

# RAC Used Vehicle Code of Practice



## Buy with Confidence & Peace of Mind

RAC have been serving motorists since 1897 and as the motorists' champion; we aim to provide you with a network of dealers that you can trust.

As the UK's leading motoring organisation we are regularly asked by our members and the public how they can purchase a used vehicle with confidence. Therefore in demonstrating our position as the motorists' champion, we feel obliged to put consumers in contact with a dealer that shares our ethos for quality, integrity and exceptional customer service.

We know that it is not easy to find a trustworthy dealer that provides quality used vehicles so that is why we set up our network of RAC Approved Dealers.

RAC Approved Dealers must adhere to the RAC Customer Charter and Used Vehicle Code of Practice. We make certain that RAC Approved Dealers are demonstrating compliance with this code and are running their business in a professional manner.

We are aware that sometimes consumers are vulnerable for various reasons when purchasing a vehicle (For example, they could have just had their car stolen and need a replacement quickly). Our RAC code aims to ensure RAC Approved Dealers are there to help and support consumers and not put undue pressure on them.

We recognise that when looking to buy a used vehicle consumers want to buy with confidence and peace of mind, so the vehicle you purchase from an RAC Approved Dealer has been prepared to our Approved 82 Point Standard, and comes with a minimum of 3 months RAC warranty, and 12 months RAC roadside breakdown cover, including accident care.

We visit our Approved Dealers at least six times a year to check their vehicles are prepared to our standards.

# Customer Code of Conduct

## Page

The RAC Customer Code of Conduct covers the elements below:

RAC Approved Dealer Customer Charter.....	4
RAC Used Vehicle Code of Practice.....	4
Advertising.....	4
Customer Service.....	5
Vehicle Preparation.....	6
Peace of Mind.....	6
How to solve a problem.....	7
Conciliation.....	8
ADR.....	9
Key Contacts.....	9

## RAC Approved Dealer Customer Charter

### Buy with confidence

- With whom you are buying the vehicle from
- The vehicle is safe to buy

### Peace of mind

- There is someone to turn to if you have a problem with the vehicle
- There is someone to turn to if you have a problem with the dealer
- The vehicle is under warranty

### Exceptional customer service

- You will always find the service friendly, straightforward and jargon free
- All RAC Approved Dealers will undergo a formal compliance check at least six times a year to check their vehicles are prepared to RAC standards
- This is underpinned through a code of practice that all RAC Approved Dealers sign up to

## RAC Used Vehicle Code of Practice

The RAC Used Vehicle Code of Practice covers the five elements below:

1. Advertising
2. Customer service
3. Vehicle preparation
4. Peace of mind
5. How to solve a problem

## Advertising

1. Dealers will advertise openly, honestly and not in a way that could mislead consumers.
2. Dealers must ensure that any marketing, advertising, offers, promotions or deals are underpinned with integrity, aimed at giving the consumer's value so they understand the terms of any deal being offered.
3. The Dealer will help explain any offers and ensure you understand any terms and conditions in place.
4. The price paid for the vehicle must not be greater to that advertised, unless added extras have been requested and agreed by you.
5. If the Dealer offers a consumer a "trade in" price for their current vehicle they will use an industry standard pricing guide.
6. Advertisements must comply with any relevant code of advertising including;
  - UK Code of Non-broadcast Advertising, Sales Promotion and Direct Marketing
  - The Television Advertising Standards Code
  - The Radio Advertising Standards Code
  - All other relevant statutory requirements, such the Consumer Protection from Unfair Trading Regulations 2008 and the Consumer Credit (Advertisements) Regulations 2004 (as amended)

## Customer Service

1. Dealer staff will be trained in the RAC charter and the RAC Used Vehicle Code of Practice, it will be displayed in a suitable area for consumers to view and copies available if requested.
2. Dealer staff will be professional and be at hand to answer queries regarding vehicles for sale.
3. Dealers will provide a safe environment for consumers to view vehicles for sale.
4. Dealer staff will not put undue pressure on consumers to purchase a vehicle ensuring vulnerable consumers are given the time and support for them to make an informed choice regarding their purchase.
5. Dealer staff will provide factual information about a vehicle for sale.
6. Dealer staff will detail in writing any "extras" and the cost of these that have been negotiated prior to the completion of sale.
7. Dealers will ensure the consumer understands any terms and conditions that could invalidate the warranty plan provision provided with the vehicle.
8. The Dealer will ensure the consumer receives all the advertised benefits on delivery of the vehicle to the consumer.
9. The Dealer will ensure that their customer facing staff are given sufficient authority to resolve any complaint promptly and courteously before it escalates. If the complaint cannot be resolved, please see our section on How to solve a problem.
10. The Dealer is also obliged to have someone suitable to act as a customer service manager, who will manage complaints that have been escalated.
11. The Dealer will be clear about the terms of sale. This includes cancellation rights, return of deposits if the intended sale is cancelled, and any associated reasonable cost in doing so. The dealer will ensure deposits taken for vehicles are protected in the event that the dealer cannot fulfil the agreed vehicle for sale.
12. The Dealer will make any documentation associated with the vehicle available for inspection to prospective consumers.
13. The Dealer will allow any inspection by a third party to be conducted on any vehicle offered for sale if the consumer wishes. This will include providing V5 document numbers if required to allow the consumer to carry out their own history checks.
14. The Dealer will support any consumer who feels they need additional support through family members or friends to purchase a vehicle. The dealer and its staff will treat the consumer representative in the same manner as dealing direct with the consumer.
15. If the Dealer offers any other products and services such as finance, then they must be clear on terms and conditions that apply and which company they are contracting.
16. Dealers will regularly review training material and changes to the codes via the RAC dedicated portal ensuring dealer staff are given access to any relevant training material.
17. Once the sale is agreed the Dealer is to provide a suitable time for the consumer to collect their vehicle and complete the sale. If the Dealer cannot have the vehicle ready for the agreed time they must inform the consumer as soon as possible.

## Vehicle Preparation

1. All Dealers will ensure every vehicle available for sale has had an RAC 82 point Approved Vehicle Preparation Standard check carried out detailing any work that needs to be completed.
2. If faults or issues are identified when carrying out the check, which may make the vehicle un-roadworthy, these issues must be rectified prior to the vehicle being available for sale.
3. Once the sale of a vehicle is made, any other issues identified on the RAC 82 point check must be completed prior to the vehicle being handed over.
4. The Dealer will provide a certificate confirming the vehicle has passed the RAC 82 point Approved Vehicle Preparation Standard.
5. The Dealer will ensure a "Vehicle Data" (history) is carried out for vehicles sold. The Vehicle Data check will include the following:
  - If the vehicle has been reported stolen
  - If the vehicle has been an insurance write off
  - If there is outstanding finance on the vehicle
  - Any history of previous vehicle registrations
  - Vehicle mileage validation

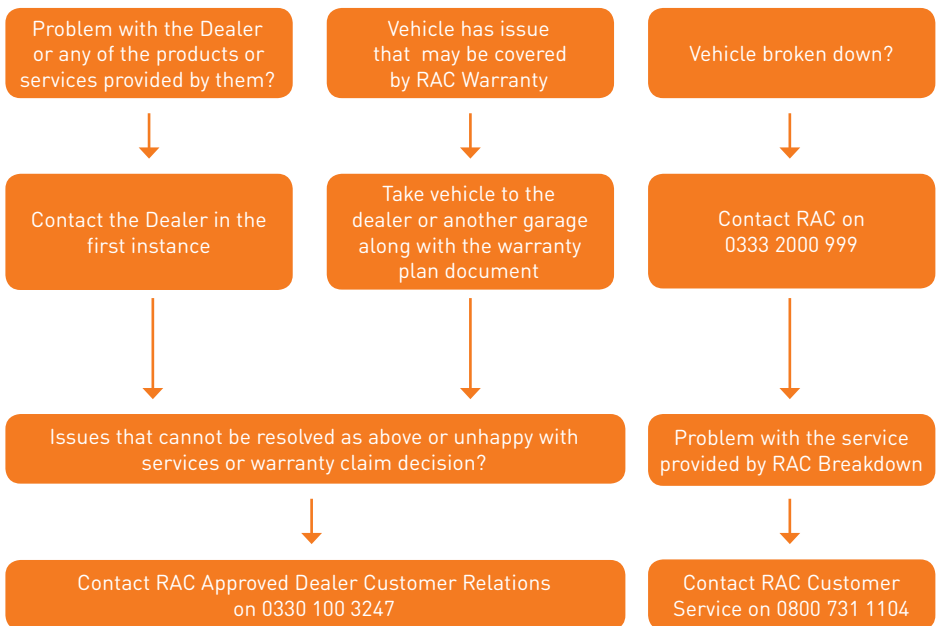
## Peace of Mind

1. Each vehicle will be provided with a minimum 3 months RAC warranty plan.
2. The Dealer will provide details of what is covered and not covered under the warranty plan.
3. The Dealer will offer a warranty upgrade or extension period and clearly detail any cost for this in writing.
4. The Dealer will not make consumers feel pressured to upgrade or extend the period of the warranty plan cover.
5. The Dealer will offer you at least 12 months complimentary RAC breakdown cover (Vehicle based cover Roadside, Recovery, At Home) for the vehicle sold.
6. The Dealer will explain the requirement that the consumer must register their RAC complimentary breakdown cover for it to be active.
7. Any additional benefits that the dealer provides will not diminish any legal rights the consumer has under any relevant consumer protection legislation.
8. The Dealer will provide appropriate pre-contractual information and if requested, this will be available in writing.
9. The Dealer will ensure contractual terms and conditions are reasonable and will comply with the Consumer Rights Act.

## How to solve a problem

1. If you experience a problem with your vehicle, or about the sale of your vehicle including any products or services provided by the supplying RAC Approved Dealer you must contact them in the first instance, detailing your concerns.
2. If your vehicle suffers a breakdown and you have registered the complimentary Membership (which has not elapsed or been cancelled), please call RAC on the standard breakdown number (0800 8282882 or 0333 2000 999).
3. If your vehicle suffers a mechanical fault that may be covered under the RAC warranty plan, please refer to your warranty plan handbook and provide details to the garage if required.
4. If your problem is not with the vehicle but you feel you have received bad service, please contact the RAC Approved Dealer and ask to speak to the nominated customer service manager or representative.
5. If you request someone else to deal with a complaint on your behalf, you are required to give the Dealer permission to liaise with your nominated person; the Dealer will treat this person in the same way as they would deal with you directly.
6. If you feel your complaint and/or issues have not been resolved then RAC will offer a "conciliation service", which means RAC will appoint a Customer Complaints Coordinator to listen to your concerns. If required they will work with the RAC Approved Dealer to understand if the service you have received was within our standards.

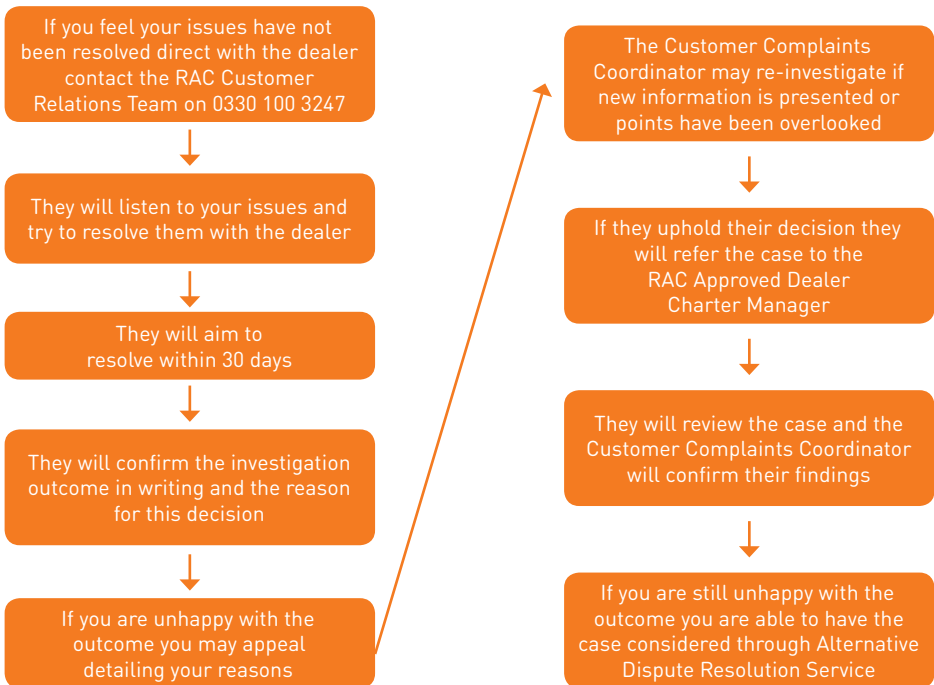
## How to solve a problem – put simply



## Conciliation Service

1. If you still feel the Dealer has not resolved the issue, you should contact RAC Approved Dealers, Customer Relations on 0330 100 3247 who will assign a Customer Complaints Coordinator to support the resolution of the issue as quickly and efficiently as possible.
2. They will listen to your issue, understand what you believe has gone wrong and ask what you expect to see as a satisfactory outcome.
3. They will record all the information and carry out an investigation with the appointed senior representative at the RAC Approved Dealer within 30 working days.
4. All RAC Approved Dealers are required to co-operate fully and promptly with any investigation carried out by the RAC into a complaint, and provide all supporting documentation upon request within five working days.
5. Once they have investigated the issues they will inform you of their findings and outcome. This will be formally documented in writing.
6. If you disagree with the outcome you may appeal, detailing the reasons for the appeal.
7. The Customer Complaints Coordinator will raise the appeal with the RAC Approved Dealer Charter Manager who will review the complaint within seven working days of the appeal.
8. Once the appeal has been reviewed and, if appropriate, further investigations have been completed, the Customer Complaints Coordinator will inform you of the outcome detailing the reasons of its findings.
9. If you disagree with the outcome of the appeal, you can apply to use our "Alternative Dispute Resolution" service (ADR), as long as 56 days or more has elapsed since the issue was first made. ADR is an alternative for you - it can be less costly and quicker than taking a case to court.
10. If 56 days has elapsed since the issue was first made you can choose to go straight to "ADR".

## Conciliation Service-put simply





## Alternative Dispute Resolution (ADR)

1. If you still feel your issue has not been resolved after you have been through our conciliation service then you can apply for the case to be heard under our Alternative Dispute Resolution service (ADR). The charge for this will be no more than £35.
2. The ADR scheme can be an alternative to legal action through the courts. We will appoint an independent ADR certified company to hear the dispute. Their decision may be legally binding, however you will be made aware of the terms prior to the appeal.
3. The ADR service is run by a third party who is Chartered Trading Standards Institute approved.
4. You need to provide details to the customer relations team of the reasons why you wish to submit your appeal.
5. They will collate the necessary evidence from both yourself and the RAC Approved Dealer, then submit the case to ADR.

Full terms and conditions for the ADR service can be sent to you on request.

For further information about Alternative Dispute Resolution please visit; <http://www.tradingstandards.uk/advice/AlternativeDisputeResolution.cfm>

## Maintaining Quality

We expect RAC Approved Dealers to maintain their vehicle preparation standards and to operate consistently at all times. We monitor the quality of our Dealers through Dealer surveys completed by previous consumers, and at least six audits are carried out each year by RAC inspection engineers.

## Key Contacts

To find your nearest RAC Approved Dealer please visit:

<http://www.rac.co.uk/approveddealer>

If your vehicle has broken down and you have activated your complimentary breakdown cover please call 0800 828282 or 0333 2000 999 (mobile friendly).

RAC Approved Dealer Customer Relations  
0330 100 3247

RAC Breakdown Customer Service  
Membership 0844 891 3111

For more details on who to contact please visit

<http://www.rac.co.uk/contact-us>





