

Terms and Conditions of Sale and Services Provided. EUROCERT and DVLA ADVICE AND ADMIN SERVICES.

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DVLA ADVICE AND ADMIN SERVICES

Terms and Conditions of Sale and Order Fulfilment

Overview

The business, owned and operated by David Williams, offers advice on matters concerning the UK DVLA (Driver and Vehicle Licensing Authority), and foreign vehicle registration agencies, usually in connection with vehicle registration procedures. The business also provides **products** which are of the following type:

- Applications and Submission to the UK HMRC for **NOVA** (Notification of Vehicle Arrivals), in physical format of a paper copy of the NOVA Submission to HMRC.
- Ordered separately when advertised: Vehicle **Year of Manufacture Verification**, in the physical format of a paper copy. Our Year of Manufacture Verification Letter or Sheet is simply a verification obtained from our [database of classic vehicles](#) and/or our library of Glass's Check Books. It confirms the year of manufacture for you and tells you what else you need to do in this respect to persuade the DVLA to issue you an age-related number plate. It also acts as a cover letter to them (the DVLA).

Please ask us if in doubt before purchasing.

NOTE: we also supply 'dating letters', 'dating certificate', or 'dating evidence' obtained from third parties.

- **V55 form** (an official DVLA paper form) supplied 'filled in' or 'fully completed'.
- **A summary document** giving the buyer detailed instructions on what to do with forms and letters we supply, where to send the bundle, and what else to include.
- **Complete Registration Package**, also referred to as the '**Full Monty**' and also relates to '**5 STAR SERVICE**'. A package of several of the above products and/or a package of documents to help register a particular vehicle.
- The production (drafting) of **letters to the DVLA** on behalf of vehicle registrants regarding matters of registration and arising problems with DVLA procedures.
- The issuing of an **Independent Certificate of Conformity (iCoC)**. A paper certificate or letter stating a particular vehicle's **Type Approval Number** if applicable and **CO emissions rating** if available; sometimes used in part of the process of registration of vehicles – in the UK and all over the EU - **and** to help registrants fill in other forms like the V55, SVA, NOVA1, IVA, Carte Grise applications, etc.

PLEASE NOTE (important):

Buyer's willingness to give us information about the vehicle -

With purchases of **all** our services we require - you the buyer - to give us certain key information about the vehicle.

To enable our services once you have paid, we **must** have certain information from you. A clear VIN (chassis number) on the vehicle is essential. We will also sometimes need further information from you like colour of the vehicle and your date of birth. Additional information may be necessary, depending on which service you buy. Please do not purchase our services if you cannot or will not supply this kind of information as we will not be able to complete our work without your co-operation. Once you have purchased a service and/or product and we begin work (ie. even before you may have submitted essential information like a VIN and vehicle colour) we may be unable to complete the service in the event you cannot or will not supply us the VIN or other crucial pieces of information.

In the case of **NOVA** applications and NOVA Submission to HMRC we always need a few bits of information like how much you paid for the vehicle, when you bought it and its speedo reading (if applicable). We will assist you with the questions and will be available to discuss them. We will request this information early on and it is vital you give it to us so we can complete.

Extent of service of DVLA ADVICE AND ADMIN SERVICES – Vehicle Registration assistance products

The scope of the business is to produce and deliver the products detailed on this page. The business's work is deemed to have been completed and orders fulfilled when the ordered product(s) has/have been sent to the customer by mail or courier.

UK DVLA Registration documents packages -Usually, but not always, the documents will be sent to the customer for checking, signing and sending-off to the DVLA with payment for the DVLA in order to complete vehicle registration.

Extent of service of EUROCERT Independent Certificate of Conformity –

We are a **research company** and our primary duty on each paid service is to present researched information to you about your vehicle. The **purpose of our service** is to present our researched information to you, the service buyer. The product, when the product is an Independent Certificate of Conformity (iCoC), is a written report stating researched information about your vehicle. **Its purpose** is to furnish you with a hard copy of the key facts and type approval, if applicable/relevant. Beyond the delivery of this service and product it is up to you, the document holder and vehicle owner, what you use the document for. We do not offer any guarantees about any uses you choose or make any promise about what its issue may lead to. We do offer free advice and after-sales support but we cannot be held responsible for frustration and losses resulting from a chosen use of one of our documents.

Independent Certificate of Conformity (CoC)- iCoCs are posted by registered or tracked post after our verification and/or research procedures. Please note that each iCoC is unique to the vehicle it corresponds with and therefore if you find you have no further use for your document, or sell the vehicle, or prefer not to use it, we will be unable to grant any refunds as there is no resale or restock value.

In the event of a vehicle's rejection during a registration process, or questioning from the UK DVLA or foreign motoring administrative bodies - The business will not become responsible for extra unpaid-for paperwork and labour, in the event of queries or investigations initiated by the UK DVLA, UK HMRC or foreign agencies, based on these agencies' perusal of the registrant's declaration or the vehicle's history. Examples – the vehicle is flagged on an Interpol search, the vehicle's VIN is found to be a duplicate, the agency asks for further documentation from the vehicle's country of origin, the agency rejects the application due to over-zealous or sub-standard workmanship at the agency, the agency workers have a lack of knowledge of the EU/EC directives and rulings regarding registration and type approval, or the agency decides not to accept the documentation out-of-hand.

Accuracy of information stated on our documents - We collect data for all our certificates, reports and verifications from open and public databases such as the following: Driver and Vehicle Licensing Agency (DVLA) UK vehicles database, Vehicle Certification Agency (VCA) databases, EC Type Approval databases, The National Motor Vehicle Title Information System (NMVTIS), The UK National Database of Classic Vehicles, The Internet Register of Stolen Vehicles (CrimiMail), The Register of Stolen Vehicles (IAATI), and others we may add or use from time to time. However, we do not and cannot assure, nor do we attest, that any information gleaned from these sources will always match exactly what the vehicle being certified or reported may actually display or may exhibit at a given time. Nor do we attest that any information (including EC type approval number) gleaned from these sources

will match exactly what the vehicle manufacturer may state as its retrospective/archive record of the vehicle's EC type approval number. This is because vehicles are modified from time to time after manufacture or registration, or due to additions/changes to the databases we may use or query. Additionally, data input when vehicles were added to the above databases by people outside our control may differ from actuals for the vehicle in question. For example a 'nominal' value of engine cubic capacity may be recorded with the UK DVLA such as 2000cc, when the 'actual' or 'aggregate' may be 1998cc. In all cases of document production, if the buyer disagrees with data written we must be notified in writing and we will investigate and explain the discrepancy. In the case of discrepancy or human error in data representation on our documents we will always consider re-issue of the document, as long as it does not contradict government or legal sources and data. This is a discretionary service and may incur an extra charge. On no account will we consider being held responsible or liable for events emanating from discrepancies in our documentation when compared with manufacturer's specifications, or documentation held by other agencies. Refunds will not be possible if discrepancies or errors are alleged by a buyer to negate the authenticity and purpose of the documents we provide. We are a **research company** and our primary duty on each paid service is to present researched information to you about your vehicle. The **purpose of our service** is to present our researched information to you, the service buyer. The product, when the product is an Independent Certificate of Conformity (iCoC), is a written report stating researched information about your vehicle. **Its purpose** is to furnish you with a hard copy of the key facts and type approval, if applicable/relevant. Beyond the delivery of this service and product it is up to you, the document holder and vehicle owner, what you use the document for. We do not offer any guarantees about any uses you choose or make any promise about what its issuance may lead to. We do offer free advice and after-sales support but we cannot be held responsible for frustration and losses resulting from a chosen use of one of our documents.

Liaison with Customer and the Need for Communication

In all our work, such as preparation for the production of Independent Certificate of Conformity (CoC), or application and submissions to the HMRC and UK DVLA we will ask questions pertaining to the vehicle of the customer. It is vital that the customer works with us, gives us truthful and comprehensive answers to our questions, and does so in a timely manner. The business will incur extra work and may need to make additional charges for labour/time if our emails are ignored, overlooked, junked or lost, resulting in the need for us to send repeat emails. We will also need to keep on file information of vehicles and VINs in conjunction with services provided.

LIMITATIONS AND DISCLAIMER

The business has an excellent record of first submission success of vehicle applications both here in the UK and abroad within the EU and we will always endeavor to keep abreast of current registering agency and EU policies, EC directives, requirements, procedures and regulations. It is in the interests of the business, as well as the registrant, that the application for registration goes through first time and without the need for follow-up letters or clarifications to agencies. If a UK DVLA rejection letter is received by the registrant or a DVLA request for further information about the vehicle or the registrant, further consultation and help by the business is at the discretion of the business and may incur an extra charge if further assistance is required. This would definitely be the case if letters of correction to the DVLA or appeals to the DVLA are required. Advice over the phone may be free, but is discretionary.

Our customers buy our services and products to save them time and learning processes in dealing with the DVLA and also the HMRC and foreign agencies. We do not guarantee that by purchasing our services and products a registration will definitely follow and make no promises, guarantees or assertions about timescales and outcomes. We can be confident about our research procedures, type approval and emissions verification and age verification but agencies (especially in France and the UK) do sometimes insist on backup or additional evidence from the vehicle manufacturer or their preferred specialist vehicle clubs.

Summary:

Engagement of our services for registration documents (**products**) and our advice does not guarantee your expectations from governmental agencies will be fulfilled. Purchase of our products does not render us liable for any losses or inconvenience caused to our customer/the registrant by delays by the DVLA or HMRC or foreign agencies. These are governmental agencies and are within their rights to demand whatever they wish from the public in connection with discharging their duties as public servants.

Treatment of Staff of the Business and Our Work Procedure

In carrying out our work and supplying products we expect to be treated courteously and respectfully by our customers and enquirers. We will not tolerate threats and abuse and in the event of such treatment, service to the customer will be terminated or withdrawn.

After products have been supplied to the customer, in the event of governmental agencies' requests for more information or rejection of first application, our customer must approach us with a request to help with advice, and expect it on a discretionary basis only, as a gesture of goodwill on behalf of the business.

Limitation of liability from documents arising from our services (iCoC)

In the event of us having issued an iCoC that is used by the holder for a specific process, as detailed above, given that we do not promise, offer or guarantee any outcomes, we will not become liable for any expenses incurred in connection with uses or presentations of our documents. Equally, any refusal by any agency to recognise the format of our documents or the data therein that leads to losses or inconvenience to our customer cannot be brought to us as a claim for compensation. Ultimately, our losses in all situations arising from issuance of any document shall be limited to £1 (GBP) in total, being the estimated raw value of the paper and ink.

Please see our Refund Policy (below) for cancellations and refund information.

REFUND POLICY

Cancellation of a Service Contract within 14 days of ordering (relates to all our services)

For services ordered online, a customer has the right to cancel within a 14 day cancellation period. For all paid orders, our customer will be notified in a durable format (printable email) of this right to cancel within 14 days and a model cancellation form will also be supplied. The 14 day cancellation period will start on the day the customer receives this email notification.

Authorising us to start work immediately

Under normal trading circumstances we should wait 14 days from the date of order, before completing the service contract. However, we always aim to start work well within this period known as the 'cancellation period', with some services even being same-day. Therefore, we usually ask our customers to physically authorise us to start work within the cancellation period. If we do this we will request written permission by email. The customer will be asked to sign a special agreement authorising us to begin work. **This authorisation affects your cancellation rights** - it means that if we begin work or complete the service within the 14 days, if you decide to cancel, you may not get all or any of your payment refunded.

Documents arising from our services that are custom-made

Where services result in custom-made documents, we will not usually offer customers a second cancellation period following customer receipt of said documents. Several of our services, such as 'iCoC', '5 STAR SERVICE', 'Service Number 1', 'Manufacturer's CoC', 'NOVA clearance', involve the provision of custom-made documents created only for a specific vehicle at a specific time, and therefore cannot be accepted back for resale. These documents and service certifications may not be classed as separate 'products' distinct from the Service Contract by which they were created.

This does not affect the statutory rights of a customer regarding faulty goods, as follows.

Faults, in the case of a document issued by us

If a mistake is found or any error that needs correcting in the data shown on the document, we will make this correction free of charge and within a reasonable amount of time. We ask our customers to give us this time to rectify a mistake, rather than request a refund. This does not affect the customer's statutory rights.

However, we will not add extra or additional information free of charge deemed by a customer as necessary for his/her purposes or 'nice to have' and this will be charged as an extra administrative fee, quoted on request and agreed before such work shall commence.

We are here to help

It is our responsibility to supply you with goods that meet your consumer rights.

If you have any concerns that we have not met our legal obligations please contact us. If you experience any difficulties or anomalies with or in our documentation, please call us. Our function is to research, verify and advise and we are focussed on getting vehicles registered.

Vehicle Registration Services
58 North Street,
Bristol BS3 1HJ
0117 902 8656

info@vrsbristol.co.uk

Please read our terms and conditions and accept that documents provided are created only for a specific vehicle at a specific time, and therefore cannot be accepted back in to 'stock' for resale. Our research and production of documentation takes time and is offered with no promises or guarantees of outcomes associated with uses you choose for our documents. If we have spent time and provided an accurately described document, without human errors in good faith we will politely refuse a refund. We hope that customers will understand this as, otherwise, our service is open to abuse.

Threats against our business

Many of our customers come to us frustrated, with the DVLA, or French Prefecture staff for example, or with general administrative processes, red tape, and the expense involved in vehicle registration. We ask you to not take your frustration out on us and in instances where we receive threats to our business operation we will act. Threats received will be dealt with as threatening behaviour and reported to the Police accordingly, whether here in the UK or abroad, or both. If we receive an email or telephone call expressing an intent to cause us to believe that immediate actions will inflict damage to business and reputation we will cease communication and contact the Police. We will always prosecute to the full extent of the law and consider private legal action to recover losses through written 'reviews' and comments on the internet designed to inflict damage to reputation.

In cases where we receive a demand for money, by way of refund or compensation, expenses, or under any other guise, combined with a threat to - otherwise - inflict damage to reputation, person or premises, this will be reported as demanding money with menaces. or extortion.

Timescales and Complaints

The business policy is always to provide a fast service and occasionally certain phrases will be used such as 'same day', 'next day', 'urgent', 'rapid', etc. However, there may be delays in completing the product ready for delivery due to reliance on the following third parties for information and response:

UK HMRC
UK DVLA
The customer (registrant)
ROYAL MAIL

We will always do our best to provide an excellent and fast service but we will not be held responsible for delays that are due to third party delays.

Please direct complaints by email to info@dvlaadvice.co.uk. We take all complaints very seriously and will always work to explain any causes for sub-standard service or delays.

Further notes on iCoC and independent assessment, certification and verification

Please be aware that with all independent assessments, certificates and verifications, a UK or foreign agency may ask for additional documentation or supportive evidence depending on what procedure you are undertaking regarding the vehicle. For example, in the UK, you may also require a Mutual Recognition Certificate (MRC) – please contact the relevant agency for information (eg. Vehicle Certification Agency in the UK). Whilst we have been recommended in the past by organisations and vehicle manufacturers such as Toyota and VW, our documents should generally only be solely relied upon when attempts to obtain an original CoC from the vehicle's manufacturer have failed.