

# Peugeot Store – Terms and Conditions

## 1. THE PURPOSE OF THESE TERMS

These are the terms and conditions on which Peugeot Motor Company PLC (trading as PEUGEOT) (“we”, “us”, “our”) introduce you to your selected Peugeot retailer (the “Retailer”) and Stellantis Financial Services UK Limited (“Stellantis Financial Services”) for the purchase of your new vehicle as selected by you via the Peugeot UK website (the “Website”).

Please read these terms carefully before you submit your order. These terms and conditions (the “Terms”) tell you: -who we are; -how and on what terms the Retailer will supply the new vehicle to you; -how and on what terms Stellantis Financial Services will provide you with the finance for the purchase of the new vehicle; -how you and we/ Stellantis Financial Services/Retailer may change or cancel your order; -your rights on withdrawing from your finance agreement with Stellantis Financial Services; and-what to do if there is a problem with the purchase of the new vehicle and other important information.

## 2. ROLES OF OUR RETAILERS, & STELLANTIS FINANCIAL SERVICES

### For Cash and Finance Purchases

If you order your new car through our website, our role is to take you through the online order process and allow you to place an order for a new car. You must nominate a PEUGEOT authorised Retailer (your “**Retailer**”) who will supply your new car to you. You may either collect your new car from your Retailer free of charge.

### For Finance Purchases Only

Where you order a new car through our website, you may choose to pay for your new car through one of our finance packages. We act as the *credit broker* in respect of the finance agreement, and Stellantis Financial Services UK Ltd is the lender.

## 3. ORDERING YOUR CAR ONLINE

You may use our website to configure and order a new car online. You may also get a valuation for your current car and could apply some or all of these funds towards your new car. You can choose from two different payment options including cash or finance.

The online order process is just one of the ways by which you can configure the car you want, tailor your payment method and submit your order request.

### For Cash Purchases

If you have chosen the cash payment option to purchase your car, you must be over 18 and will be subject to money laundering checks.

### For Finance Purchases

If you have chosen the finance payment option to purchase your car, you must be over 18 to apply and it is subject to status, we may also require a guarantee.

Before submitting your order, you will be requested to complete an application process to verify your identity, conduct a credit assessment and if you apply for a product containing motor insurance then to assess your eligibility for it.

You will need to provide us with certain information about you and answer questions to our satisfaction. If your application is declined or cannot be processed, we will send you an email with further details. If your application is successful, then we will send you the relevant contractual documentation in the post which must be signed and returned to us.

You will be required to complete the relevant contractual documentation for the finance product either at your chosen retailer or by post. Further information is explained below.

If you do not wish to use the online process, please visit your local retailer who may help you. Your local retailer will make available the same new car offers and discounts as are set out on our website in addition to their usual offering, and will allow you to pay for your new car by cash or through any other finance option that they may make available from time to time which will be subject to status and terms and conditions.

#### 4. AVAILABILITY OF OUR WEBSITE TO ORDER VEHICLES

Our website can be used to order vehicles for delivery or collection only in England, Scotland, Wales and Northern Ireland, by customers with a valid and up to date Great Britain driving licence. Unfortunately, we are unable to accept applications for Stellantis Financial Services finance packages if you hold a Northern Ireland driving licence.

Please note that you will not be able to complete the checkout process between the hours of midnight to 7am. This will not restrict or limit your ability to save configurations or access your Peugeot account during this time.

#### 5. ORDER PROCESS

When placing an order through our website we will acknowledge your order online, but a contract will not be formed at this stage. We will assign a reference number to your order and tell you what it is in your order acknowledgement. Please be prepared to tell us the reference number whenever you contact us about your order.

##### For Cash Purchases

All documentation relating to the purchase of your car will need to be completed at your Retailer's premises.

Completion of your order and delivery or handover of your new car is conditional on you signing those documents and providing the relevant information requested by your Retailer.

Once you have signed all the documentation provided by your Retailer, a contract will be formed **between you and your Retailer** for the purchase of your new car.

##### For Finance Purchases

If you have chosen a finance payment method you are stating your intention to enter into your chosen finance package subject to these terms and conditions and the terms of your finance agreement.

In this instance we will process your order, if possible, and where appropriate post to you a pack of information and documentation about your order, your chosen finance package and next steps ("**Your New Car Pack**").

Please ensure you complete the documents included within Your New Car Pack in accordance with the timescales, instructions and guidance included in Your New Car Pack. Failure to do so will prevent

us from further processing your order and cause unnecessary delays. Your New Car Pack will include instructions and guidance on how to return your signed finance agreement.

It is also possible to complete the necessary documentation at your Retailer's premises.

Completion of your order and delivery or handover of your new car is conditional on you signing and returning your finance agreement to Stellantis Financial Services where a finance payment option has been chosen.

Your New Car Pack will include your finance agreement. By signing and returning the finance agreement you are making an offer to enter into the finance agreement. Stellantis Financial Services signature of the finance agreement included in the New Car Pack does not constitute acceptance of your offer. Stellantis Financial Services acceptance of your offer to enter into your chosen finance package will take place after you have returned your signed finance agreement and provided all documentation requested by us and/or Stellantis Financial Services (Stellantis Financial Services will determine if the documentation is completed to its satisfaction and we and/or Stellantis Financial Services will contact you if there are any issues) and Stellantis Financial Services has confirmed acceptance to you.

Once Stellantis Financial Services has confirmed acceptance of your offer, a contract will be formed between **you and Stellantis Financial Services** for the finance and use of your new car.

#### **For Cash and Finance Purchases**

If we are unable to accept your order because of factory related issues; or for any other reason; we will inform you of this and let you know of any other ways by which you can obtain your new car.

## **6. OUR FINANCE PACKAGES**

We offer a Personal contract purchase ("PCP") finance agreement under which you make loan repayments for the Peugeot vehicle for an agreed period of time (25, 31, 37 or 48 months), with an option (but no obligation) to purchase the Peugeot vehicle at the end of your PCP finance agreement term.

At the end of your PCP finance agreement term you have three options. You can:

- return the Peugeot vehicle with nothing more to pay (subject to excess mileage and/or damage charges);
- purchase the Peugeot vehicle by paying what we agreed it would be worth at the beginning of your PCP finance agreement (the 'optional final payment') plus any option to purchase fee; or
- part exchange the Peugeot vehicle for another vehicle.

**You will only own the vehicle if you pay the optional final payment.**

The amount of the monthly payment to be paid by you under your PCP finance agreement will be determined by the size of the deposit that you provide (which can range from 0 – 40% of a vehicle's purchase price), the term of your PCP finance agreement, the mileage which you anticipate driving during the term of your PCP finance agreement and the 'optional final payment' for the Peugeot vehicle. The 'optional final payment' is forecast by us at the start of the PCP finance agreement and relates to the anticipated value of the vehicle at the end of the PCP finance agreement term.

## 7. ECOMMERCE PRICING

When you order a vehicle through our website, you will be provided with information about the price of your vehicle at different stages of your online journey.

At the start of your journey, the price displayed against your selected vehicle will always be based on the Manufacturer's Recommended Retail Price, the **"OTR price"** means the Manufacturer's Recommended Retail Price without any manufacturer discount or saving applied. All information and prices correct at time of publication but are subject to change at any time without prior notice (which may occur as a result of matters including, but not limited to, any changes in legislation and/or any changes by the government). Please see our Prices and Specs brochures or contact your local Peugeot retailer for the most up-to-date prices and specification details for all models.

As you continue through your online journey, you will have the option to customise and personalise your selected vehicle. If, through the course of this process, you add or remove certain accessories or extras to your selected vehicle, the price of such accessories or extras (fully fitted) will be added to the vehicle price, which, as mentioned above, is referred to as the OTR price. Should you wish to add accessories or extras to your selected vehicle which are not available on our website, please contact us or your Retailer. As you continue through your online journey, your Retailer may offer a further contribution or discount to the OTR price (to which we may also have applied a manufacturer discount or saving in addition), so the price set out in your order summary may be different from the price displayed at the start of your online journey. As referred to above, you have the option to choose your preferred Retailer from our participating Retailers.

**The price that you actually pay for your new vehicle will only ever be the OTR price or less.**

## 8. RESERVATION FEE

If you place an order for a vehicle through our website, we will ask you provide a bank authorisation of £250 ("bank imprint"). This sum is not debited but is temporarily deducted from your credit card limit to guarantee payment for the product. The authorisation expires without action on the part of the Customer after seven (7) days.

Bank authorisation is carried out under the following conditions:

- the bank imprint can be made using the following cards: Visa, Master Card, American Express
- the bank imprint is operated by Stripe Payments Europe, Limited, a company with its registered office at One Building, Lower Grand Canal St, Dublin 2, Ireland, registered in the Dublin Commercial Register under number 513174, (hereinafter "Stripe"), acting as payment service provider and controller. To this end, Stripe may collect personal data, including via cookies and similar technologies. Personal data collected by Stripe may include transactional data and identifying information about the devices that connect to its services. Stripe uses this information to operate and improve the services it provides to us, including fraud containment, loss prevention, authentication and analysis related to the performance of its services. Further information about Stripe and its privacy policy is available at <https://stripe.com/privacy>. If the Customer has any questions about the payment method, he/she can contact the customer service hotline.

- As part of the fight against fraud, an order check may be carried out. To this end, the Customer may be contacted to confirm his/her identity.
- For transaction security, the website uses the payment solution developed by Stripe. Sensitive data is protected by an end-to-end SSL encryption system to protect personal and payment data. At the time of payment, the customer's bank details are encrypted on his or her computer and then transmitted unintelligibly to servers which are the only ones able to decipher them. Authorisations and data are then verified at the customer's bank to prevent abuse and fraud. This process is based on one of the most robust HTTPS protocols currently in use. When a transfer is made via the Internet, it is therefore impossible to read it: nothing passes in clear text over the web. Information is stored and secured by our partners, who comply with the Payment Card Industry Data Security Standard (PCI-DSS).
- Payment security on the website is enhanced by the 3D Secure process, implemented under the trade names 'Verified By Visa' and 'MasterCard SecureCode'. The purpose of this process is to ensure that the card is used by its true owner at the time of each online payment. At the time of payment, in addition to the credit card number, expiry date and three-digit security code (printed on the back of the card), the customer must choose a password, date of birth or dynamic one-time code (authentication methods vary according to the card-issuing bank).
- The data transmitted will be used for bank authorisation."

## 9. OUR VEHICLES

The vehicles available to order through our website are from our current manufacturable range, and may be built to order according to your specification. Certain vehicles or models may not be available depending on the finance package that you select.

The images of the vehicles and the size and dimension icons and indicators on our website are for illustrative purposes only. Although we have made every effort to display the sizes and colours of our vehicles, accessories and trim accurately, we cannot guarantee that your PC, laptop, tablet or phone will display the sizes or colours accurately to reflect the actual size or colour of the vehicles. Your new vehicle may vary slightly from those images.

## 10. CHANGES TO YOUR ORDER

If you wish to make a change to your vehicle after placing your order, please contact us as soon as possible. We will respond to your request to change your order within 2 working days of receipt of your request. Please note that it may not be possible to make your requested change where this would impact on the price of the vehicle and affect your finance agreement.

If your requested change is possible, we will let you know of any changes to the timing of delivery, collection or anything else which would result from the change. We will ask you to confirm whether you wish to go ahead with the change within 1 working day of our response to your request to change your order. If we do not hear from you, we will proceed with your original order, as submitted by you.

If we cannot make the change or the consequences of making the change are unacceptable to you, we will contact you to advise you of your options.

We may, from time to time, make minor changes to our vehicle specifications to implement small technical adjustments. We will not make any significant changes to your vehicle unless we have told you about the changes or any delivery or collection date, and have obtained your explicit agreement.

Please note that if you change your order you may also need to change your finance package and finance agreement or obtain finance from an alternative source.

Please also note that if there is a change in your circumstances which may affect the finance agreement originally signed by you, Stellantis Financial Services reserves the right to terminate and issue a new finance agreement which recalculates the finance amount and/or varies the finance package available to you.

## 11. VALUATION

You may use our website to get an estimated valuation for your existing vehicle. This is calculated based on the information you supply through our Valuation Tool and using information gathered from our Valuation partner **cap hpi**.

As you continue through your online journey, we or your Retailer may offer a further contribution towards your existing vehicle. This may be based on a physical inspection of the vehicle at an agreed location, date and time.

You may choose to sell your current vehicle to your Retailer or not.

If you agree to sell your current vehicle to your Retailer (part exchange), you will need to provide your Retailer with your V5 Registration Certificate, all sets of keys, MOT Certificate, Service history, spare wheel and locking wheel nuts (where applicable), radio codes and any other items which belong to the vehicle.

## 12. COLLECTION OR DELIVERY OF YOUR VEHICLE

When you order a new vehicle online, you will be asked to input your preferred date for collection or delivery of your vehicle. When your new PEUGEOT is nearly ready we'll get in touch to confirm your details, handover date and time and next steps. If we are not able to meet your preferred date, we will offer a date as soon as possible after your preferred date and in any event as soon as possible after your preferred date for collection or delivery ("**Confirmed Delivery Date**").

### Home delivery

Delivery will only be made to your home address, which must be the same as the billing address on your finance agreement. There is no charge applied for home delivery.

Your Retailer will drive your vehicle to your home address. Please note that mileage of the vehicle on delivery will include the delivery miles.

We will agree a time slot with you for delivery of your vehicle which will be between either 9.00am and 1.00pm or 1.00pm and 5.00pm on a weekday (excluding bank holidays). If your preferred time for delivery falls outside these time periods delivery at your preferred time will be at your Retailer's discretion.

Your Retailer will only deliver your new vehicle to the person named as the customer in the order acknowledgement. Delivery will not be completed if:

- you fail to provide your Retailer with your order reference number and appropriate identification documentation confirming you are the customer as stated in the order confirmation;
- on arrival at your address there is no clear and safe place for your Retailer to park your new vehicle; and/or
- conditions at your home address fail to meet reasonable health and safety standards, or where delivery would put your Retailer at risk of injury or death.

You are required to provide your Retailer with proof of your identity and address and copies of your proof of identity and address upon delivery of your vehicle. Your Retailer will verify these documents before your vehicle is released to you and your Retailer will retain the copies you provide.

If you are not present in person at your home address at the agreed time and date to take delivery of your new vehicle, your Retailer will leave you a note informing you of their attempted delivery and of how to rearrange delivery or collection.

If you do not re-arrange delivery, we will contact you for further instructions. You may be charged for any further delivery costs, which will be notified to you prior to such re-arranged delivery. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection within 7 days of the date of the original delivery attempt Stellantis Financial Services may end the contract.

#### **Collect from Retailer**

If you have chosen to collect the vehicle from your Retailer's premises, you will be given a time for collection on your selected date, which will be on or after the Confirmed Delivery Date.

You are required to provide your Retailer with proof of your identity and address when you collect your vehicle. Your Retailer will verify and make copies of these documents before your vehicle is released to you.

You will not be charged a delivery fee where you choose to collect your vehicle from your Retailer.

### **13. RISK AND OWNERSHIP**

Your new car will be your responsibility from the time your Retailer delivers the car to your home address or you collect it from your Retailer's premises.

If you have chosen the finance payment option to purchase your car, you will not own the car until Stellantis Financial Services has received payment in full, including the optional final payment. Please refer to your finance agreement for further details.

If you have chosen the cash payment option to purchase your car, you will not own the car until your Retailer has received payment in full.

You will be the registered keeper of the car and you are responsible for taxing, insuring and servicing the car while you remain the registered keeper.

Where you have chosen a cash purchase or PCP finance package, you must ensure that you have appropriate insurance cover to drive the car away.

## 14. DELAYS

If delivery or collection of your new vehicle is delayed by an event outside our control or the control of your Retailer then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract with Stellantis Financial Services and receive a refund for any amounts that you have already paid in respect of your vehicle.

## 15. CANCELLATION AND WITHDRAWAL

Please read the following text carefully.

### Cancelling your Order

If you change your mind about an order for a car that you have placed online, you can cancel your order at any time before you sign the finance agreement or you sign the order for your car which incorporates your Retailers terms and conditions (the “**Retailer Terms**”) (whichever is applicable).

Please contact us as soon as you change your mind about the car or finance agreement (if appropriate). You will not be charged for the car and any money that you have paid by way of reservation fee will be refunded (as further described in section 7 above).

**You cannot cancel the order after you have signed the finance agreement or the Retailer Terms and your rights are as set out below.**

### Withdrawing from your Finance Agreement

For any car ordered online through a PCP finance agreement, you acknowledge that the finance agreement is a credit agreement.

You have the right to **withdraw** from your finance agreement within 14 days from the day after signing the agreement. If you exercise your right to withdraw, you must notify Stellantis Financial Services immediately in writing or by telephone and you understand that you must repay to Stellantis Financial Services the amount of the credit under your finance agreement, plus interest at the rate specified in your finance agreement, within 30 days. Only if you do so will the car become yours. You do not need to tell us why you have decided to withdraw and we will not ask you for your reason.

You acknowledge that your right to withdraw from the finance agreement is your only right if you do not wish to proceed with the finance agreement, and that consumer laws relating to off-premise or distance sales **do not provide a right of cancellation** in respect of credit agreements. This means that you cannot return the car after delivery or collection for a refund if you change your mind. This does not affect your statutory rights as a consumer if the car is faulty, does not meet its specification or otherwise (see Consumer Rights below).

## 16. CONSUMER RIGHTS

You have certain legal rights in connection with your purchase/financing of a new vehicle.

If, on delivery, collection or handover of your new vehicle, you discover a fault or find that the vehicle does not meet the specification chosen by you on our website, you must report this to your Retailer who will discuss your rights and remedies with you. You should contact your Retailer as soon as possible since a delay in doing so might affect any remedy available to you.



You have legal rights if your Retailer refuses to deliver the vehicle or make it available for collection, or if they are late in delivering the vehicle to you, or making it available for collection by you (where you have told us before we accepted your order that delivery or collection on the Confirmed Delivery Date was essential). You can give your Retailer a new deadline for delivery (which must be reasonable), or you can cancel your order and reject the vehicle. If the vehicle has been delivered to you, you must either return it in person to your Retailer, or allow them to collect it from you. Your Retailer will pay the costs of collection.

## 17. OUR LIABILITY TO YOU

If we do not comply with these terms and conditions, we are responsible for loss or damage you suffer that is a foreseeable result of our breaching any term or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract is made, both we and you know it might happen, for example, if you discuss it with us before you place your order.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or sub-contractors; for fraud or fraudulent misrepresentation; for breach of your consumer rights in relation to the vehicle.

We only supply vehicles for domestic and private use. If you use your new vehicle for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

## 18. ACCOUNT, PASSWORD AND SECURITY

You agree that you will only access our website for the purposes set out in these terms and conditions. You may only use our website for lawful purposes.

### **Your Peugeot account**

Where you create a Peugeot account, you will be asked to provide a user name and password. This will allow you to access and/or change your saved vehicle and/or finance configurations and update or change your personal details. You must keep the password secure and must not share it with any other person. We are not responsible for any misuse of your Peugeot account where you have caused your username and password to be known by another person.

You must tell us as soon as possible if you think your password has been shared or your Peugeot account has been accessed without your authority. We may disable your account immediately if we know of or suspect any misuse.

### **Secure Payments**

Where you make any payment online or over the telephone in connection with any online order, we use a secure payment portal and will ensure that your payment card information is kept secure.

## 19. PRIVACY POLICY

View our Privacy Policy [here](#)

## 20. IDENTIFICATION AND CREDIT CHECKS

### For Finance Purchases

Where you order a car through our website and you have chosen the finance payment option, we, and Stellantis Financial Services will use the information you provide us with to carry out identity checks and confirm you are who you say you are. This will include searching information held by credit reference agencies and the electoral roll to verify your identity and the information you provide. We will ask you for information only known to you to confirm your identity and compare your answers against the records we search against.

If we cannot verify your identity through these methods, you will only be able to order a car on our website with a cash purchase payment option. If this isn't what you want your local Retailer may be able to help you further with your order.

We, Stellantis Financial Services or our representatives will also carry out credit checks and/or search your credit file, and we will ask for your consent to this. We will only use licensed credit reference and/or fraud prevention agencies who will keep a record of the search and your application.

If you apply for a finance package but are unsuccessful this may affect your credit rating and/or credit score. If you are unsuccessful we will confirm the name and contact details of the agency where we obtained our information and we may pass your details to Stellantis Financial Services who may contact you to discuss other finance options with you.

You shall not provide false information or data including false names, addresses and/or contact or payment details or engage in any unlawful activity in connection with our website and/or your order for a new car or the part exchange of your existing car.

If we reasonably believe your order or information or data provided by you is fraudulent or you have otherwise violated any applicable law when placing your order or using our website, even if we have accepted your order, we reserve the right to cancel it and in such circumstances, Stellantis Financial Services reserves its right to terminate any contract with you. We may also tell fraud prevention agencies about your fraudulent application and share the information you provided with them.

## 21. HOW WE CONTACT YOU AND HOW YOU CAN CONTACT US

Our sub-contractors work with us to provide our website and online customer journey to you. As such, you may be contacted by our sub-contractors on our behalf and at all times in accordance with our privacy policy in order for us to progress your order (in accordance with these terms and conditions).

Where you place an order via our website, our team will be available during the hours of 8:00am and 6:00 pm on weekdays and 9:00am to 5:00pm on either live chat or 0800 042 2255 (excluding bank holidays) to assist you with any questions or comments about the vehicles, finance packages, ordering, and part exchange or delivery process. Please note that these services may be provided by our sub-contractors.

Any queries or complaints that relate solely to your finance agreement should be addressed in the first instance to Stellantis Financial Services..

## 22. OTHER TERMS

We may transfer our rights and obligations under these terms to another organisation.

**If a court finds part of these terms and conditions illegal, the rest will continue in force.** Each of the paragraphs of these terms and conditions operates separately. If any court or relevant authority

decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

**Even if we delay in enforcing these terms and conditions, we can still enforce them later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breach of any of these terms, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

Any changes we may make to these terms and conditions in the future will be posted on this page and, where appropriate, notified to you. The new terms and conditions may be displayed on-screen and you may be required to read and accept them to continue your use of our website and/or your Peugeot account.

These terms and conditions are governed by English law and you can bring legal proceedings in respect of these terms and conditions in the English courts. If you live in Scotland you can bring legal proceedings in respect of these terms and conditions in either the Scottish or the English courts.

## 23. ALTERNATIVE DISPUTE RESOLUTION

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we, Stellantis Financial Services have handled any complaint, you may want to contact the alternative dispute resolution providers we use.

You can refer a dispute to Motor Codes Limited ("**Motor Codes**"). Further details can be found at <https://www.themotorombudsman.org/> or alternatively you may wish to contact their advice line on 0345 241 3008. Where the dispute relates to any financial services, then you can refer it to the Financial Ombudsman Service ("**FOS**"). Further details can be found at <http://www.financial-ombudsman.org.uk/> or if you prefer to speak to someone you can call 0300 123 9123 or 0800 023 4567. Neither Motor Codes nor the FOS will charge you for referring a dispute (although you may pay an additional amount for any call to them) and if you are not satisfied with the outcome you can still bring legal proceedings.

In addition, please note that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution](#) platform.

## 24. PROMOTIONS

Customers visiting the PEUGEOT website may receive an e-voucher providing them with a discount towards the On The Road price of a new PEUGEOT car. E-vouchers and the promotional code contained within can be used on the PEUGEOT website or at authorised PEUGEOT Retail Store and a promotional code can be applied against new PEUGEOT car purchases made in cash or using finance provided by Stellantis Financial Services UK Limited. Promotional codes will relate to selected models only and will be valid for fixed time periods only. Promotional codes can only be redeemed in single transactions but can be used in conjunction with other manufacturer or retailer discounts that are available. Full terms and conditions, eligibility criteria and offer periods can be found on valid e-vouchers. PEUGEOT Motor Company PLC reserves the right to withdraw e-voucher promotions at any time.

## 25. PEUGEOT FRIENDS & FAMILY PROGRAMME

The PEUGEOT FRIENDS & FAMILY PROGRAMME (the "**Offer**") entitles Eligible Employees, their friends and family, and Nominated Customers to order a new PEUGEOT car via a dedicated

PEUGEOT webpage (<https://www.peugeot.co.uk/buy/peugeot-customer-programmes.html>) (the “Website”) and benefit from an exclusive discount against the on the road price of a new PEUGEOT car.

Eligible Employees can nominate themselves and/or friends and family member (“Peugeot Family”) between using the process detailed on this web page <https://www.peugeot.co.uk/buy/peugeot-customer-programmes.html> with their Employee ID, Employee email address and (if they want to nominate someone other than themselves) their nominee’s name and email address.

Eligible Employees will be granted up to three nominations per calendar year (excluding Nominated Customers) to be used to nominate themselves and/or friends and family members (“Peugeot Family”). Where applicable, Eligible Employees must seek consent from any friend or family member before making a nomination on their behalf.

Nominated Customers (“Peugeot Friends”) can register for the PEUGEOT FRIENDS & FAMILY PROGRAMME promotional offers on the dedicated PEUGEOT landing page (<https://www.peugeot.co.uk/buy/peugeot-customer-programmes.html>) between 02/10/2024 and 01/01/2025.

Nominated Customers are entitled to multiple codes; however, all vehicles must be registered in the eligible nominated customer's name and any finance contract is to be linked to the eligible nominated customer.

A promotional code will be generated by Peugeot Motor Company Plc within 15 minutes of nomination (during normal business hours) and the Eligible Employee, Nominee, or Nominated Customer will receive their promotional code and a link to the Website. The promotional code will only function on the Website and must be used in order to activate the exclusive promotions. Promotional codes will only be valid for 28 days following generation and can only be activated on one occasion. If a promotional code is not used by the eligible employee and nominee within the 28-day period it will expire, and the nomination will not count towards the employee's available nominations for that calendar year.

### Eligibility

The Offer is applicable to online retail sales using finance provided by Stellantis Financial Services UK Limited through the Website and offline retail sales via your local retailer, and is only available to the following eligible employees, nominated friends and/or family of the same, and nominated customers:

- Stellantis Employee: Employees and their Friends \* Family of Peugeot Motor Company, Citroen UK, DS Automobiles, Fiat UK, Vauxhall, Jeep, Alfa Romeo, Stellantis, Stellantis Financial Services UK Ltd or Leasys. Retirees of any of the above, retired and resident in the UK.
- Retailer Employee: Employees and their Friends & Family of franchised retailers of Peugeot, Citroen UK, DS Automobiles, Fiat UK, Vauxhall, Jeep and Alfa Romeo. This includes Stellantis & You.
- “Peugeot Friends”: NHS & Emergency Services Employees, Qualified Teachers and PEUGEOT Key Partners (Faurecia, Manheim, Mitie, Callex, We are 4C, Image+, Return On Investment (ROI), Publicis (inc. Starcom), Ebiquity, Performance Communications who have been employed for a period of six months or more at the point of a first request for a promotional code. Proof of employment and their National Insurance number will be required to validate the purchase. The National Insurance number MUST be retained in the deal file for future audit purposes otherwise support will be clawed back.

The above eligible employees are entitled to up to 3 discounted vehicle purchases per calendar year but may request as many access codes as they desire provided, they do not exceed this purchase limit.

If you encounter any problems, please contact [employeesales@peugeot.com](mailto:employeesales@peugeot.com) or call the PEUGEOT concierge team at 0800 042 2255.

\* Please note that Stellantis Financial Services employees are only eligible to purchase a vehicle via 'cash' i.e. not funded by Stellantis Financial Services. Friends & Family of Stellantis Financial Services employees are eligible to purchase a vehicle using finance products providing the friend or family member does not fall within the following definition of family or household members: Spouse, children or children's spouse, residents, or guests (of the household), registered civil partners and parents.

With the exception of the aforementioned Stellantis Financial Services employee relation restrictions, employees can openly offer their PEUGEOT FRIENDS & FAMILY Employee discount to genuine Friends & Family with no restriction in terms of relationship to the employee. i.e. all three eligible claims may be made by friends.

### **PEUGEOT Friends & Family Stock Offers Click & Collect Programme**

In addition to the above listed Terms and Conditions, PEUGEOT Friends & Family Stock Offers may be available for 'Click & Collect' to PEUGEOT FRIENDS & FAMILY customers on selected stock vehicles. For these specified stock vehicles, the promotional code will be generated online in line with the above listed process, but your selected Retailer will input this code during the offline ordering process.

The Offer is not applicable to fleet, business or Motability purchases. No cash alternative is available, and the Offer cannot be used in conjunction with any other manufacturer offer or retailer offer.

PEUGEOT Motor Company Plc reserves the right to withdraw or amend the Offer at any time and/or to amend eligibility criteria or other terms & conditions, which may be updated on this website without notice. The decision on whether a candidate satisfies eligibility criteria for this scheme shall be only that of Peugeot Motor Company PLC.