

EXPERT VEHICLE REVIEW TERMS

1. Introduction

- 1.1. These Expert Vehicle Review Terms apply to your purchase of an Expert Vehicle Review (£99) (the “Review”) from ALFA Prestige LTD (“we”, “us”, or “ALFA Prestige”).
- 1.2. These terms explain what the Review is, its remote-only boundary, and your right to cancel.
- 1.3. These Expert Vehicle Review Terms apply in addition to, and should be read alongside, our [Terms and Conditions of Use](https://alfaprestige.co.uk/documents/TermsAndConditions.pdf) (https://alfaprestige.co.uk/documents/TermsAndConditions.pdf) and our [Privacy Policy](https://alfaprestige.co.uk/documents/PrivacyPolicy.pdf) (https://alfaprestige.co.uk/documents/PrivacyPolicy.pdf), which continue to apply to your use of the Website and our customer portal generally. If there is a conflict between these Expert Vehicle Review Terms and our Terms and Conditions of Use in relation to the Review, these Expert Vehicle Review Terms will take precedence.
- 1.4. These Expert Vehicle Review Terms are dated 22 September 2026 (version 2026-09-22.1). We may update these terms from time to time; the version that applied at the point you purchased your Review is the version that governs that purchase, unless we are required by law to apply a later version to you.
- 1.5. These terms are written on the basis that you are purchasing the Review as a consumer — that is, an individual acting wholly or mainly for purposes outside your trade, business, craft or profession. If you are purchasing the Review for or on behalf of a business, the consumer protections described in these terms, including the cancellation rights in clause 3, will not apply to you, and your purchase will instead be governed by these terms to the extent they are capable of applying to a business purchase.

2. What This Service Is

- 2.1. A remote desktop assessment of information available at the time of review — the listing, available vehicle-history data, MOT record, market position and known model risks for up to three cars you send us. ALFA Prestige does not physically inspect, view, road-test or diagnose any vehicle. Online adverts, seller statements and third-party databases can be incomplete, inaccurate or change after the report is produced.
- 2.2. The report is an opinion based on available evidence. It does not guarantee a vehicle’s condition, roadworthiness, legality, value or future reliability. Repair-cost figures are indicative ranges only and vary by region, labour rate, parts choice and the actual fault found. You remain responsible for checking identity, documents, ownership, finance, physical condition and suitability, and for inspecting and test-driving the car yourself or appointing a suitable independent professional before buying.
- 2.3. Nothing in this section limits our obligation to provide the Review with reasonable care and skill in accordance with the Consumer Rights Act 2015, or any other statutory rights available to consumers.

3. Your Right to Cancel

- 3.1. This clause applies only where you are purchasing the Review as a consumer, as described in clause 1.5. Under the Consumer Contracts Regulations, you normally have 14 days to cancel a service bought at a distance and receive a full refund.
- 3.2. If you expressly request that we begin providing the Review during the 14-day cancellation period, we may begin work immediately. If you cancel after work has begun but before the Review has been fully performed, you may be required to pay a proportionate amount for the services already supplied. You will lose your statutory right to cancel once the Review has been fully performed, provided you expressly requested early performance and acknowledged that your cancellation right would be lost on full performance.

- 3.3. That request is not made at checkout. Payment comes first, and it buys the review rather than starting it: once you have paid, you're taken to a page where you send us the vehicles you want reviewed. Two tick-boxes sit on that page — one confirming you understand the review is remote-only, and one asking us to begin straight away and acknowledging that you may be required to pay a proportionate amount if you cancel after work has begun, and that you will lose the right to cancel once the Review has been fully performed. Both must be ticked before the page will let you submit, and your acknowledgement is recorded against your order at that moment.
- 3.4. So no research begins until you have sent us the vehicles and made that request. Until then nothing has been produced for you and your standard cancellation rights are unaffected.
- 3.5. A copy of the statutory model cancellation form is available at <https://alfaprestige.co.uk/documents/CancellationForm.pdf>. You do not have to use this form to cancel, but you may do so if you wish.

4. Turnaround, Follow-Up and Replacement Listing

- 4.1. We aim to deliver your Review within 2 working days after receiving usable live listing links and any essential registration details. This is a target rather than a guaranteed deadline, and the delivery period is paused while we are waiting for information reasonably required from you.
- 4.2. You may ask one written follow-up question within seven days of delivery.
- 4.3. If every vehicle originally submitted receives an Avoid rating, you may submit one replacement vehicle within seven days. The replacement review will assess the replacement vehicle's listing, available history, MOT record, known model risks and overall suitability, but will not repeat the full three-car comparison. A removed, sold or unusable advert may be replaced before research begins without using this entitlement.

5. Our Liability

- 5.1. Nothing in these Expert Vehicle Review Terms excludes or limits our liability for:
- a. death or personal injury caused by our negligence;
 - b. fraud or fraudulent misrepresentation; or
 - c. any other liability which cannot be excluded or limited under English law, including your rights under the Consumer Rights Act 2015.
- 5.2. Subject to the exceptions set out above, our total liability to you arising out of or in connection with the Review, whether in contract, tort (including negligence), or otherwise, is limited to the amount you paid us for it.
- 5.3. Subject to the exceptions set out above, we are not liable to you for any loss of profit, loss of opportunity, or other indirect or consequential loss arising out of or in connection with the Review.

6. Your Data

- 6.1. Your contact details and the vehicle information you submit are stored securely and kept only as long as needed to provide this service and to meet our record-keeping obligations, as set out in our Privacy Policy.

7. Questions About These Terms

- 7.1. If anything in these Expert Vehicle Review Terms is unclear, or you want to discuss a review you have already bought, contact us using the details below and we will deal with it directly.
- 7.2. ALFA Prestige LTD is a company registered in England and Wales under company number 17470174, whose registered office is at 29 Ascough Wynd, Aiskew, Bedale, England, DL8 1AT. Our trading address is Marfield Barn, Leyburn Road, Masham, Ripon, HG4 4ER.
- 7.3. You can contact ALFA Prestige by email at alfiehill@alfaprestige.co.uk or through our official social media channels and contact forms provided on the Website.