
TERMS & CONDITIONS

1. INTRODUCTION

1.1

These Terms & Conditions govern your use of this website (the “Website”) and any vehicle sales conducted by Luxo Motors Ltd (“we”, “us”, “our”).

By using this Website, you agree to be bound by these Terms & Conditions. If you do not agree, you must not use the Website.

1.2

This Website is operated by Luxo Motors Ltd, a company registered in England and Wales under Company Number 16537178 with its registered office at:

Jacks Hatch Garage
Epping Green Road
Epping
England
CM16 6QA

1.3

We may update these Terms & Conditions from time to time. Continued use of the Website constitutes acceptance of any updated terms.

1.4

This Website is intended for users located within the United Kingdom.

2. WEBSITE USE

2.1

You may use this Website for lawful, personal, and non-commercial purposes only.

2.2

We do not guarantee that the Website will always be available, uninterrupted, secure, or free from errors.

2.3

You must not:

- misuse the Website,
- knowingly introduce viruses or malicious code,
- attempt unauthorised access,
- scrape, harvest, or extract data without written permission.

2.4

We reserve the right to suspend or withdraw access to the Website at any time without notice.

3. WEBSITE CONTENT DISCLAIMER

3.1

Vehicle descriptions, specifications, mileage, fuel economy figures, prices, images, and other information are provided for general guidance only and do not form part of any contractual agreement.

3.2

While we take reasonable care to ensure information is accurate, we do not guarantee that Website content is complete, accurate, or up to date.

3.3

Errors and omissions may occur, including pricing errors, and we reserve the right to correct such errors without liability.

3.4

Vehicle availability is subject to prior sale.

4. VEHICLE SALES

4.1

No legally binding contract for the sale of a vehicle exists until:

- we have accepted your order in writing, and
- a sales invoice or order form has been issued.

4.2

All vehicle sales are subject to availability.

4.3

We reserve the right to refuse or cancel a sale prior to contract formation.

4.4

Consumers retain all statutory rights under the Consumer Rights Act 2015.

Nothing within these Terms & Conditions excludes or limits those rights.

4.5

Where applicable, vehicle mileage may increase slightly due to test drives, vehicle preparation, or transportation prior to delivery.

5. DISTANCE SALES & ONLINE RESERVATIONS

5.1

Where a vehicle is purchased without the customer physically inspecting the vehicle at our premises, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 may apply.

5.2

Where applicable, eligible consumers may have cancellation rights under those Regulations.

5.3

Any cancellation rights will be subject to lawful deductions for services already performed or costs reasonably incurred.

5.4

Online vehicle reservations do not guarantee availability until confirmed by us in writing.

6. DEPOSITS & PAYMENTS

6.1

A deposit may be required to reserve a vehicle.

6.2

Whether a deposit is refundable or non-refundable will be clearly confirmed at the time payment is made.

6.3

Where a customer cancels after reserving a vehicle, we may retain an amount reasonably reflecting losses or costs incurred, including administration, preparation, storage, transport, or remarketing costs.

6.4

Full cleared payment must be received before ownership of the vehicle passes to the customer.

7. PART EXCHANGE

7.1

Any part exchange valuation is subject to inspection and accurate description by the customer.

7.2

We reserve the right to revise or withdraw a valuation where:

- the vehicle condition differs materially,
- mileage is inaccurate,
- undisclosed damage exists,
- or outstanding finance has not been disclosed.

7.3

You confirm that any vehicle offered in part exchange belongs to you and is free from finance or third-party interests unless disclosed in writing.

8. FINANCE

8.1

Where finance is arranged, we act as a credit broker and not a lender.

8.2

Finance is subject to status, affordability checks, and lender approval.

8.3

We may receive commission from lenders for introducing customers to finance providers.

8.4

Further details regarding finance commission may be provided upon request.

9. DELIVERY & COLLECTION

9.1

Delivery dates and collection times are estimates only and are not guaranteed.

9.2

Risk in the vehicle passes to the customer upon collection or delivery.

9.3

Ownership of the vehicle passes only once full cleared payment has been received.

10. TEST DRIVES

10.1

Test drives are subject to:

- production of a valid driving licence,
- satisfactory insurance requirements,
- and compliance with our reasonable instructions.

10.2

We reserve the right to refuse a test drive at our discretion.

11. INTELLECTUAL PROPERTY

11.1

All Website content, including text, logos, images, graphics, and branding, is owned by or licensed to Luxo Motors Ltd.

11.2

You may not reproduce, copy, distribute, or commercially use any Website content without our prior written permission.

12. WARRANTY (3 MONTH BACK-TO-BASE WARRANTY)

12.1 Overview

This warranty is provided in addition to your statutory rights under the Consumer Rights Act 2015.

Warranty period:

- 3 months, or
- 3,000 miles,

whichever occurs first.

This is a back-to-base warranty and applies only within the mainland United Kingdom unless otherwise agreed in writing.

12.2 Covered Components

The warranty covers mechanical breakdown of major internal components including:

- Engine
- Gearbox
- Transmission
- Drivetrain
- Cooling system
- Fuel system
- Starter motor
- Alternator

Repairs may be carried out using new, reconditioned, or equivalent quality parts.

12.3 Exclusions

The warranty does not cover:

- wear and tear items including tyres, brakes, clutches, bulbs, batteries, or wiper blades,

- routine servicing or maintenance,
 - cosmetic defects,
 - infotainment or multimedia systems,
 - accidental damage,
 - misuse, neglect, racing, or modifications,
 - faults caused by overheating after warning indicators appear,
 - theft, vandalism, weather, or external events,
 - faults disclosed prior to sale,
 - diagnostic charges unless authorised by us.
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12.4 Customer Responsibilities

The customer must:

- maintain the vehicle correctly,
- regularly check oil and fluid levels,
- stop driving immediately if a fault develops,
- notify us promptly of any issue.

Failure to do so may invalidate warranty cover.

12.5 Claims Procedure

In the event of a claim:

1. Contact us immediately.
2. Do not authorise repairs without prior approval.
3. Return the vehicle to us unless otherwise agreed in writing.

Unauthorised repairs may not be reimbursed.

12.6 Legal Rights

This warranty does not replace, restrict, or reduce your statutory rights.

13. LIMITATION OF WARRANTY LIABILITY

13.1

Our obligation under this warranty is limited to repair or replacement of covered components.

13.2

We do not cover:

- recovery costs,
- towing charges,
- hire vehicles,
- alternative transport,
- accommodation expenses,
- loss of use,
- inconvenience,
- indirect or consequential losses.

13.3

Total liability under this warranty shall not exceed the original purchase price of the vehicle.

14. LIABILITY

14.1

Nothing in these Terms & Conditions excludes or limits liability where unlawful to do so, including liability for:

- death or personal injury caused by negligence,
- fraud or fraudulent misrepresentation,
- breach of statutory consumer rights.

14.2

Subject to clause 14.1, we shall not be liable for indirect or consequential losses.

15. COMPLAINTS

15.1

Complaints should be submitted to:

Email: sales@luxomotors.co.uk

Phone: 01992 661880

15.2

We will aim to acknowledge complaints within a reasonable timeframe.

15.3

We are not obliged to participate in an Alternative Dispute Resolution scheme but may consider ADR where appropriate.

16. DATA PROTECTION

We process personal data in accordance with:

- UK GDPR
- Data Protection Act 2018

Please refer to our Privacy Policy for further details.

17. COOKIES

We use cookies on this Website.

Please see our Cookies Policy for further information.

18. ENTIRE AGREEMENT

These Terms & Conditions, together with any sales invoice or order form, constitute the entire agreement between the parties.

19. SEVERABILITY

If any provision of these Terms & Conditions is found unenforceable or invalid, the remaining provisions shall remain in full force and effect.

20. GOVERNING LAW

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.