

Terms & Conditions

For a part-exchange indicative valuation

About Us

This website, **www.store.citroen.co.uk/part-exchange** (the “Website”), is operated by **Citroën UK Limited** (“Citroën”, “we” or “us”).

Registered office: **Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.**

Using Our Website

By using our Website, you agree to these Terms & Conditions (“Terms”).

If you do not accept them, please do not use the Website.

Other Terms That Apply

When using our Website, the following also apply:

- **Privacy Policy** – explains how we use your personal data:
<https://www.citroen.co.uk/tools/privacy-policy.html>
- **Cookie Policy** – explains how we use cookies:
<https://www.citroen.co.uk/tools/cookie-policy.html>
- Your personal data may be shared with an authorised **Citroën Retailer** (“Retailer”) so they can help progress your request or follow up with you.

Changes to These Terms

We may update these Terms without notice at any time by changing this page.

Your continued use of the Website means you accept the updated Terms.

What You Can Use the Website For

You may use the Website only for personal, non-commercial purposes.

You can use our online Vehicle Valuation Tool to receive an estimated, indicative value for your current vehicle. This valuation uses:

- Information you provide, such as registration number and mileage
- Data supplied by our valuation partner CAP HPI Limited, a UK automotive data and analytics provider
- Please note that some Retailers may use alternative valuation partners

The Valuation Process

To receive an estimated valuation, you must provide your vehicle's registration number and current mileage ("Information"). This Information is shared with our valuation partner.

Important points about the valuation:

- It is based only on basic details supplied online
- It does not include a physical inspection
- It is an estimate only, not a guaranteed offer
- It must not be relied on for finance applications or placing a new vehicle order
- Neither we nor any Retailer are obliged to buy your vehicle
- You are not obliged to sell your vehicle after receiving an estimate

Next Steps After Receiving an Estimate

If you want to proceed:

1. A Retailer will contact you to book an appointment.
2. They will physically inspect your vehicle.
3. They will then provide a formal valuation.
4. You can choose whether to accept the formal valuation and proceed with a part exchange.

If You Choose to Sell/Part-Exchange

If you agree to sell your current vehicle to the Retailer, you will need to provide:

- V5 Registration Certificate
- All sets of keys
- MOT certificate
- Service history
- Spare wheel and locking wheel nuts (if applicable)
- Radio codes
- Any other items belonging to the vehicle

You must also ensure any existing finance is settled or discuss settlement options with your Retailer.