

Your Rights

Under the Consumer Credit Act 1974 you have a right to end any regulated hire purchase or conditional sale agreement at any time before the final payment under your agreement falls due this is known as voluntary termination. Please refer to your agreement terms and conditions which will contain a paragraph titled "Termination: Your Rights".

This is on the understanding that we have not already terminated your agreement when a breach of the terms and conditions has occurred, the most common reason for which is for non-payment. In these circumstances you can still surrender the car to us but your liability will not be limited to your liability under voluntary termination.

Action You Need To Take

To exercise your right to voluntary terminate you should write to us at the following address:

Voluntary Termination Department
Santander Consumer Finance
Santander House,
86 Station Road,
Redhill,
Surrey
RH1 1SR

Verbal notification sent via a supplying dealer, agent or broker will not be accepted. Once we have processed your request we can arrange for the goods to be collected on payment of the fee shown in your agreement or you can choose to deliver it yourself to one of our nominated auction sites at no charge.

We recommend that you are present at the time the vehicle is handed over as you will be asked to sign an inspection report to confirm the condition of the goods at that time.

Your Liabilities

You will be liable for the following:

1. You will remain liable for the balance to 1/2 of the total amount payable which is shown on your original agreement terms & conditions, you are also liable for any arrears including any overdue charges at the time you terminate. If you are unable to pay the liabilities you should contact us on 0800 085 1744, any failure to pay will be registered with the Credit Reference Agencies.
2. Under the terms of the agreement you are obliged to take reasonable care of the goods, this means that any repairs to damage such as dents or scratches must be paid for as well as any mechanical work required such as replacement of defective items such as tyres, exhausts, brakes and clutches.

Credit Rating

The fact that you have chosen to terminate your agreement will also be recorded with the Credit Reference Agencies as a voluntary early termination of the agreement on your part, this information may be used by other finance companies when assessing you for credit in the future.

To request copies of this leaflet in alternative formats, (e.g. large print, Braille, audio tape), please contact our Voluntary Termination Department, Santander Consumer Finance, Santander House, 86 Station Road, Redhill, Surrey RH1 1SR. Telephone: 0800 085 1759. Calls from UK landlines and mobiles are free.

Santander Consumer (UK) plc:
trading as Santander Consumer Finance
Registered office: Santander House, 86 Station Road, Redhill, Surrey RH1 1SR.
Registered in England number: 2248870.
Authorised and regulated by the Financial Conduct Authority in respect of agreements regulated by the Consumer Credit Act 1974 and for general insurance mediation activity. Our Firm Reference Number is 444327.
Members of the Finance and Leasing Association