.

All prices quoted for personal vehicle finance include VAT, at the prevailing rate and are valid for 30 days in which the quotation was issued.

Vehicle specification and price may be subject to change by the manufacturer and subject to any change in the OLEV vehicle grant.

4.2. Vehicle delivery

If your finance application is accepted and a credit agreement is entered into, the vehicle will be delivered to the addressed specified by you at the time of placing your order.

Due to changes beyond our control such as the vehicle you have ordered not being available, or the funder making a change to the price, then you will be contacted to check whether you want to proceed with the order, find an alternative vehicle or cancel without any penalty.

Initial payments are made during a period after delivery. You will be advised which applies to your order, prior to you confirming you wish to proceed.

Any quoted delivery date is an estimate and circumstances can arise where vehicles are delayed during manufacture or delivery. In these cases, we will keep you informed of any changes to the estimated delivery date. We have no control over manufacturer delivery times and will not accept any responsibility for any losses caused by any delay to the delivery time.

On delivery of your vehicle we hope that everything is in order and as expected. If this is not the case, then please detail any issues on the delivery note and contact the vehicle finance company. If any damage is not detailed, then we cannot accept any liability.

5. Mileage

Your leasing contract will have an annual mileage limit which will apply across the full term of the contract. If the vehicle is returned with excessive mileage, above the total limit for your contract, this will result in additional charges as given in the finance agreement and explained to you at outset.

6. Cancellation

Dependent on circumstances we may charge a cancellation fee, normally a proportion of the arrangement fee paid to setup the contract.

Depending on the type of finance you have opted for you may have a 14 day 'cooling off' period. You will be made aware of this prior to signing the finance documents. If you have any more questions about this, please contact your Leasing Consultant.

7. End of lease

At the end of your lease, the car will be assessed by the funder in accordance with the British Vehicle Renting and Leasing Association (BVRLA) Fair Wear and Tear Guide. For further information contact the funder or the BVRLA website.

8. How to make a complaint

GRIDSERVE commits to providing a high quality, transparent, and straightforward service to everyone GRIDSERVE interacts with. GRIDSERVE customer care aims to be awesome, so if you are not happy with a product or service, please get in touch.

We listen to complaints, treat them seriously, and learn from them to continuously improve your experience with us.

How to get in touch with GRIDSERVE

The Complaints Team
GRIDSERVE UK OMM Ltd,
Thorney Weir House,
Thorney Mill Lane,
Iver
SL0 9AQ
United Kingdom

Email: complaints@gridserve.com

What you should expect from GRIDSERVE

We will acknowledge your complaint within 3 working days

We do our best to resolve issues straight away or within 3 working days.

- If we manage to reconcile the complaint straight away or within 3 working days, we send you a summary of what we did.
- If we can't resolve your complaint immediately, we will provide you with a timescale and keep you regularly updated with our progress.
- To the best of our ability, we will try to remedy your complaint within 30 working days. However, whether we have resolved it or not, you will receive communication from us detailing our investigations.
- Within 60 working days, we will provide a final response with full details of our investigations. If we cannot do this for any reason, we will write to you explaining the reasons for the delay and give you an indication of when we expect to be able to provide a resolution.
- If it is not possible to resolve your complaint within this timeframe, GRIDSERVE will set out the reasons for delay and an indication of when your complaint is expected to be resolved.



Further Action

We will do everything we can to successfully resolve your complaint, but in the rare cases you feel our response does not satisfy your concerns, please let us know. We want to make sure we have done everything we can.

GRIDSERVE's financial promotions are regulated by ITC Compliance Limited which is authorised and regulated by the Financial Conduct Authority. If ITC Compliance Limited are unable to resolve a complaint in relation to a financial promotion, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge. But you must do so within six months of ITC Compliance's final response letter's date.

How to get in contact with ITC Compliance Ltd

By writing to:

ITC Compliance Limited,
4 Monarch Court,
The Brooms,
Emersons Green,
Bristol,
BS167FH,

Email: complaints@itccompliance.co.uk

Telephone Number: 0845 177 22 66 or 0117 4403700.

Address:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Website: www.financial-ombudsman.org.uk

Phone: 0800 023 4567 or 0300 123 9123

E-mail: complaint.info@financial-ombudsman.org.uk

The Financial Ombudsman Service offers a free, independent complaint resolution service. You have the right to refer your complaint to the Financial Ombudsman Service, free of charge, but you must do so within six months of GRIDSERVE's final response letter's date.

The British Vehicle Rental Leasing Association (BVRLA)

If your complaint relates to the end of contract damage, rejected vehicles, or any breach of the BVRLA code, then you may be entitled to refer your complaint to the BVRLA. We will provide details of this in our final response.

E-mail: info@bvrla.co.uk

Please note that if your complaint meets the Financial Ombudsman Service criteria, it must be sent to them in the first instance. The BVRLA is not a replacement service for the Financial Ombudsman Service.