

## **Southern Mobility Vehicles Ltd – Our Proposition**

- **Should you need guidance, we use a consultative approach with our clientele to establish their needs by asking a few questions to help guide them towards the wheelchair accessible vehicles that are most likely to suit their needs.**
- **Our vehicles are pre-prepared to the highest standard before we allow you to inspect and test drive them although sometimes we may need to bespoke and adapt a vehicle for you which we will discuss with you during our consultation with you.**
- **We encourage you to come and try out as many vehicles as you want to help you decide what works for you and what doesn't. You are also encouraged to road test them as there are both passenger and driver needs and wants when buying any wheelchair accessible vehicle.**
- **We only sell wheelchair accessible vehicles from our onsite stock at our business premises. We will source vehicles for you if we do not have exactly what you need. We will only buy a vehicle in if we would be happy to put it up for sale ourselves. If not, we will advise you against it and give you our reasons why.**
- **We have access to vehicles from all the major conversion companies in the UK and can facilitate and manage new vehicle purchases as well as access Motability Scheme purchases too. We can advise on and arrange demonstrations locally if required.**
- **We do have access to specialists who can bespoke our vehicles should you decide these are necessary which we are happy to discuss with you when you visit us.**
- **We always include the following in the purchase price of every vehicle:**
  - **A comprehensive 2-year warranty with unlimited claims and unlimited mileage**
  - **A 2-year vehicle rescue package with home start, roadside and onward travel**
  - **At least 6 months MOT or we renew it. All advisories are cleared regardless.**
  - **A PDI service and documented cambelt replacement if it is due**
  - **Free delivery within a 100-mile radius.**
- **We will only ask you if you are happy to proceed should you find the vehicle that suits your needs and we sense that you are 100% happy and confident that you have made the right decision.**
- **If you decide to buy from us we will ask you for a deposit so we can ready your vehicle for delivery or collection.**
- **You can usually expect your new vehicle to be ready for delivery or collection within 7 days. Should this need to be a longer timescale we will discuss it with you at the point of sale.**
- **We are here to answer any questions or queries you may have about our vehicles and services so please feel free to contact us at any time without obligation.**