



Customer Order Process Guide 2010/2011

Please read this document very carefully

Military Sales are always able to provide guidance and assistance if you are in any doubt please ask.
Contact Jenny on 0044 1733 213205 or 01733 213231 / Email salesadmin@landrover-militarysales.co.uk

Vehicle Pricing

To qualify for the Military Sales pricing you must be a serving member of HM Forces. Vehicle must be ordered, invoiced and registered in the name of the entitled person.

Delivery Lead-times

Delivery on a build order, from Military Sales allocations, is approx 14-16 weeks from receipt of all the below documentation, during new product launches this time scale could be extended.

Documentation Required to Place an order

The following are required to secure an order with Land Rover and Jaguar military sales, if you have not supplied any of the below to Military sales the order can not be placed, if in doubt please contact us for more information.

UK based customers

1. Original Order Form

The Land Rover order form should be fully completed **signed by the purchaser**, it must be an original document unfortunately faxed or emailed documents are not acceptable by the factory.

2. Military ID card /Proof of Diplomatic / Military Status

Unless your proof of identity confirms the status, or it is unclear, then we will require written proof that they are entitled to Diplomatic / Military prices. A photocopy of your Military ID Card or payslip is required with all orders.

3. Signed Terms and conditions.

4. Deposit

For UK specification vehicles a minimum deposit of **£1000.00** is required

5. Identification.

We are required to provide land rover proof of your identity, in the form of paper and card driving licence or passport these can be sent via email or fax but they must show your signature clearly.

All of the above must be sent to Land Rover Military Sales to process the order.

Military Export / Tax Free Customers

1. Original Order Form

The Land Rover order form should be fully completed **signed by the purchaser**, it must be an original document unfortunately faxed or emailed documents are not acceptable by the factory.

2. Military ID card /Proof of Diplomatic / Military Status

Unless the customer's proof of identity confirms their status, or it is unclear, then we will require written proof that they are entitled to Diplomatic / Military prices. A photocopy of the customer's Military ID Card or payslip is required with all orders.

3. Deposit

For UK specification vehicles a minimum deposit of **£250.00** is required

4. Identification.

We are required to provide land rover proof of your identity, in the form of driving licence or passport these can be sent via email or fax but they must show your signature clearly.

5. VAT 410 or 411 (for export sales)

These forms should be supplied at time of order and all 4 copies are sent along with the above items.

All of the above must be sent to Land Rover Military Sales to process the order

Accessories and Order amendment

The total value of any dealer supplied and fitted accessories should be included on the order form at time of order, any amendments can be made to the order subject to availability, if you wish to change or add any specification to your current order, this can be done via submitting a new original order form to military sales. Upon receipt military sales will confirm the changes have been made via email or letter.

Order Progress

You will receive confirmation of both the order and also updates on its build date and completion date. This information can be used to provide indicative delivery dates. Please do not commit to a delivery date without discussing with Military Sales to avoid dissatisfaction.

Please note that once the order has been placed all contact and communication with regard to the sale is taken over via the office in Peterborough, Paul our is a field based salesperson hence contact can be difficult at times, with this in mind please could you contact Jenny or Richard **on 01733 213231**.

Vehicle Release and Delivery

Payment must be made in full on or before collection only. Payment can be made in the following ways.

1. Payment on debit card on the day of collection at Peterborough (The customer must be present).
2. Bank Transfer to the below account, using your name as a Reference.

Account Name: **Marshall Motor Group LTD**
Barclays Bank PLC
Newmarket Road
Cambridge
Account Number **90030244**
Sort Code **20-17-19**
IBAN **GB71BARC20171910347876**
SWIFT CODE **GB51BA RC2 017199003244**

3. Personal cheque which must be received at Peterborough 14 days before the delivery date.

Please be aware that some of the above payment types may incur a charge from your account holder, please check before undertaking any transfers.

Delivery

Delivery to the entitled person can normally take place within 14 working days of the vehicle's build date. However, this is dependent upon Customs Approval and registration procedures, including receipt of the customer's insurance 10 working days before delivery.

Please discuss a delivery date with Military Sales before committing to any travel plans to avoid disappointment.

Vehicle Preparation

In addition to any dealer accessories shown on the order form, the vehicle will be supplied with the following Delivery Pack items Free of charge.

All vehicles	Tank of fuel, number plates & rubber mats
Export vehicles (only)	Warning triangle, 1 st aid kit

Insurance

The customer must provide a valid UK Insurance policy and Certificate in the name of the entitled person (shown as policy Holder) at least 10 working days before the expected delivery date. It is essential that the vehicle is insured for its full UK value, as UK taxes would become payable if an export vehicle was destroyed or stolen (and therefore not exported) whilst in the UK. All registrations will be carried out by Land Rover Factory.

Delivery Documentation

Our customers are required to sign a Vehicle Acceptance Receipt at the time of handover as proof of delivery. This will be provided within the delivery documentation from Military Sales. It is essential that only the purchaser signs this as it is a Land Rover form and incorrect forms will not be accepted, and delivery could be delayed