

Disclosure Document

Thank you for considering Oily Bikers LTD for your vehicle purchase. We are a registered firm with the Financial Conduct Authority (FCA) and are committed to providing you with the highest standards of service. The FCA is the independent watchdog that regulates financial services in the UK. Our registration number is 959223 and you can check our status on the FCA's website: <https://www.fca.org.uk/>

Limited Company Number: 09784293

Information Commissioner Office Number ZB229441

Phone: 0161 410 2453

Email: sales@oilybikers.co.uk

Our Services:

We are a vehicle sales dealership that provides you with the following services:

- Vehicle sales, servicing, parts & accessories
- Vehicle finance: Hire Purchase (HP), Personal Loan
- Parts & Workshop Finance: Personal Loan

The only options we offer for vehicle finance are Hire Purchase & Personal Loans.

With Hire Purchase, you may pay an initial deposit followed by monthly payments to spread the cost of the vehicle over an agreed period. Once you have made all the payments, you own the vehicle outright.

Pros of Hire Purchase:

- Low initial deposit
- Fixed monthly payments making budgeting easier
- You own the vehicle at the end of the agreement
- Flexible payment terms available.

Cons of Hire Purchase:

- You do not own the vehicle until all payments have been made
- If you miss payments, the vehicle potentially could be repossessed
- Higher overall cost (interest) than buying the vehicle outright.

With Personal Loans you may pay an initial deposit followed by monthly payments to spread the cost of the vehicle, goods or service over an agreed period. You own the vehicle, goods or services outright from day one as the finance is not secured against these.

Pros of our Personal Loans:

- Low initial deposit
- Fixed monthly payments making budgeting easier
- Not tied to any assets, own asset from day 1
- Flexible payment terms available
- 0% options available (no extra cost in interest)

Cons of Personal Loans:

- If you miss payments, then you are likely to receive collection letter/s and your credit report can be affected

- Higher overall cost on interest bearing options (interest) than buying the vehicle outright

Our Fees and Charges:

Oily Bikers LTD do not charge you any fees for our services, however certain lenders may which will be explained to you before entering into any agreement. These fees will be fair, transparent, and reasonable.

We may receive commission payments from lenders for introducing you to them. The amount of commission we earn will be made available to you on written request to either:

E-mail: sales@oilybikers.co.uk

Postal Address: Unit 10, Whitelands Ind. Estate, Clarence Street, Stalybridge, SK15 1QL

Finance Lenders:

We work with several reputable finance lenders to provide you with a range of finance options. These lenders include:

CONNECTED CAR FINANCE LIMITED - <https://www.connectedcarfinance.co.uk/wp-content/uploads/2024/02/CCF-Privacy-notice-v1.9.pdf>

Unity House, Bird Hall Lane, Hercules Park, Stockport, Cheshire, SK3 0UX

FIRST RESPONSE FINANCE LIMITED - <https://www.firstresponsefinance.co.uk/about/privacy-policy/>

5 Regan Way, Chetwynd Business, Park, Chilwell, Nottingham, Nottinghamshire, NG9 6RZ

SUPERBIKE LOANS LTD - <https://www.superbikeloans.co.uk/privacy-policy/>

1 Quay Business Centre Harvard Court, Winwick Quay, Warrington, England, WA2 8LT

KLARNA BANK AB - <https://www.klarna.com/international/privacy-policy/>

Klarna Bank AB UK Branch, 125 Kingsway, London, WC2B 6NH, United Kingdom

Complaints:

We are committed to providing you with the highest standards of service and product available. Please see our complaints procedure below.

Complaints Procedure

We take all complaints seriously and aim to resolve them as quickly as possible. Upon receipt of a complaint, we will acknowledge it within 14 business days by phone, email, or in writing. We will then carry out a thorough investigation of the complaint, considering all relevant information and evidence. We will keep the customer informed of progress and aim to provide a final written response within eight weeks of receiving the complaint. We will provide a clear and concise oral or written response to the customer, explaining our findings and any actions we intend to take to resolve the complaint. If the customer is not satisfied with our response, they may escalate the complaint to a senior member of staff. If the customer is still not satisfied with our response, they may be entitled to refer the matter to the Financial Ombudsman Service (FOS). We will keep records of all complaints received and the steps taken to resolve them. By signing the Hire Purchase agreement, the customer confirms that they have received a copy of this complaints procedure and agree to be bound by it.