

Financial Terms and Conditions

Direct Debit.

All the normal Direct Debit safeguards and guarantees apply. No changes in the amount, date or frequency to be debited can be made without notifying you at least 14 working days in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel a Direct Debit Instruction at any time simply by writing to your Bank or Building Society and sending a copy to Volvo Warranty Administration.

The company name that will appear against the Direct Debit on the account holder's bank statement will be Volvo Warranty Administration (or the first 18 characters thereof).

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Volvo Warranty Administration will notify you 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Volvo Warranty Administration or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Volvo Warranty Administration.

Credit/Debit Card

All the normal Credit/Debit Card safeguards and guarantees applicable to your card apply.

What if I change my mind?

If you change your mind, you've got a 14-day cooling-off period during which we'll make a full refund if you haven't made a claim. Please call us on 0870 752 7014 and speak to our customer services team.