

Terms of Service

Last Updated: 1/6/26

1. About Us

These Terms of Service govern the use of the Your Vans Direct website and services.

Your Vans Direct (“we”, “our”, “us”) provides commercial vehicle sourcing, vehicle sales introductions, and vehicle finance brokerage services to businesses and individuals throughout the United Kingdom.

By using our website or engaging our services, you agree to be bound by these Terms.

2. Our Services

We may:

- Source new and used commercial vehicles on your behalf.
- Introduce customers to vehicle suppliers.
- Arrange quotations for vehicle purchases and leasing.
- Introduce customers to third-party finance providers.
- Assist with vehicle ordering and delivery arrangements.

We do not guarantee vehicle availability until an order has been accepted and confirmed by the supplying dealer or manufacturer.

3. Vehicle Information

We make reasonable efforts to ensure vehicle descriptions, specifications, pricing and availability are accurate.

However:

- Specifications may change without notice.
- Images are for illustration purposes only.
- Vehicle availability may change.
- Prices may be withdrawn or amended at any time before an order is accepted.

Customers are responsible for confirming vehicle suitability before placing an order.

4. Finance Services

Your Vans Direct acts as a credit broker and not a lender.

We may introduce you to a panel of finance providers who may offer funding for your vehicle purchase.

Finance approval is subject to:

- Status
- Credit assessment
- Affordability checks
- Lender criteria

Finance terms, rates and monthly payments are provided by the lender and may vary.

Submitting a finance application does not guarantee approval.

5. Quotations

All quotations are:

- Subject to availability
- Subject to change without notice
- Valid only for the period stated
- Subject to manufacturer and supplier pricing

Errors and omissions may occur and we reserve the right to correct any pricing or specification errors.

6. Orders

An order is not legally binding until:

- Required documentation has been completed;
- Finance approval has been obtained where applicable;
- Any required deposit has been received; and
- The supplying dealer or vehicle provider has formally accepted the order.

Order amendments may not be possible once a vehicle has entered production or preparation.

7. Deposits

Where a deposit is required, the terms relating to refunds or cancellations will be confirmed at the point of order.

Deposits may become non-refundable where costs have been incurred or where a vehicle has been specifically sourced or ordered.

8. Vehicle Delivery

Delivery dates are estimates only.

While we will make every effort to keep customers informed, delays may occur due to:

- Manufacturer production schedules
- Supply chain issues
- Transport delays
- Registration processes

We shall not be liable for losses resulting from delayed delivery.

9. Customer Responsibilities

You agree to:

- Provide accurate information.
- Supply requested documentation promptly.
- Ensure finance application information is truthful and complete.

- Review all finance and vehicle documentation carefully before signing.

10. Website Use

You may not:

- Use our website unlawfully.
- Attempt to gain unauthorised access to our systems.
- Copy, reproduce or distribute website content without permission.
- Use automated software to extract website data.

All website content remains our intellectual property unless otherwise stated.

11. Limitation of Liability

To the fullest extent permitted by law:

- We shall not be liable for indirect or consequential losses.
- We shall not be liable for loss of profits, business interruption or loss of opportunity.
- Our liability shall not exceed the amount paid directly to us for services provided.

Nothing in these Terms excludes liability for fraud, death or personal injury caused by negligence, or any liability that cannot be excluded under law.

12. Third-Party Providers

Vehicle suppliers, manufacturers, finance companies and delivery providers operate independently.

We are not responsible for services, products or decisions provided by third parties.

Any finance agreement entered into will be between you and the lender.

13. Privacy

Your use of our services is also governed by our Privacy Policy, which explains how we collect and process personal information.

14. Complaints

If you are dissatisfied with our service, please contact us using the details provided on our website.

We will endeavour to investigate and respond promptly.

15. Changes to These Terms

We reserve the right to amend these Terms at any time.

Updated versions will be published on our website and become effective immediately upon publication.

16. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

17. Contact Information

Your Vans Direct

[Registered Address]

[Telephone Number]

info@yourvandirect.co.uk

[Website Address]