



Dial Cars customers can now safely benefit from our “Click & Collect” option. Please try our Purchase Online option. If you prefer, we can guide you through the process over the telephone. Then when that is completed all that is left is for you to collect your new vehicle quickly and safely from us.

### **What can I collect my new Car?**

We have always taken the safety of our customers and staff very seriously, especially in the current circumstances our professional responsibilities are even more crucial. We have changed our usual vehicle handover process to make sure customers and colleagues are safe and at the same time everyone is following the applicable government guidelines.

When we are ready for you to collect your recently purchased vehicle, a member of Dial Cars will contact you to complete all of the relevant final paperwork. In order to maintain all social distancing rules, may we ask that only one client will be allowed in the handover area at any one time.

In accordance with Government guidance all customers are required to wear a face covering, that covers your nose and mouth, for the duration of your visit with us.

Throughout your time at the dealership, our staff will wear a face covering whenever they are interacting with you. If your personal circumstances exempt you from wearing a face covering, please let us know prior to your collection visit.

If you have a part-exchange, a staff member of Dial Cars will re-appraise your car after directing you to the dedicated handover area. When you enter the handover area, please apply disinfectant hand gel at the sanitising station. Please make sure for your and our safety, that you follow any instructional signs and always maintain the recommended two metre distance between yourself and the salesperson.

Ahead of your visit, your vehicle will have been fully valeted and sanitised ready for collection. Dial Cars will ensure social distancing measures are maintained throughout the entire collection process. Your car keys will be given to you sanitised, in a sealed envelope and you'll be free to drive away in your new car.