

The Motor Industry
Code of Practice for
Vehicle Sales.



The Motor Ombudsman

provides a free and impartial service to assist consumers and businesses to resolve automotive-related disputes and raise standards of service across the sector through its comprehensive Motor Industry Codes of Practice.



Another box ticked.

The Codes, which are approved by the Chartered Trading Standards Institute, enable The Motor Ombudsman to investigate and adjudicate on:

- The sale of new cars by manufacturers (via the New Car Code)
- The sale of new and used cars by garages and dealers (via the Vehicle Sales Code)
- Service and repair issues (via the Service and Repair Code)
- The sale of vehicle warranty products (via the Vehicle Warranty Products Code).

The Motor Ombudsman is a neutral arbiter and impartial. It will gather information from both parties and reach an outcome which it feels is fair and reasonable, taking into account the Codes and any relevant legislation.

The Motor Industry Code of Practice for Vehicle Sales (the "Vehicle Sales Code"), which confirms commitments made by garages, dealers and businesses which are accredited to The Motor Ombudsman and the Vehicle Sales Code regarding their obligations in the provision of the sale of both new and used vehicles and the customer purchase experience, as well as setting out standards that they must comply with relating to.

Further Information

Enquiries or complaints

The Motor Ombudsman telephone:

0345 241 3008

The Motor Ombudsman website:

www.TheMotorOmbudsman.org

Relevant web links

- The Chartered Trading Standards Institute:
www.tradingstandards.uk
- Advertising Standards Authority:
www.asa.org.uk
- Citizens Advice Bureau:
www.citizensadvice.org.uk
- Financial Ombudsman Service:
www.financial-ombudsman.org.uk
- Financial Conduct Authority:
www.fca.org.uk
- Ofcom:
www.ofcom.org.uk



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