Information Notice

Please read this notice together with our Initial Disclosure Document before you proceed.

WHO WE ARE

We are Uber Vans Ltd, trading as Absolute Vans. Our registered office is Ty Cynon House, Navigation Park, Abercynon, CF45 4SN. We are registered in England and Wales, company number 10166856.

Uber Vans Ltd t/a Absolute Vans is an Appointed Representative of Automotive Compliance Ltd, which is authorised and regulated by the Financial Conduct Authority (FCA No. 497010). You can check this on the Financial Services Register at register.fca.org.uk.

OUR SERVICE

We are a credit broker, not a lender. We can introduce you to a carefully selected panel of lenders for products such as Contract Hire, Finance Lease, Hire Purchase and Lease Purchase. We act on behalf of the lender for this introduction and not as your agent.

We are not impartial and we are not an independent financial adviser. We do not consider every finance option available in the market. Our aim is to secure a suitable finance agreement that meets the requirements you have given us. You are not obliged to accept any offer we make. Free, impartial guidance is available from MoneyHelper at www.moneyhelper.org.uk.

COMMISSION

If you take out a finance agreement that we have arranged, in most cases the lender will pay us a commission for introducing you.

- **How it is calculated.** The commission is either a fixed fee or a fixed percentage of the amount you borrow or of the total rentals payable. Different lenders pay us different amounts.
- **How it affects you.** You do not pay the commission to us directly. The lender pays it and recovers the cost through the payments you make under your agreement, so it forms part of the overall cost of your finance.
- **What we will tell you.** Before you sign your finance agreement we will tell you the exact amount of commission we will receive and how it has been calculated, and we will ask for your consent to receive it.
- **Your right to ask.** You can ask us at any time how much commission we will receive.

OUR FEES AND CHARGES

We do not charge you a broker fee for introducing you to a lender. The following fees and charges apply to your order:

Fee or charge	Amount	When it applies
Administration fee	£199 + VAT per vehicle	Payable to us in advance when you place your order, as part of your £1,000 holding deposit (detailed below).
Funder document fee	Set by the lender	Varies by lender. Shown on your quotation and payable to the lender with your first payment.
Holding deposit	£1,000	Payable to us when you place your order. Returned on delivery, less £199 administration fee.

Fee or charge	Amount	When it applies
Cancellation fee	£1,000	If you cancel after placing your order. See below.

IF YOU CANCEL YOUR ORDER

If you cancel your order after it has been placed, or do not complete it, without a valid legal reason:

- We will keep your £1,000 holding deposit as a cancellation fee.
- If we have already supplied or fitted accessories, styling or other options to the vehicle as set out on your signed order form, we may also charge you the costs we have incurred for those products and for fitting them. We will send you an invoice for these costs.

To cancel, you must tell us in writing. These charges are set out in our Terms and Conditions, available at absolutevans.co.uk/terms-and-conditions or on request. No charge is made if we cannot source the vehicle. Your statutory rights are not affected.

COMPLAINTS

If you are unhappy with any part of our service, please contact us on 01443 711 211 or at mail@absolutevans.co.uk. Our Complaints Handling Procedure is on our website and available on request. If your complaint is about finance and we cannot resolve it, you may be able to refer it to the Financial Ombudsman Service.

YOUR INFORMATION

We will use your information to provide your quotation and, with your agreement, to apply for finance on your behalf. Lenders will check your details with credit reference and fraud prevention agencies. Our Privacy Policy at absolutevans.co.uk/privacy-policy explains how we use your information and your rights. We are registered with the Information Commissioner's Office, registration number ZA238649.

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