



Customer Order/delivery Process Guide

Please read this document very carefully

Military Sales are always able to provide guidance and assistance if you are in any doubt please ask.

Contact Dean on 0044 1733 213205 or 01733 213231 / Email salesadmin@landrover-militarysales.co.uk

Vehicle Pricing

To qualify for the Military Sales pricing you must be a serving member of HM Forces. Vehicle must be ordered, invoiced and registered in the name of the entitled person.

Delivery Lead-times

Delivery on a build order, from Military Sales allocations, is approx 14-21 weeks from receipt of all the below documentation, during new product launches this time scale could be extended.

Documentation Required to Place an order

The following are required to secure an order with Land Rover and Jaguar military sales, if you have not supplied any of the below to Military sales the order cannot be placed, if in doubt please contact us for more information.

UK based customers

1. Original Order Form

The Land Rover order form should be fully completed signed by the purchaser, it must be an original document unfortunately faxed or emailed documents are not acceptable by the factory.

2. Military ID card /Proof of Diplomatic / Military Status

Unless your proof of identity confirms the status, or it is unclear, then we will require written proof that they are entitled to Diplomatic / Military prices. A photocopy of your Military ID Card or payslip is required with all orders.

3. Signed Terms and conditions.

4. Deposit

For UK specification vehicles a minimum deposit of £500.00 is required

5. Identification.

We are required to provide land rover proof of your identity, in the form of paper and card driving licence or passport these can be sent via email or fax but they must show your signature clearly.

All of the above must be sent to Land Rover Military Sales to process the order.

Military Export / Tax Free Customers

1. Original Order Form

The Land Rover order form should be fully completed signed by the purchaser, it must be an original document unfortunately faxed or emailed documents are not acceptable by the factory.

2. Military ID card /Proof of Diplomatic / Military Status

Unless the customer's proof of identity confirms their status, or it is unclear, then we will require written proof that they are entitled to Diplomatic / Military prices. A photocopy of the customer's Military ID Card or payslip is required with all orders.

3. Deposit

For UK specification vehicles a minimum deposit of £250.00 is required

4. Identification.

We are required to provide land rover proof of your identity, in the form of driving licence or passport these can be sent via email or fax but they must show your signature clearly.

5. VAT 410 or 411 (for export sales)

These forms should be supplied at time of order and all four copies are sent along with the above items.

All of the above must be sent to Land Rover Military Sales to process the order

Accessories and Order amendment

The total value of any dealer supplied and fitted accessories should be included on the order form at time of order, any amendments can be made to the order subject to availability, if you wish to change or add any specification to your current order, this can be done via submitting a new original order form to military sales. Upon receipt military sales will confirm the changes have been made via email or letter.

Order Progress

You will receive confirmation of both the order and also updates on its build date and completion date. This information can be used to provide indicative delivery dates. Please do not commit to a delivery date without discussing with Military Sales to avoid dissatisfaction.

Please note that once the order has been placed all contact and communication with regard to the sale is taken over via the office in Peterborough, Paul our is a field based salesperson hence contact can be difficult at times, with this in mind please could you contact Dean or Richard on 01733 213205

Part Exchanges

If you have a part exchange vehicle, your sales person should have sent you a form to complete containing all the details for your current vehicle, if you have not received such a form please request one from the office at Peterborough, we can be contacted via email to sales admin@landrovermilitarysales.co.uk or via phone on 01733 213231.

If you have a part exchange please note:

It is important to note that if the condition of the car has changed or the mileage increased significantly then this will effect the car's valuation.

Please discuss any queries you may have regarding such matters with your sales executive. The valuation also assumes that you will bring

The following items with you when you collect your new car:

- V5 Registration document (for **UK vehicles**). For **tax free vehicles** a New Tax disc supplied on re-registration.
- Radio and key codes
- MOT certificate
- Master key and spare keys
- Service history books and any proof of service history [invoices]
- Owners/vehicle and in car entertainment handbooks
- Spare wheel, locking wheel nut key and tool kit.
- Satellite navigation disc

Any prices given for part exchange vehicles are only valid for the month of issue; these prices will be based on the information detailed on the form. If you feel that the mileage or condition quoted on the original part exchange form has changed since order placement, please contact us ASAP so we can make the necessary adjustments to the price taking the changes into account.

If a vehicle is presented in a condition or mileage that differs from the original part exchange form sent to us it will be open to re-valuation at time of exchange, to prevent any issues from arising on Hand over, please could you check that we have the relevant up to date information when booking your delivery.

Customers who are having Finance from us.

If you are financing your car through us please note:

It is more convenient for you to complete the finance company documentation BEFORE you collect your car. This will avoid any unnecessary delays and ensure you have a better handover experience.

Please bring:

- Your driving licence showing your current address. If you have a photo driving licence you must also bring the paper counterpart.
- One proof of address. These may include a utility bill, a pay slip, a bank or credit statement, any proof must be less than 90 days old and show your current address.

The financial applicant(s) including any guarantor should be present at the dealership to sign the finance agreement. The finance company may charge an administration fee on your first payment. In this case your sales executive will advise you.

The person named on the motor insurance cover note or certificate must be the customer named on the order form and the finance agreement.

We have a product available to protect you in this circumstance, which can be found in the Marshall Insurance Section of these notes.

Vehicle Release and Delivery

Payment must be made in full on or before collection only. Payment can be made in the following ways.

1. Payment on debit card on the day of collection at Peterborough (The customer must be present).
2. Bank Transfer to the below account, using your name as a Reference.

Account Name: **Marshall Motor Group LTD**
 Barclays Bank PLC
 Newmarket Road
 Cambridge

Account Number **90030244**
Sort Code **20-17-19**
IBAN **GB51BARC20171990030244**
SWIFT CODE **BARCGB22**

3. Personal cheque, which must be received at Peterborough 14 days before the delivery date. Please be aware that some of the above payment types may incur a charge from your account holder, please check before undertaking any transfers.

Before you take delivery there are a number of things you need to do. The following information is designed to help you.

Delivery

Delivery to the entitled person can normally take place within 14 working days of the vehicle's build date. However, this is dependent upon Customs Approval and registration procedures, including receipt of the customer's insurance 10 working days before delivery.

Please do not book travel until your vehicle has been completed in build, as committing to any travel plans could lead to disappointment if the factory build is delayed. This is very unlikely but Marshall Military Sales are unable to refund any travel costs for delays beyond our control at Peterborough.

Vehicle Preparation

In addition to any dealer accessories shown on the order form, the vehicle will be supplied with the following Delivery Pack items Free of charge.

All vehicles	Tank of fuel, number plates & rubber mats
Export vehicles (only)	Warning triangle, 1st aid kit

Insurance

The customer must provide a valid UK Insurance policy and Certificate in the name of the entitled person (shown as policy Holder) at least 10 working days before the expected delivery date. It is essential that the vehicle is insured for its full UK value, as UK taxes would become payable if an export vehicle was destroyed or stolen (and therefore not exported) whilst in the UK. All registrations will be carried out by Land Rover Factory.

Delivery Documentation

Our customers are required to sign a Vehicle Acceptance Receipt at the time of handover as proof of delivery. This will be provided within the delivery documentation from Military Sales. It is essential that only the purchaser sign's this as it is a Land Rover form and incorrect forms will not be accepted, and delivery could be delayed.

Thank you so much for choosing to purchase a vehicle from Military Sales Peterborough, While we are waiting for your wonderful new vehicle to be built and ready to be collected can I draw your attention to the below products which we are able to offer you on this purchase.

These products will offer you peace of mind and protect your purchase during ownership. We are able to add any of the products to your purchase after vehicle order placement. Please do not hesitate to contact us should you have any questions, our Military business manager Dan Thorpe is standing by to offer assistance.

Land Rover Trackstar

Stolen Vehicle Recovery System

Trackstar is the only Land Rover and Range Rover approved Stolen Vehicle Tracking & Recovery product, and is approved for installation throughout the UK automotive industry.

Land Rover Trackstar provides:

Enhanced protection against illegal movement of the vehicle, via its unique motion sensor detector.

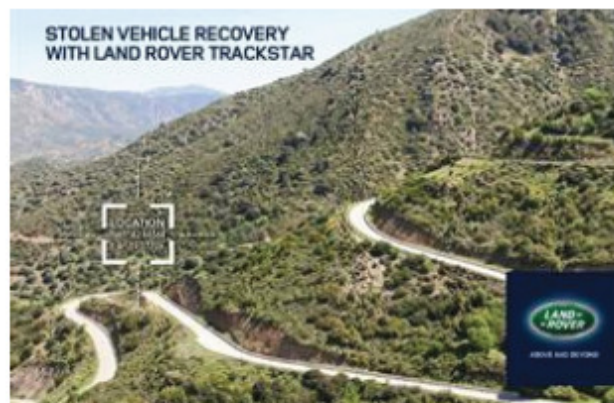
Full battery back-up, designed to help keep your vehicle protected in the event of the battery being disconnected.

Endorsed by all Police Authorities

Protects against unauthorised movement

Insurance approved

*European cover as standard***



How does Land Rover Trackstar work?

The four steps to repatriate your Land Rover

1. The system automatically arms once the ignition is switched off. If your Land Rover is moved illegally, your unit will immediately alert the Control Centre with its exact location. The unit also features a full battery back-up, so your Land Rover is protected even if the battery is disconnected.
2. When it is clear that your Land Rover has been stolen, a constant signal is sent from the vehicle to the Control Centre. The in-vehicle unit provides your Land Rover's exact location, speed and direction using GPS positioning.
3. The Control Centre is manned 24 hours a day, 365 days a year. If your Land Rover is stolen, it will immediately contact the police in the area with regular updates on the vehicle's location.
4. Once the police have secured your Land Rover it can be returned to you.

Land Rover Trackstar options

Land Rover Trackstar

Land Rover Trackstar is a small, covert electronic device installed in your vehicle. It utilizes state-of-the-art technology, such as GPS, GSM and a unique integrated motion detector in order to accurately locate your Land Rover.

Part Number: AMCJ32-19G311-AA
 Subscription costs: Annual £147.50. Three Year £399
 Hardware and fitment will incur additional costs above the subscription

Land Rover Trackstar 5

The Land Rover Trackstar 5 unit operates in the same way as the Land Rover Trackstar unit, but incorporates the added benefit of a Driver Authentication Device. If the device detects that an unauthorized person is driving your Land Rover, the Control Centre is alerted.

An increasing trend among car thieves is to steal the vehicle's keys. Without the Driver Authentication Device, the theft will be identified promptly and ultimately increase the likelihood of a successful recovery.

Part Number: AMDH4M-19G311-BA
 Subscription costs: Annual £189. Three Year £549
 Hardware and fitment will incur additional costs above the subscription

Trackstar	Total Cost	Unit and fitment	Subscription
1 year sub	Total cost fitted inc Subscription £597.50	£450	£147.50
3 year sub	Total cost fitted inc Subscription £849.00	£450	£399.00
Trackstar 5			
1 year sub	Total cost fitted inc Subscription £949.99	£750	£199.99
3 year sub	Total cost fitted inc Subscription £1249.00	£750	£499.00

It is worth noting that in the unfortunate event your new car is classified as a total loss that you are responsible for paying the shortfall between the insurance company pay out and any outstanding finance. We have a product available to protect you in this circumstance, which can be found in the Marshall Insurance Section of these notes.

SmartGuard Alloy Wheel Repair Insurance

Alloy wheels make your new car look great but when they are damaged your vehicle not only loses some of its shine, it also loses its value.

Alloy Wheel Insurance helps to keep your wheels in good condition by covering the cost of repairs if they are accidentally damaged. As a result you can ensure your vehicle continues to look good and expect to get the best price when you trade in for a new vehicle.

- **Cover is provided against accidental damage of the alloy wheels fitted to your vehicle at the time of purchase**
- **Covers the cost of the cosmetic repair to your alloy wheels up to an amount of £100 per individual alloy wheel repair and an aggregate amount of £1,000 in total**
- **Cover is available for 12, 24, or 36 months**

Tyre Insurance

Tyre Insurance protects you against the unforeseen costs of having to replace or repair the tyres on your vehicle prematurely as a result of accidental damage, puncture or malicious damage by a third party.

- **Cover is provided against accidental or malicious damage of the tyres on your vehicle**
- **Covers the cost of repair or replacement of the 4 tyres fitted to your vehicle plus the spare or their replacements up to a maximum of £125 or £300 per tyre dependent on the level of cover chose**
- **Claims can be made up to a maximum of 5 tyres during the period of insurance**
- **Claims costs for repair will also cover a new valve, if necessary, and the reasonable labour cost of fitting and balancing the new tyre**
- **As long as there is still a minimum 2mm of tread remaining on the damaged tyre there is no maximum mileage limit on the policy**

Tyre Insurance Price list - Vehicle up to 7 years old and 80,000 miles at inception. £10 Excess per tyre claim			
12 Months	Up to 22" £300 per tyre Accidental OR Malicious Damage Maximum 5 tyres	£149	
24 Months		£209	
36 Months		£279	

SmartGuard

- Protect Your Pride and Joy

Paint Protection

A world-leading, high gloss PTFE transparent sealant which locks in and protects your vehicle's paintwork against road grime and acid rain. Waxing or polishing is no longer required. Simply wash your vehicle regularly to produce a high gloss showroom finish. This finish is then guaranteed for 4 years.

Fabric Protection

This world-class fabric protection delivers an unbeatable defence against accidental spills and stains. This makes fabric and carpets easier to clean and helps to keep it looking newer for longer. Guaranteed stain-free for 4 years.

Alloy Wheel Protection

This hi-tech protective barrier creates a super-smooth protective surface on your alloy wheels, making brake dust and road grime easy to remove, without having to use harmful acid based alloy wheel cleaners. This treatment ensures that your alloy wheels stay looking in great condition.

Aftercare Products

All SmartGuard products provided in your Marshall Aftercare Case, have been specially formulated to aid the cleaning process and do not harm SmartGuard's protective coatings. Environmentally friendly water based products provided in the Marshall Aftercare pack are : Paint Surface & Alloy Wheel Cleaner, Fabric (or Leather) Cleaner Conditioner, Acid Rain Neutralising Wash Concentrate, along with sponge and cleaning cloths.

In summary, SmartGuard offers these unique benefits:

- No waxing or polishing required for 4 years
- No conservers required, just wash and go
- Protects exterior paint
- Protects alloy wheels
- Protects carpets and fabric seats
- 4 Year guarantee for exterior and interior protection
- Environmentally friendly
- Marshall Aftercare Case with cleaning products



SmartGuard - 4 Year Guarantee			
Jaguar	Carpets/Upholstery/Alloys/Paint	£449	N/A
Land Rover	Carpets/Upholstery/Alloys/Paint	£599	N/A

Marshall Asset Protection

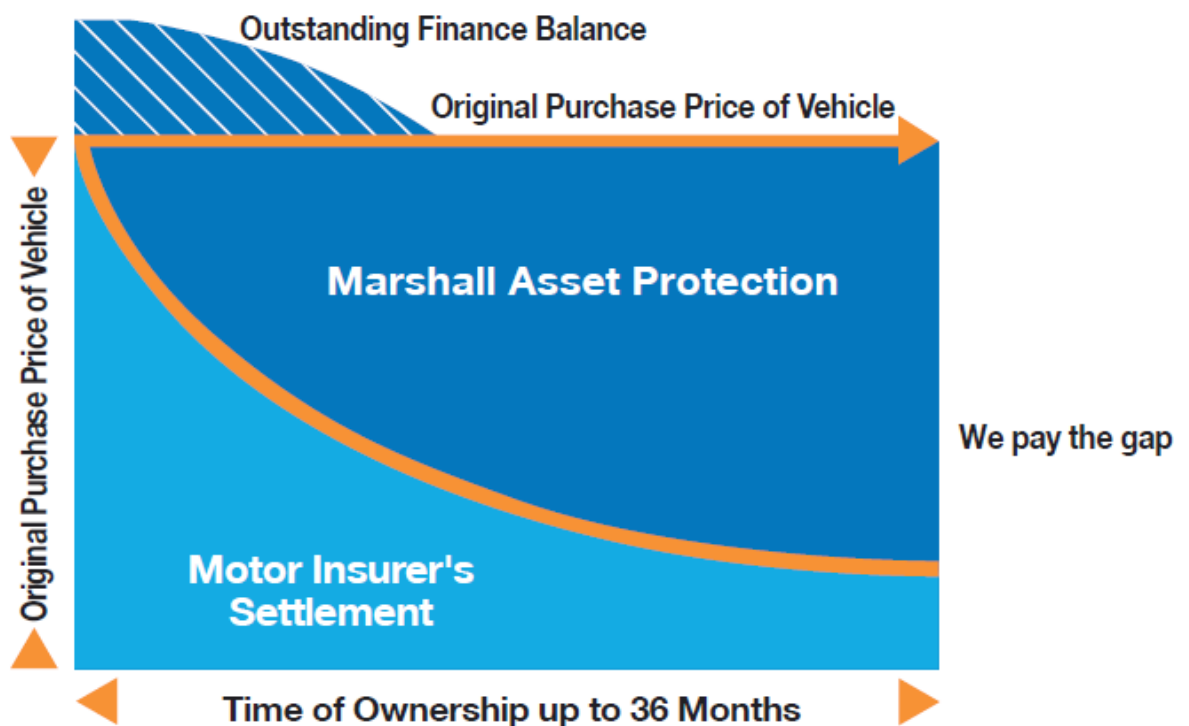
Did you know that if your vehicle is written off as the result of an accident fire or theft most insurance companies will only pay the current market value of the vehicle at the time of the claim and not the original purchase price you paid for it?


The Benefits of Marshall Asset Protection


Our 'Marshall Asset Protection' GAP will return you to the original financial position you were in when you first purchased the vehicle if your vehicle is written off and a total loss payment is made by your insurance company. Marshall Asset Protection will pay the difference between the amount paid out by your insurance company and the original purchase price of the vehicle (subject to the terms shown within the Policy Summary). Claims payable under this policy will be made up to a maximum claim limit depending on your vehicle purchase price.

If the vehicle is subject to a finance agreement, any payment under Marshall Asset Protection will be paid directly to the finance company on your behalf and if there are any excess funds these will be sent to you directly.

This should enable your finance agreement to be settled leaving you to concentrate on purchasing another vehicle. If the finance settlement figure exceeds the original vehicle purchase price this greater difference will be paid to the finance company.



 Marshall Asset Protection could pay the difference between the motor insurer's settlement figure and the original purchase price of the vehicle.

 If the vehicle is subject to a finance agreement and the outstanding balance exceeds the original purchase price of the vehicle Marshall Asset Protection could pay the difference between this higher amount and the motor insurer's settlement.

Policy exclusions and limitations may apply. Details of all exclusions and limitations are noted in the policy a copy of which is available on request from the administrator or visit our website www.marshallweb.co.uk

Status Disclosure Document



Marshall, Airport House,
Newmarket Road, Cambridge
Cambridgeshire CB5 8RY

About Our Services and Costs

1 The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. This document is designed by the FCA to be given to consumers considering buying finance and insurance products. You need to read this important document. It explains the service you are being offered and how you will pay for it.

2 Whose products do we offer?

We only offer products from a limited number of finance companies and insurers for:

- Conditional Sale
- Hire Purchase
- Personal Contract Purchase
- Lease Purchase
- Contract Hire
- Marshall Asset Protection
- Tyre and Alloy Wheel Insurance
- Minor Damage Insurance, Cosmetic Repair Warranty
- Extended Warranty, MOT Test Cover and Assistance

Please ask us for a list of finance companies and insurers we offer finance and insurance from you if you require one.

3 Which service will we provide you with?

We will advise and make a recommendation for you after we have assessed your needs.

- Finance products
- Insurance products

4 What will you have to pay us for our services?

No fee for:

- Finance products
- Insurance products

As a credit broker and credit intermediary we can introduce you to a limited number of finance lenders and products to assist you with your purchase. These finance providers may pay us for introducing you to them.

You will receive a quotation which will tell you about any other fees relating to any particular finance or insurance policy.

5 Who regulates us?

Marshall Motor Group Ltd, Airport House, Newmarket Road, Cambridge, Cambridgeshire, CB5 8RY is authorised and regulated by the Financial Conduct Authority. Our FCA number is 310503.

Our permitted business is arranging general insurance and finance contracts

You can check this on the FCA's Register by visiting the FCA's website www.FCA.gov.uk/register or by contacting the FCA on 0845 606 1234

6 What to do if you have a complaint

If you wish to register a complaint, please contact us:

In writing Customer Services, Marshall Motor Group Ltd, Airport House, Newmarket Road, Cambridge, Cambridgeshire CB5 8RY

By email financialservices@marshallweb.co.uk

By phone 01223 377000

If you cannot settle your complaint with us you may be entitled to refer it to the Financial Ombudsman Service.

7 Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim.

Insurance advising and arranging is covered for 90% of the claim with no upper limit.

Further information about compensation scheme arrangements is available from the FSCS.

8 Data Protection

Your personal data is held in accordance with the Data Protection Act 1988. Some or all of your data that you supply to us in connection with your finance or insurance proposal will be passed to insurers and other companies in order to operate your contract (for example underwriting, premium collection, claims handling). We will pass your details to our partners in order to offer some forms of finance or insurance. Please let us know if you do not want to be contacted in connection with insurance.