

Fida Motors Terms & Conditions

Test Driving a Car

Eligibility for insurance purposes: To take a car for a test drive, you must hold a valid UK driving licence for over a year.

Payment Methods

We accept UK debit cards and direct bank transfers. Unfortunately, we cannot accept Building Society cheques or credit card payments made towards the purchase of your car. A fee of £99 is applicable to all vehicle sales.

External Finance

If you choose to finance one of our vehicles through a third-party finance company, a fee of £299 will apply. Additionally, if you have placed a reservation fee on a vehicle and your finance falls through, your reservation fee is non-refundable.

Reservation Fee

The minimum required to secure and reserve a car is £500. This is non-refundable, non-transferable, and subject to statutory rights. The reservation fee is only refundable if you view the vehicle and it is not as described or pictured. The reservation fee holds the vehicle for five working days. If full payment and collection have not been made within this time period, your reservation fee is void and non-refundable.

Deduction & Return Policy

In the unlikely event that Fida Motors accepts the return of your vehicle for a refund, the vehicle must be returned in the same condition as when purchased. We reserve the right to deduct a reasonable sum based on usage and condition. This includes, but is not limited to, a charge of £1 per mile covered since the date of sale, along with repair costs for any interior or exterior damage caused while in your possession. An unwind administration fee of £399 applies to all our vehicles, covering essential documentation and administrative costs. Refunds will be processed within 14 days of receiving the vehicle and all necessary documentation, and payments will be made via cheque or direct bank transfer, not in cash. Payments or refunds for returns will not be released until the vehicle has been taken to our garage for a full mechanical inspection to ensure there has been no foul play or malicious damage. If you direct us to settle your finance (if applicable), we will refund the required sum to the finance company and return any surplus funds to you. If you cancel within 14 days and part-exchanged a vehicle, we may either refund the part-exchange value or return the part-exchanged vehicle if still available. Any repairs made to the part-exchanged vehicle must be paid for if you wish to retain it. If you wish to exercise your right of cancellation, you must retain possession of the vehicle and take reasonable care of it until it is returned to the dealership at Fida Motors Ltd, Unit 14, SS11 8YQ. You must arrange for the vehicle to be delivered back to us on a transporter no later than two days from when the return process has been agreed. If the vehicle is not returned within this period, the unwind will be rejected, and the customer will remain liable for the vehicle. You must provide the mileage of the vehicle and agree not to drive it except to return it to us. We will not be obliged to refund the purchase price of any vehicle damaged by you, though we may, at our discretion, deduct the cost of damage from the refund.

Delivery

This clause applies if we have agreed to deliver the vehicle to you instead of collection. We will deliver the vehicle to the address stated on the order form on the agreed date. If you need to rearrange, a fee may apply. The full balance must be paid before delivery. The vehicle will only be delivered to the named buyer at the specified location. Upon delivery, you must show a valid UK photocard driving licence. If the licence address differs from the delivery address, a recent utility bill or bank statement (dated within the last three months) is required. If you lack a driving licence, a passport and a utility bill or bank statement are needed. The buyer must be present at delivery. A safe place for parking (e.g., driveway or legal on-road parking) must be provided for vehicle handover. If part-exchanging, ensure the vehicle is parked safely and accessible. You are responsible for any parking costs, penalties, or fines incurred during delivery. Vehicle mileage may slightly vary from the order form due to delivery. Responsibility for the vehicle transfers upon delivery. We are not liable for delays outside our control but will inform you of any disruptions. Customers receiving delivery must sign a Vehicle Delivery Confirmation and Condition Acceptance Form, agreeing to the condition of the vehicle (inside and out) at the time of delivery. Any claims made thereafter are not the responsibility of Fida Motors.

Vehicle Condition on Collection

Our showroom is fully equipped with CCTV for security and transparency. Customers are expected to thoroughly inspect the vehicle upon signing or purchase. By signing, you confirm acceptance of the vehicle's condition. Fida Motors is not liable for any damage or claims raised after the vehicle has left the showroom premises.