

TERMS AND CONDITIONS

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THE PURPOSE OF THESE TERMS

These Terms apply when you use <https://store.citroen.co.uk/configurable?channel=b2c> (the “Website”) to choose and order a new Citroën vehicle. Stellantis UK Limited, trading as Citroën (“we”, “us” and “our”), introduces you to your chosen Citroën retailer (the “Retailer”) and, if you choose finance, to Stellantis Financial Services UK Limited (“Stellantis Financial Services”).

Please read these Terms before you place your order. They explain:

- who we are;

- how the Retailer will supply your new vehicle;
- how Stellantis Financial Services may provide finance for your new vehicle;
- how you, we, Stellantis Financial Services or the Retailer may change or cancel your order;
- your right to withdraw from your finance agreement, what to do if there is a problem with your new vehicle, and other important information.

ROLES OF US, OUR RETAILERS, AND STELLANTIS FINANCIAL SERVICES

For Cash and Finance Purchases

If you order your new car through the Website, we guide you through the online order process. You must choose a Retailer. The Retailer will supply the vehicle to you. You can collect it from the Retailer free of charge. Home delivery may also be available, but it may cost extra.

For Finance Purchases Only

If you choose finance, the Website will take you to a Stellantis Financial Services website. Stellantis Financial Services will ask you for more information. If your finance is accepted, you can place an order with the Retailer, who will supply the vehicle. You may collect the vehicle from the Retailer free of charge.

If you order a new vehicle using finance, we and the Retailer act as credit brokers for the finance agreement (the “Finance Agreement”). If your finance application is accepted, Stellantis Financial Services is the lender.

When we act as a credit broker, we may introduce you to other credit brokers, such as vehicle retailers. The only lender we will introduce you to is Stellantis Financial Services, RH1 1QA. We will not receive commission for introducing you to a vehicle retailer or to Stellantis Financial Services. The vehicle retailer may receive commission for introductions it makes. You should ask the vehicle retailer for more information.

ORDERING YOUR VEHICLE ONLINE

If you place an order online, the Website will show you the steps to follow. We are not responsible if a vehicle shown on the Website is not available.

You can use the Website to view vehicle offers and choose a vehicle. You can choose to pay by cash or finance.

The Website includes a vehicle valuation tool. It can give you an estimated value for your current vehicle. The estimate is not guaranteed and does not bind Citroën or any retailer. The Retailer will confirm the value after inspecting your vehicle. The estimate does not include

any finance still owed on your current vehicle. You should discuss any outstanding finance on your current vehicle with your current finance provider or the Retailer. Part exchange is not part of the online order process, but the Retailer can help if you want to use some or all of your current vehicle's value towards your new vehicle.

The online order process is one way to choose your vehicle, choose your payment method and send us your order request.

If you do not want to use the online process, you can visit your local Retailer. The Retailer may be able to help you. Your local Retailer will make the same new vehicle offers and discounts available as shown on our Website, as well as its usual offers. The Retailer can let you pay by cash or by any finance option it offers from time to time. Finance is subject to status and to its terms and conditions.

For Cash Purchases

If you choose a cash purchase option, you must be over 18 on the date you order your vehicle. The Retailer will carry out money laundering checks. These may include checking your identity and asking where the money is coming from.

The Retailer may ask you to pay a deposit when it confirms that it is processing your order.

For Finance Purchases

If you choose a finance purchase option, you must be over 18 on the date you order your vehicle. Finance from Stellantis Financial Services is subject to status, which means approval after checks. Stellantis Financial Services may require a co-applicant, depending on your credit history. Before you submit your order, you must complete an application so Stellantis Financial Services can check your identity and assess your credit. You must provide information about yourself and answer questions.

If your application is declined or cannot be processed, Stellantis Financial Services will email you with more details. Your Retailer should contact you to discuss next steps.

If your application is successful, you will receive an email so you can continue with your order online. You must complete the finance documents either at your chosen Retailer or by post. When your vehicle is nearly ready for collection, you will receive an email taking you to a Stellantis Financial Services website to review and sign the Finance Agreement.

AVAILABILITY OF OUR WEBSITE TO ORDER VEHICLES

You can use the Website to order vehicles for collection or delivery in the UK only. The UK means England, Scotland, Wales and Northern Ireland, but not the Channel Islands. You must have a valid, up-to-date UK driving licence and a UK address. We do not accept orders from, or deliveries to, addresses outside the UK.

ORDER PROCESS

When you place an order on the Website, we will acknowledge it online. Your order is not confirmed until the steps below are completed. We will give your order a reference number in your order acknowledgement email. Please give this number whenever you contact us or the Retailer about your order.

For Cash Purchases

If you pay cash, you must complete all purchase documents at the Retailer's premises. Your order, and the delivery or handover of your new vehicle, depend on you signing those documents and giving the Retailer the information it asks for. Once you have signed all the documents given to you by the Retailer, you and the Retailer will have a contract for the purchase of your new car.

For Finance Purchases

If you choose finance, you are telling us that you want to enter into the finance package you selected. This is subject to these Terms and the terms of your finance.

We will then process your order.

You must sign the Finance Agreement using a digital signing process. You may also need to complete some documents at the Retailer's premises when your vehicle is being prepared for handover.

Your order, and the delivery or handover of your new vehicle, depend on you signing and returning the Finance Agreement to Stellantis Financial Services if you have chosen finance.

By signing and returning the Finance Agreement, you are offering to enter into it. Stellantis Financial Services will accept your offer only after you have returned the signed Finance Agreement, provided all documents requested by us, Stellantis Financial Services, or both, and Stellantis Financial Services has confirmed its acceptance to you. Stellantis Financial Services will decide whether the documents are completed to its satisfaction. We, Stellantis Financial Services, or both, will contact you if there are any issues.

Once Stellantis Financial Services confirms acceptance, you and Stellantis Financial Services will have a contract for the finance and use of your new vehicle.

If your order cannot be accepted for any reason, we or the Retailer will tell you. We or the Retailer will also tell you about any other ways you may be able to purchase your new vehicle. The order process lets you check and correct any mistakes before you submit your order or finance application.

Please read and check your order at each stage of the application and order process.

FINANCE FROM STELLANTIS FINANCIAL SERVICES

Personal Contract Purchase

PCP Finance is a personal contract purchase agreement. You make loan repayments for the Citroën vehicle for an agreed term of between 25 to 48 months. At the end of the term, you can choose whether to buy the vehicle. You must pay the agreed deposit, as shown in the Finance Agreement, directly to the Retailer. You must then make the agreed monthly payments to Stellantis Financial Services for the agreed term, in line with the Finance Agreement. At the end of the PCP Finance term, you have three choices. You can:

- return the vehicle with nothing more to pay, unless there are excess mileage or damage charges;
- buy the vehicle by paying the amount agreed at the start of your Finance Agreement, called the “optional final payment”, plus any option to purchase fee; or
- part exchange the vehicle and get a new Citroën on a new PCP agreement, if there is enough equity to cover the optional final payment.

Your PCP monthly payment depends on the deposit you pay, the term of your PCP Finance agreement, the mileage you expect to drive, and the optional final payment. Your deposit can be from 0% to 40% of the vehicle’s purchase price. We forecast the optional final payment at the start of the PCP Finance agreement. It is based on what we expect the vehicle to be worth at the end of the agreement. PCP Finance is subject to terms and conditions. More finance terms will be shown on the Stellantis Financial Services website and in your Finance Agreement. If you have questions about finance or the Finance Agreement, please visit <https://www.stellantisfinancialservices.co.uk/contact-us>.

Conditional Sale

Conditional Sale lets you buy your vehicle by paying in instalments instead of paying the full price at once. You will usually need to pay a deposit first. Your monthly instalments are fixed for the term of the contract, which is usually 12 to 60 months. After you make your final payment, ownership of the vehicle automatically passes to you.

With Conditional Sale, there are no annual mileage restrictions. Once all payments are made, you automatically become the legal owner of the vehicle. Your monthly payments may be higher than with PCP, because Conditional Sale payments cover the full cost of the vehicle. PCP usually has lower monthly payments because it excludes the optional final payment from the calculated monthly payments.

ONLINE STORE PRICE

When you order a vehicle through the Website, we will show you price information at different stages. The price may change depending on the options or extras you choose.

At the start, the price shown for your selected vehicle will be the on-the-road price, or “OTR price”. This means the Manufacturer’s Recommended Retail Price with our store discount already applied (the “Citroën Store Price”).

All information and prices are correct when published. They may change at any time without notice. Changes may happen because of things such as changes in law or government action. Please visit <https://www.citroen.co.uk/> or contact your local retailer for the latest prices and specifications for all models.

As you move through the online process, you can personalise your selected vehicle. If you choose certain options or add extras, the fitted price of those options or extras will be added to the Citroën Store Price. If you want options or extras that are not available on the Website, please contact us or your local retailer.

You will be asked to choose a participating Retailer. Your Retailer may choose to offer an extra discount on top of the Citroën Store Price. If the Retailer offers an extra discount, it will be shown on the Website after you select that Retailer. This means the price in your order summary may be lower than the Citroën Store Price shown at the start.

The price you pay for your new vehicle will be the OTR price for your chosen vehicle configuration, including any options and extras, or less if a discount or offer applies.

THE VEHICLES

The vehicles you can order through the Website come from our current manufacturable range and will be built to the specification you choose. Some vehicles or models may not be available with the finance package you choose.

Vehicles labelled as stock on the Website have already been built. They may be from our current manufacturable range or from recent previous ranges. You can review their specification on the Website.

Images, size icons and dimension indicators on the Website are for illustration only. We try to show vehicle sizes, colours, accessories and trim accurately. However, we cannot guarantee that your computer, tablet or phone will display them accurately. Your new vehicle may therefore look slightly different from the images.

VALUATION OF YOUR CURRENT VEHICLE

You can use our Website to get an estimated value for your current vehicle. The estimate is based on the information you give through our valuation tool and information from our valuation partner, CAP HPI Limited.

During the online process, we or your Retailer may offer a further contribution towards your current vehicle. This may depend on a physical inspection of the vehicle at an agreed place, date and time.

You can choose whether to sell your current vehicle to your Retailer. Your Retailer may also choose not to buy it. If that happens, you will need to sell your vehicle privately if you still want to sell it.

If you agree to sell your current vehicle to your Retailer as a part exchange, you must provide the Retailer with the 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 that belong to the vehicle. You must make sure any existing finance on your current vehicle is settled, including any extra charges such as excess mileage or vehicle damage charges. You can also discuss your options with your Retailer.

To get a valuation, you must provide the vehicle registration number and current mileage (the “Information”). We will share the Information with our valuation partner.

Any estimate is not an offer by us, any Retailer or Stellantis Financial Services to buy your current vehicle. You should not rely on the estimate when applying for finance or placing an order as this may change following a physical inspection

COLLECTION / DELIVERY OF YOUR VEHICLE

When you order a new vehicle online, the Website will show a date range for when your new vehicle should be ready for handover. When your vehicle is nearly ready, we or the selected Retailer will contact you to confirm your details, the collection date, the time and the next steps.

Your selected Retailer will agree a collection or delivery date with you. On that day, you must:

- give the Retailer proof of your identity and address (the “Documents”). The Documents must match the details in the Finance Agreement. You must also follow the Retailer’s reasonable instructions.

Your Retailer will check and copy these Documents before releasing the vehicle to you.

Collect from Retailer

If you choose to collect the vehicle from your Retailer, you will be given a collection time on your selected date. This will be on or after the confirmed delivery date.

You must give your Retailer proof of your identity and address when you collect your vehicle.

Your Retailer will check and copy these documents before releasing the vehicle to you.

You will not pay a delivery fee if you collect your vehicle from your Retailer.

Home delivery

Home delivery will only be made to your home address. This must be the same as the billing address in your Finance Agreement. Home delivery may cost extra.

A representative of your Retailer will drive your vehicle to your home address. The mileage shown on the vehicle at delivery will include the miles driven to deliver it.

We or the Retailer will agree a delivery time slot with you. The time slot will be either 9.00am to 1.00pm or 1.00pm to 5.00pm on a weekday, excluding bank holidays. Delivery outside those time slots is at your Retailer's discretion.

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

- you do not give the Retailer your order reference number and suitable identification showing that you are the customer named in the order confirmation;
- there is no clear and safe place for the Retailer's representative to park your new vehicle when they arrive; and/or
- the conditions at your home address do not meet reasonable health and safety standards, or delivery at the time is considered likely to put the Retailer representative at risk of injury or death.

When your vehicle is delivered, you must give your Retailer representative proof of your identity and address, plus copies of that proof. Your Retailer representative will check these documents before releasing the vehicle to you and will keep the copies you provide.

If you are not at your home address at the agreed delivery time and date, the Retailer representative will leave you a note. The note will explain that delivery was attempted and how to rearrange delivery or collection.

If you do not rearrange delivery, we will contact you for instructions. You may have to pay further delivery costs. We will tell you about those costs before any new delivery is scheduled. If, despite reasonable efforts, we cannot contact you or rearrange delivery or collection within 7 days of the original delivery attempt, Stellantis Financial Services may end the contract.

RISK AND OWNERSHIP

Your new vehicle becomes your responsibility when your Retailer delivers it to your home address or when you collect it from the Retailer's premises.

If you choose PCP Finance, you will not own the vehicle until Stellantis Financial Services has received payment in full, including the optional final payment. Please see your Finance Agreement for more details.

If you choose Conditional Sale, you will not own the vehicle until Stellantis Financial Services has received payment in full. Please see your Finance Agreement for more details.

If you choose to pay cash, you will not own the vehicle until your Retailer has received payment in full.

If you are the registered keeper of the vehicle, you are responsible for taxing, insuring and servicing the vehicle.

If you buy by cash, Conditional Sale or PCP Finance, you must have the right insurance before you drive the car away from the Retailer.

DELAYS

If handover of your new vehicle is delayed by something outside our control or the Retailer's control, we or the Retailer will contact you as soon as we can. Where possible, we and the Retailer will take reasonable steps to reduce the impact of this delay. If there is a risk of a substantial delay, you may contact us to end the contract with Stellantis Financial Services and receive a refund of any amounts you have already paid for your vehicle.

CHANGES TO YOUR ORDER BEFORE SIGNING THE FINANCE AGREEMENT

If you want to make any changes to your vehicle order, please contact us as soon as possible. You can contact the Online Sales Support Team by email at citroenonlinesales@citroen.com or by telephone on 0800 996 1951. You can also contact your Retailer by email or phone using the details on the Website. The Online Sales Support Team or Retailer will aim to respond within 2 working days after receiving your request. We may not be able to make the change if it affects the vehicle price and your Finance Agreement.

If you change your order, you may also need to change your finance package and Finance Agreement, or get finance from somewhere else. If the change affects the price of the ordered vehicle, you will need to apply to Stellantis Financial Services for credit for the new price, less any deposit you have paid (a "Subsequent Application"). We and Stellantis Financial Services do not guarantee that Stellantis Financial Services will approve any Subsequent Application.

If the change is possible, we or your chosen Retailer will tell you by email or phone about any impact to handover timing or anything else. We will ask you to confirm within 5 working days whether you want to go ahead with the change request. If we do not hear from you within that time, we will continue with your original order without applying the requested change.

If we cannot make the change, or if the result of the change is not acceptable to you, we or your chosen Retailer will contact you by email or phone to explain your options.

We may make minor changes to vehicle specifications from time to time to make small technical adjustments. We will not make any significant change to your ordered vehicle unless we have told you about it and you have clearly agreed to it.

CANCELLATION AND WITHDRAWAL

Please read this section carefully.

Cancelling your Order

If you change your mind about an online vehicle order, you can cancel it without liability before the earlier of:

- you signing the Finance Agreement; or
- you signing the vehicle order that includes the Retailer Terms.

Please contact us as soon as you change your mind about the vehicle or, where relevant, the finance agreement. You will not be charged for the vehicle. You will need to speak to your Retailer about any deposit already taken.

The Retailer may be able to cancel your order before you sign the Finance Agreement. Please read the Retailer Terms for more details.

CHANGE OF AN ORDER AFTER SIGNING THE FINANCE AGREEMENT – PLEASE READ THIS SECTION CAREFULLY.

You cannot change all or part of your order after you have signed the Finance Agreement or signed the order that includes the Retailer Terms.

CANCELLATION AFTER SIGNING THE FINANCE AGREEMENT – PLEASE READ THIS SECTION CAREFULLY.

Except as explained below, you cannot cancel your order after you have signed the Finance Agreement or signed the order that includes the Retailer Terms.

If you order a vehicle online using a Finance Agreement, you agree that the Finance Agreement is a credit agreement.

You have the right to withdraw from your Finance Agreement within 14 days, starting on the day after you sign it (the “Withdrawal Period”). To withdraw, you must:

- tell Stellantis Financial Services straight away, in writing or by phone and within the Withdrawal Period, that you want to withdraw from your Finance Agreement (the “Notification”); and
- repay Stellantis Financial Services the credit it lent to you, as shown in the Finance Agreement, plus interest at the rate shown in your Finance Agreement, within 30 days of the Notification.

You do not need to tell us why you are withdrawing from your Finance Agreement, and we will not ask for your reason.

Your right to withdraw applies only to the Finance Agreement, not to the purchase of the vehicle. You will still need to pay the remaining balance for the vehicle in full using another payment method or discuss any possible options with your Retailer.

If your circumstances change in a way that may affect the Finance Agreement, or if you gave incorrect information in your finance application, Stellantis Financial Services may terminate the Finance Agreement or cancel it and issue a new finance agreement that reflects your current circumstances. The full termination rights of Stellantis Financial Services are set out in the Finance Agreement.

Your right to withdraw from the Finance Agreement is your only right if you do not want to continue with that Finance Agreement. Consumer laws about off-premises or distance sales do not give you a cancellation right for credit agreements. This means you cannot return the vehicle after delivery or collection for a refund just because you change your mind. This does not affect your legal rights if the vehicle is faulty, does not match its specification, or you have other consumer rights. See “Consumer Rights” below.

CONSUMER RIGHTS

You have legal rights when you purchase a new vehicle. For more information about these rights, visit the Citizens Advice website at www.adviceguide.org.uk or call 03454 04 05 06. Nothing in these Terms affects your consumer rights.

If you believe there has been a breach of your consumer rights, you must tell the Retailer. The Retailer will discuss your rights and remedies with you. You should contact the Retailer as soon as possible, because any delay may affect the remedy available to you.

OUR LIABILITY TO YOU

We are not a party to the Finance Agreement or the Retailer Terms. This means we are not responsible for obligations under those documents. Claims under:

- the Finance Agreement are the responsibility of Stellantis Financial Services; and
- the Retailer Terms are the responsibility of the Retailer.

Our responsibilities relate to any loss or damage that you suffer if it is a foreseeable result of our own breach or failure under these Terms. We are not responsible for loss or damage that is not foreseeable. Loss or damage is foreseeable if it is obvious that it will happen, or if both you and we knew it might happen when the contract was made. For example, this may be because it was made known to us at the time of placing your order.

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

Our approved Retailers supply vehicles for domestic and private use only. If you use your new vehicle for any commercial, business or resale purpose, we will not be liable to you for loss of profit, loss of business, business interruption, or loss of business opportunity.

ACCOUNT, PASSWORD AND SECURITY

You agree to use the Website only for the purposes set out in these Terms and our Acceptable Use Policy. You may only use the Website for lawful purposes.

Your MyCitröen account

If you create a MyCitröen account, you will be asked to choose a username and password. You can use your account to access and change your saved vehicle or finance configurations and to update your personal details. You must keep your login details safe and must not share them with anyone else.

We are not responsible for misuse of your MyCitröen account if you caused your login details to be known by someone else. You must tell us as soon as possible if you think your login details have been shared or your MyCitröen account has been accessed without your permission. We may disable your account immediately if we know or suspect misuse by you or anyone else.

STELLANTIS FINANCIAL SERVICES IDENTIFICATION AND CREDIT CHECKS

For Finance Purchases

ID checks: If you order a vehicle through the Website, Stellantis Financial Services will use the information you give it to check your identity. This is to confirm that you are who you say you are. The checks may include searching information held by credit reference agencies and the electoral roll to verify your identity and the information you provide (the “Methods”).

If Stellantis Financial Services cannot verify your identity using the Methods, it may need to contact you directly to progress your finance application and order.

Credit checks: Stellantis Financial Services or its representatives will also carry out credit checks and may search your credit file. They will ask for your clear consent before doing this. Stellantis Financial Services will only use licensed credit reference agencies or fraud prevention agencies. Those agencies will keep a record of the search and your application.

If you apply for finance with Stellantis Financial Services and are unsuccessful, this may affect your credit rating or credit score. If your application is unsuccessful, Stellantis Financial Services will tell you the name and contact details of the credit agency it used, and the reason or reasons for refusal.

You must not give false information or data. This includes false names, addresses, contact details or payment details. You must not do anything unlawful in connection with the Website, your order for a new vehicle, your finance application or any part exchange of your current vehicle.

If we, Stellantis Financial Services or the Retailer reasonably believe your order or information is fraudulent, or that you broke any applicable law when placing your order or using the

Website, Stellantis Financial Services or the Retailer may cancel your order even if it has been accepted. In those circumstances, Stellantis Financial Services and the Retailer may terminate any contract with you, including the Finance Agreement. We, Stellantis Financial Services, the Retailer, or any combination of us, may also tell fraud prevention agencies about the fraudulent application and share the information you provided with them.

HOW WE CONTACT YOU AND HOW YOU CAN CONTACT US

When you place an order through the Website, our live chat agents can help with questions or comments about vehicles, ordering, part exchange and collection. Live chat is available from 9am to 6pm on weekdays and from 9am to 5pm on Saturdays, excluding bank holidays. Telephone agents are available during the same hours on 0800 996 1951, excluding bank holidays. These services may be provided by our sub-contractors.

If you have a question or complaint about these Terms, the Website or any part of the online journey, please contact our customer care centre. Click [here](#) for contact details.

If your question or complaint is only about your Finance Agreement, please contact Stellantis Financial Services first. Click [here](#) for contact details.

ALTERNATIVE DISPUTE RESOLUTION

If you raise a complaint with us and are unhappy with the response we provide, you can refer a dispute to The Motor Ombudsman (“TMO”). You can find more details at <https://www.themotorombudsman.org/> or call its advice line on 0345 241 3008.

If the dispute relates to financial services, you can refer it to the Financial Ombudsman Service (“FOS”). You can find more details at <http://www.financialombudsman.org.uk/> or call 0300 123 9123 or 0800 023 4567. TMO and FOS will not charge you to refer a dispute, although you may pay any call charges. If you are not satisfied with the outcome, you can still bring legal proceedings.

HOW WE MAY USE YOUR PERSONAL INFORMATION

We will use your personal information only as explained in our [Privacy Policy](#).

Our sub-contractors help us provide the Website and the online customer journey. They may contact you on our behalf so we can progress your order. Any contact will be in line with our Privacy Policy.

OTHER TERMS

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

These Terms are between you and us. No other person has the right to enforce them.

Each paragraph of these Terms operates separately. If a court or relevant authority decides that any paragraph is unlawful, the other paragraphs will still apply.

If we do not immediately require you to do something you must do under these Terms, or if we delay taking action after you breach these Terms, this does not mean you no longer have to do it. It also does not stop us taking action against you later.

Any future changes to these Terms will be posted on this page and, where appropriate, notified to you. The new terms and conditions may be shown on-screen. You may need to read and accept them to continue using our Website and/or your MyCitröen account.

These Terms are governed by English law. You can bring legal proceedings about these Terms in the English courts. If you live in Scotland, you can bring legal proceedings in either the Scottish or English courts. If you live in Northern Ireland, you can bring legal proceedings in either the Northern Irish or English courts.