

Vanlord UK

Customer Terms

Version: 10 October 2026 | Applies to new orders made using this version

Vehicle sales, conversions and fitted upgrades. Please read these terms with your agreed quotation, specification and any warranty or finance documents before you commit.

1. Who we are and how to contact us

Your supplier is Vanlord UK Limited, registered in England and Wales under company number 13877906. Our VAT registration number is 404815122. Our workshop and customer-contact address is 15 Yeldon Court, Finedon Road Industrial Estate, Wellingborough, NN8 4SS. Our showroom is at 16 Yeldon Court at the same estate and postcode. Our registered office is 16 Yeldon Court, Finedon Road Industrial Estate, Wellingborough, NN8 4SS. Contact us at info@vanlord.com or 01933 422555. WhatsApp: +44 7542 892573. Our website is vanlord.com. Normal opening hours are Monday-Friday, 9am-5pm; weekend visits are by appointment.

2. What these terms cover

These terms apply when an individual buys mainly for personal use: a vehicle from us, a conversion or fitting service, or related goods. Trade/business orders require separately agreed business terms; a customer's legal status is determined by the real purpose of the purchase. Before you commit, we give you the agreed order details and a copy of these terms in a form you can keep. The order records the vehicle or work, specification, total price, payment stages, warranty, delivery arrangements and relevant cancellation information. Agreed order-specific details may supplement these terms, but cannot remove mandatory consumer rights.

These terms apply to contracts made using this version; later website changes do not retrospectively change an existing contract.

3. Prices, quotations and agreeing an order

Consumer prices are in pounds sterling and include VAT where applicable. The quotation or order identifies what is included and any delivery or optional charges. A 'from' price is a starting price, not a promise that every specification costs that amount. A written quote is valid for 14 calendar days from its date. After a price is agreed, we will not increase it without an agreed variation or another lawful basis explained before contracting. A vehicle enquiry or viewing booking is not itself a vehicle purchase. A separate reservation is described in section 4.

For a non-financed remote order, our acceptance is confirmed in writing once the agreed 50% booking payment has been received and the specification, total price and conditions have been agreed. For a financed order, finance approval replaces that booking payment, subject to the written finance conditions in section 5. We confirm the actual contract date and any conditions in the order; these arrangements do not override a contract already formed or mandatory consumer rights. We will not describe an order as merely provisional if a binding contract has in fact already been formed. If finance approval, inspection or another condition

is essential, it must be written into the order.

Material information and promises on which you reasonably rely remain relevant; a general disclaimer does not erase them.

4. Reserving a ready-built vehicle

A fully refundable £1,000 holding deposit reserves an identified ready-built van for 48 hours. We confirm the vehicle, time of receipt and exact hold deadline in writing. This is a reservation only, not a commitment to buy the van. You may cancel the reservation and receive a full refund. If no purchase is agreed by the deadline, we refund the holding deposit and may offer the van for sale again. If you separately agree a purchase, we may, with your agreement, credit the holding deposit against its price. The purchase is then governed by its agreed terms and applicable cancellation/refund rights; a payment is not automatically forfeited because it is called a deposit.

5. Booking payments, handover and finance conditions

For conversion work, fitted upgrades and related parts orders, we require a booking payment of 50% of the agreed work or parts price before starting work or buying order-specific parts. Where the agreed van or conversion is being financed, confirmed finance approval covering the agreed order is required in place of this booking payment. We record the approval and any lender conditions in writing and do not treat an application or indicative quote as approval. For a non-financed work order, the remaining 50% is due at handover, following the agreed inspection and testing and before release.

For financed orders, the written order records the lender funding arrangements and any balance payable by you. The order records the scope, total price and payments. Any separate early-start request required by cancellation law must also be obtained before work begins. Calling this payment a deposit does not make it automatically non-refundable; sections 8 and 9 apply. Where we also supply the base van, its price and payment/finance arrangements are separately itemised. The non-financed remote-order payment in section 3 applies to the agreed remote order. Any separate base-van and work amounts are clearly itemised so that the booking payment is not ambiguous.

Payments are made by bank transfer or another method expressly agreed before ordering. Any finance must be approved and the required funds available before release. We confirm payment methods and timing in the order; do not assume a particular card or finance product is accepted. If the written order is expressly subject to finance approval and that condition fails without an agreed alternative, we will unwind it and refund sums due, subject only to separate work or costs you have lawfully authorised. We will not start chargeable conversion work while an unmet finance condition prevents the agreed order from proceeding.

If a payment is late, we contact you and allow a reasonable opportunity to resolve it before suspending work or ending the contract. We do not automatically take the entire deposit or impose an undisclosed penalty.

6. Conversions, changes and customer-owned vans

We agree the layout, colours, materials, equipment, seating/belts and required approvals in a written specification. Photographs of other builds illustrate options; the order identifies the actual specification promised to you. Changes need both parties' agreement, including their price and effect on completion. If an item becomes unavailable, we discuss alternatives rather than unilaterally substituting a materially different item. On receiving your van we record its visible condition, mileage, keys and relevant disclosed defects. You should identify known mechanical/electrical issues, previous modifications and any ownership or lender restrictions affecting permission to carry out the work.

If a hidden defect or unsafe condition affects the agreed work, we explain it and seek approval for any extra work or price before proceeding. We do not promise to repair unrelated pre-existing faults unless the order includes them, but remain responsible for damage or faults caused by our work. Your customer-owned base van remains yours. We use reasonable care while it is in our custody and arrange only the testing, movement and subcontracted work needed for the agreed job. We will not sell or dispose of it under these terms. We are responsible for the quality of subcontracted work we supply. We agree which safety checks, certificates and supporting documents apply.

Our advertised complete conversions include gas and 240V electrical safety certificates. We do not promise a DVLA body-type decision, insurer acceptance or a particular additional belted-seat capacity unless the order expressly covers the relevant compliant work and documentation.

7. Completion, handover, delivery and risk

The order states an agreed completion/delivery date or a clearly explained estimate. We tell you promptly about a delay and discuss a revised date. An estimate does not allow indefinite delay or remove your legal remedies. If no goods-delivery period is agreed, the statutory default applies; services must be completed within a reasonable time. Where we miss an essential agreed deadline, refuse delivery, or fail to deliver within an appropriate further period when the law requires one, you retain the right to end the contract and obtain the refund/remedy due. Events beyond our control do not automatically make you bear our costs or lose your rights.

We invite you to inspect the vehicle/work and provide the agreed keys, documents and handover information. Signing a handover checklist confirms receipt and recorded observations; it does not waive rights over hidden defects or our failure to meet the contract. We notify you in writing when the agreed vehicle or work is completed and ready for collection. Collection is required within seven calendar days of that notice unless we agree another arrangement. The balance is payable by the agreed due date and before release. If the vehicle remains after the collection deadline, we may charge storage at £30 per calendar day including VAT (£25 plus VAT), starting no earlier than day eight.

Full payment does not by itself waive the collection deadline or possible storage charge. The potential rate is disclosed before contracting; the ready notice confirms the deadline. If we decide to apply it, we tell you in writing before charges accrue and explain the start date. We consider agreed extensions and exceptional circumstances fairly and do not impose storage charges for a delay caused by our failure to make the vehicle available or to provide a legally required remedy. We do not guarantee a courtesy vehicle unless separately agreed. Any delivery charge is agreed before ordering.

When we arrange a carrier, risk stays with us until you or your nominated recipient physically receives the goods. If you independently commission a carrier we did not offer, the legal rules for that arrangement apply. Payment alone does not transfer delivery risk to you. For a cash sale, ownership transfers when the vehicle has been paid for in full and any agreed part-exchange transfer is complete. Finance-company ownership is governed by the finance agreement. You arrange insurance and any necessary vehicle tax before driving away.

8. Statutory cancellation of distance/off-premises contracts

We accept remote orders from cash and finance customers. Financed vehicles must be collected in person under our collection policy. Whether statutory distance or off-premises cancellation rules apply depends on how the particular contract was made and what it covers, not simply on whether the vehicle is collected or a deposit has been paid. We explain your applicable cancellation rights before you commit. A finance agreement has its own rules and documents; choosing finance is not described in these terms as a blanket waiver of rights over the vehicle or conversion. If your contract qualifies for a statutory cooling-off right, you can cancel without giving a reason.

For goods, the usual deadline is the end of 14 days after the day you or your nominated recipient receives them; for a service-only contract, it is the end of 14 days after the day the contract is made. The applicable period for a mixed goods-and-services contract depends on its legal classification. We explain the applicable right before you commit. Tell us by any clear statement using the contact details in section 1; you may use the cancellation form below, but are not required to. Sending the notice before the deadline is what matters. Missing legally required cancellation information may extend the cancellation period.

For goods, return them within 14 days after telling us you are cancelling. For a campervan, we agree practical hand-back or collection arrangements. Before a distance order we explain any direct return-transport cost you must pay and give an estimate for a vehicle that cannot normally be posted. If we did not provide the required cost information, we bear the cost where the law requires. We refund the amount legally due, including our standard outward delivery charge, without undue delay. For services, or where we collect returned goods, the usual deadline is 14 days after you tell us you are cancelling.

Otherwise, for goods, it is 14 days after we receive them back or receive evidence of their return, whichever is earlier. For a goods return we may wait for the goods or evidence of return, whichever comes first. We normally use the original payment method unless you agree otherwise. A lawful deduction may apply for lost value caused by handling beyond what is needed to examine the goods, where the required cancellation information was supplied. There is no fixed cancellation, restocking or automatic mileage fee for using the statutory right.

Truly personalised or made-to-your-specification goods can fall within an exception, but a conversion, fitted upgrade or vehicle chosen from standard options is not automatically exempt. We identify any genuine exception and explain it before contracting. Such an exception does not remove rights relating to defects or poor work.

9. Starting services early and other cancellations

If you want services to start during a statutory cancellation period, we obtain your separate express request first and give you the relevant information. If you then cancel, a lawful proportionate charge may be due for service actually supplied. No such charge is imposed where the legal conditions for charging have not been met. A service-only cancellation right can end on full performance only where the necessary express request and acknowledgement were obtained. Completing a service element does not automatically cancel a separate right to return goods. The early-start form below is not a blanket waiver.

For an on-premises purchase, there is generally no automatic right to cancel solely because you change your mind; we consider a request to cancel or change the order. Any agreed goodwill cancellation policy will be recorded in writing. Outside a statutory cancellation/refund right, any cancellation charge must be fair and reflect actual direct net losses caused by the cancellation, with reasonable steps taken to reduce them. Reusable or returnable parts, avoided costs and replacement bookings are taken into account. We provide a calculation and return any balance due rather than automatically keeping all advance payments.

If we end an order because we cannot supply it, we refund amounts due for unsupplied goods/work. Any lawful entitlement connected with an independently authorised, already supplied part is assessed fairly and explained.

10. If a vehicle, goods or work are faulty

Vehicles and other goods must meet the applicable quality, fitness and description standards. For a used vehicle, age, mileage, price and specifically disclosed defects are relevant; 'used', 'sold as seen' or a general inspection declaration does not erase your legal rights. Where the legal conditions are met, goods remedies include the short-term right to reject, normally within 30 days, repair/replacement, and later price reduction or rejection when repair/replacement fails, is unavailable, or takes too long or causes significant inconvenience. Motor-vehicle deductions for use are governed by law, not a fixed fee in these terms.

For relevant remedies, a fault arising in the first six months is generally presumed present at supply unless the legal exceptions apply or the contrary is shown; the short-term rejection proof rules differ. These periods are not a blanket warranty duration or the end of all rights. We carry out services with reasonable care and skill. Where work does not meet the contract, applicable remedies may include repeat performance without charge or a price reduction. Other legal remedies remain available. Contact us promptly with the vehicle/order details and a description of the issue. Do not drive a vehicle that is unsafe.

We agree an appropriate inspection and remedy, including reasonable return/recovery costs where legally due. We do not require repeated repair attempts or insist that you claim only against an insurer/manufacturer.

11. Commercial warranties and manufacturer guarantees

A base van supplied by Vanlord includes a three-month mechanical breakdown warranty from handover, administered through AutoProtect, unless the advert or agreed order promises more. Vanlord is the supplying dealer and guarantor; AutoProtect administers claims under the issued warranty. The actual schedule and policy supplied for your vehicle define the covered mechanical/electrical components, claim and labour limits, exclusions, servicing requirements and claim procedure. We provide these documents before you commit. A sample schedule for another vehicle does not set the duration or financial limits of your cover.

Optional extended base-van warranty cover is available for a total warranty period of up to 36 months, subject to the vehicle's eligibility and the provider's terms. It is quoted individually because the price varies with the van's specification, age, mileage and other relevant factors. Ask us for a quotation for your vehicle. We confirm the total cover period, start and end dates, policy conditions and full price before you choose it. Extended cover is included only when separately agreed in writing.

If you suspect a mechanical breakdown, stop using the vehicle where continued use could cause damage or be unsafe. Contact us promptly with the registration, mileage and fault details. Follow the issued policy's reporting and servicing requirements. For an AutoProtect warranty claim, the repairer must obtain approval for covered repairs and agreed costs before carrying out the work. Tell us about urgent safety concerns or if this process is not resolving a problem. The policy's claim conditions do not remove your statutory rights against Vanlord. A complaint about our warranty can be raised with us; a complaint about AutoProtect's handling of a claim can also be raised directly with AutoProtect using the details in the issued policy.

Vanlord UK Limited provides a 12-month conversion warranty from handover. It covers every conversion component or other item installed in the van by Vanlord, including the supplied parts and our installation/workmanship. This includes fitted roofs, seating, furniture, appliances, electrical and water systems, and other installed conversion equipment where included in your order. It applies to both complete conversions and individual fitted upgrades. If a covered item develops a fault in normal use during the warranty period, contact us; we arrange an appropriate inspection and repair or replacement without charging for covered parts or labour. We explain any practical collection, transport or inspection arrangements in advance, without excluding costs or remedies that we must provide by law.

For a customer-owned van, this conversion warranty is not a mechanical warranty on unrelated original vehicle systems; damage or faults caused by our work remain our responsibility. A fault actually caused by accidental damage, misuse, an unrelated later modification or fair wear may fall outside the commercial warranty. We assess the cause fairly: these exclusions do not remove cover for a defective installed component or poor workmanship. Manufacturer cover is additional and is not a reason to refuse our own warranty obligations.

Skyline elevating roofs are advertised with a two-year manufacturer warranty. We provide the applicable written guarantee and explain its process and conditions; longer manufacturer or agreed order cover remains available. Our commercial warranties are additional to your statutory rights. Expiry of a warranty, an administrator's refusal of a claim or any policy limit does not end our responsibilities for faulty goods or services under section 10. Contact the guarantor, Vanlord UK Limited, using the address, email or telephone in section 1 to make a

conversion-warranty claim.

12. Part exchange

A part-exchange allowance is based on the agreed vehicle and the condition, mileage, history and finance information disclosed. We record the allowance and any finance settlement separately. Before accepting the vehicle we may check ownership, finance and material discrepancies. If an important fact differs from the agreed basis, we explain any proposed revision and seek agreement; we do not impose an unexplained new allowance after taking it. You must have authority to transfer the vehicle. Where it has outstanding finance, we agree the lender settlement arrangements in writing.

Statutory cancellation or rejection of the main purchase, and any related part-exchange remedy, is assessed under the applicable law; these terms do not automatically forfeit your old vehicle.

13. Finance introductions

Vanlord UK Limited acts as a credit broker, not a lender. Our FCA reference number is 993492. We introduce customers through Auto Finance Online Limited, which is also a credit broker, not a lender, with FCA reference 832181. The actual lender is identified in your finance documents. Finance is subject to status, affordability, approval and the provider's terms; an application, calculator or indicative quotation is not a guarantee of approval.

The lender supplies the finance agreement and repayment, interest/APR, charge, withdrawal and early-settlement information. Auto Finance Online assists with the introduction and application process. Its current terms and Initial Disclosure Document are available at autofinanceonline.co.uk/terms-and-conditions/ and autofinanceonline.co.uk/initial-disclosure-document/. Read your actual lender's documents before signing; they determine the particular finance product.

Vanlord remains responsible for the disclosures and activities that apply to its own role. We explain any customer broking fee and applicable commission disclosures before the relevant agreement, including the nature and relevant effect of remuneration. We may receive commission, which can be a fixed fee or a percentage of the amount borrowed; you may request its amount or likely amount. The details applicable to your introduction are supplied before commitment. Withdrawal from a finance agreement alone does not necessarily cancel the vehicle or conversion order. Contact us and the relevant broker/lender if you wish to cancel, withdraw or raise an issue, so that each contract and any linked statutory rights can be handled correctly.

14. Complaints and independent resolution

For a complaint about a Vanlord vehicle, conversion, fitted item, warranty or our own service, contact info@vanlord.com, telephone 01933 422555, or write to our workshop address in section 1. Give your name, order or vehicle registration, the issue and the outcome you would like. We acknowledge complaints promptly, appoint a responsible handler, investigate fairly and explain our findings and proposed remedy. If more time is needed, we explain why and give an update date. A director can review an unresolved complaint.

Where useful, we can agree an independent technical inspection, with its scope and cost arrangements explained in writing. It is evidence, not a compulsory binding decision or a

condition that removes your remedies. For an unresolved non-finance dispute, we consider a suitable independent alternative dispute resolution process by agreement. We explain any available provider, website, costs and whether we are obliged or willing to participate before you agree to use it. No scheme membership or compulsory arbitration is asserted by these terms.

For a complaint about Auto Finance Online's finance introduction or service, use its published procedure at autofinanceonline.co.uk/complaints/. Its complaints officer can be contacted at matthew@autofinanceonline.co.uk or 01625 460 454. The procedure provides for prompt acknowledgement, investigation, an initial response within five days where a complaint is not resolved informally, and normally a final response within eight weeks. Eligible complaints may be referred to the Financial Ombudsman Service, usually within six months of the final response. Applicable regulatory exceptions and time limits apply; consult the current procedure and your response letter.

Complaints about a lender's agreement or service follow that lender's procedure. You may raise any concern with Vanlord first: we help identify the responsible firm and explain any referral in writing, without removing our own responsibilities. Eligible complaints about Vanlord's regulated broking activity follow the applicable FCA complaints rules, including the relevant final-response and Ombudsman referral requirements. Financial Ombudsman Service: financial-ombudsman.org.uk, 0800 023 4567, Exchange Tower, London, E14 9SR. You retain access to the courts and independent consumer advice.

15. Liability, personal data and governing law

We remain responsible for foreseeable loss or damage caused by our breach of contract or failure to use reasonable care and skill. Nothing excludes liability for death/personal injury caused by negligence, fraud, or any other liability or consumer right that cannot lawfully be limited. These consumer terms do not create a general 'no liability for delay' exemption, waive relied-on statements, or authorise us to enter your premises to seize property. Any lawful recovery or enforcement action must follow the applicable process. We use personal information for enquiries, orders, service, warranty and complaint handling as explained in our Privacy Policy at vanlord.com/privacy-policy/.

A finance introduction needs appropriate information and disclosure; these terms do not amount to unlimited consent to marketing or data sharing. English law governs the contract, subject to mandatory consumer protections that apply where you live. You retain the rights the law gives you to bring proceedings in the courts available to you; these terms do not impose an exclusive English-court restriction on a consumer elsewhere in the UK.

Customer forms

Cancellation notice - optional form

Use this if you wish to cancel a contract for which cancellation is available. A clear statement by another method is equally acceptable. Send to Vanlord UK Limited, 15 Yeldon Court, Finedon Road Industrial Estate, Wellingborough NN8 4SS, or info@vanlord.com.

I/We give notice that I/We cancel my/our contract for the following goods/service:

Order number / vehicle registration: _____

Date ordered / date received: _____

Customer name and address: _____

Customer signature (only if sent on paper): _____

Date of notice: _____

Separate request to start services during a cancellation period

Give the customer the applicable cancellation information first. Obtain this separately before starting: do not pre-tick it or make it an automatic consequence of signing the order.

Customer / order / vehicle: _____

Service and agreed start date: _____

I expressly request the service described above to start before the applicable cancellation period ends. I understand that, if I cancel while it is underway, I may have to pay a lawful proportionate amount for service actually supplied after this request. For a service-only contract, I acknowledge that the cancellation right is lost on full performance only when the legal conditions are met. This does not waive rights over defects or any separate cancellation right for goods.

Customer signature / clear electronic confirmation: _____

Date: _____