

## **1. Reservations:**

**1.1** You may reserve a Special Offer Vehicle for 72 hours. Any reservation made will not be based on working hours. This means that Weekends and Bank Holidays will count as part of the reservation period. The same specification of Special Offer Vehicle can not be reserved more than 3 times for the same customer.

**1.2** To reserve a Special Offer Vehicle, you must contact the dealer specified on Stock Plan directly and all reservations will automatically expire after 72 hours.

## **2. Orders / Delivery Rules:**

**2.1** You must order the Special Offer Vehicle direct with the specified Dealer from Stock Plan in writing with a credit approved case number supplied by Network. Failure to supply a valid case number may result in your order being cancelled by Network.

- Network requires all 'physical' Special Offer Vehicles to be delivered directly to the customer within **42 calendar days** of the order confirmation date. Failure to deliver vehicles in this timeframe will be subject to a **£250** charge.
- Network requires all 'build to order' Special Offer Vehicles to be delivered directly to the customer within **28 calendar days** of the Special Offer Vehicle entering dealership stock from the manufacturer. Failure to deliver vehicles in this timeframe will be subject to a **£250** charge.

**(estimated delivery dates will be available from dealer direct)**

## **3. Cancellations:**

### **3.1 Cancellation of 'build to order' Special Offer Vehicles**

Build to order Special Offer Vehicles which are cancelled by you the franchisee after the order has been confirmed by the dealer will be subject to a **£500** charge, payable by you upon receipt of Network's invoice. You will be given 14 calendar days from the date you request cancellation to resell the vehicle before the charge is applied, the vehicle can also be put on free release to sell during the 14 day period at your discretion.

### **3.2 Cancellation of 'physical' Special Offer Vehicles**

Physical Special Offer Vehicles cancelled by you after the order has been confirmed by the dealer will be subject to a **£500** charge, payable by you upon receipt of Network's invoice. You will be given 14 calendar days to resell the vehicle from the date you request cancellation before the charge is applied, the vehicle can also be put on free release to sell during the 14 day period at your discretion.

**3.3** If you need to cancel an order please do so in writing to [tacticalsales@leaseplan.co.uk](mailto:tacticalsales@leaseplan.co.uk) which will then need to be authorised by Network tactical sales.

## **Contact Us:**

Telephone: 0344 371 1886 Email: [Tacticalsales@leaseplan.co.uk](mailto:Tacticalsales@leaseplan.co.uk)