

Used Car Guarantee Handbook

Vehicle Age Criteria at time of sale :

UNDER 6 YEARS OLD
10,000 Miles / 12 Months

**BETWEEN 6 AND
UNDER 9 YEARS OLD**
5,000 Miles / 6 Months

OVER 9 YEARS OLD
2,500 Miles / 3 Months

(Whichever comes sooner)



TATES

Serving Sussex motorists for over 90 years



Cars & Vans

- New car sales Citroën Hyundai Kia Peugeot
- Used car sales
- Motability specialists
- Commercial specialists
- Authorised service agents for Citroën Hyundai Kia Peugeot
- Approved repairers for Vauxhall Fiat
- Fast fit centres
- Servicing & repairs and MOT's

Service Stations Petrol & Diesel • Shops • Car washes • Account facilities

Garden centres & attractions www.tatesofsussex.co.uk

Welcome to Tates

We're a family-run business, so work hard to maintain our relationships with all our customers. It's the same for every customer, whether you run a business or are a private owner looking for an everyday car or something more extravagant. When you visit us and enlist our help to buy your new vehicle, we will take the time to find out exactly what you need. We won't push you into a sale you don't want, and take different budgets very seriously, meaning we will make sure we suggest cars that are genuinely suitable for you.

Kia, Citroën, Hyundai, and Peugeot are the brands we specialise in, and we're proud to represent such popular and progressive marques. As family-friendly brands with a focus on comfort and practicality, they all produce fantastic vehicles that service people well for years. They are reliable, safe to drive and come with lots of personalisation options so you can get a vehicle that's as luxurious or simply convenient as you choose.

www.tatescars.co.uk

Competitive Servicing

Our dealerships have a wide range of ways to keep your servicing costs down and help you to budget your maintenance costs.

Our technicians are specially trained to the high standards of each brand and the high standards of Tates, making them the true experts on your car, using genuine manufacturer parts, to give your car the treatment it deserves.

Our knowledge, expertise and wealth of experience, is the reason you can rely on us to provide you with the fast, professional and thorough customer experience you trust.

Garden Centres

The Tate family also operates four garden centres in Sussex; Paradise Park in Newhaven, South Downs Nurseries and Heritage Centre in Hassocks, Mayberry Garden Centre in Portslade and Old Barn Garden Centre and Nursery which became part of the Tate family business in 2018.

At Tates of Sussex Garden Centres, their team of green-fingered enthusiasts have a passion for gardening and work hard to make Tates of Sussex more than just a garden centre. They sell a wide range of products, from pots and plants to landscaping supplies and garden furniture. Inspiring people to love their gardens is at the heart of what they do.

www.tatesofsussex.co.uk

Seldom beaten on price -
NEVER beaten on service -
since 1929

Why buy a used car from Tates?

- Tates is one of the largest and most well established family owned businesses in Sussex.
- Tates have been under the same family ownership for nearly 100 years and three generations providing great service and value.
- At Tates, quality and service are guaranteed. We still believe the old ways are the best; listening and talking with our customers.
- Tates have over 200 used vehicles in stock. If we don't have what you're looking for, we'll find it for you!
- At Tates, we ensure all our used vehicles are prepared to the same high standard and commit to this by issuing them with our Tates mechanical/electrical guarantee on all cars.
- If the vehicle is not good enough for a Tates guarantee, it's NOT worth selling!
- All Tates used vehicles come with a 30 day/1,000 mile exchange programme.
- When you buy a vehicle from Tates we will continue to look after you through our aftersales department, offering you great service and competitive MOT offers.
- Tates offer a Service Plan for our customers from only £21.99 per month.
- If for any reason our service does not meet with your expectations, please do not hesitate to contact me personally on :

(01273) 275555 or by email: trevor.i.meadows@tatescars.co.uk.

**Same family ownership
for over 90 years
3 generations providing
great service and value**



Trevor Meadows

Trevor Meadows, Managing Director

TATES USED VEHICLE GUARANTEE

The policy in brief

All used vehicles purchased from Tates benefits from a parts and labour guarantee.

Your vehicle will be guaranteed for mechanical and electrical failure.

Mechanical and electrical failure is the failure of components causing a stoppage of its function for a reason other than wear and tear, normal deterioration or negligence.

Vehicle Age Criteria at time of sale:

UNDER 6 YEARS OLD	BETWEEN 6 AND UNDER 9 YEARS OLD	OVER 9 YEARS OLD
10,000 miles / 12 Months	5,000 miles / 6 Months	2,500 miles / 3 Months
(Whichever comes sooner)		

EXCLUSIONS

- Bulbs
- Tyres including punctures
- Aerial
- Windscreen
- All interior and exterior trim
- Problems caused by faulty or incorrect fuel
- Routine service parts
- Wiper blades and arms
- Brake pads and shoes
- Brake discs and drums
- Exhaust system
- Battery
- Water ingress
- All items as a result of MOT failure

Please note wear and tear is greater on an older vehicle that is driven more than 10,000 miles per annum. Damage caused by the effect of overheating is considered to be negligence and not a mechanical breakdown.

In the event the cost of the repair may cost more than the purchase value of the vehicle, then you would receive a full refund (excluding road fund licence) or an opportunity to exchange your vehicle for another of the same purchase price. Tates liability is limited to the purchase price paid for your vehicle.

Transfer of Ownership:

The guarantee is NOT transferable if you sell your vehicle.

What to do if your vehicle develops a fault?

Contact your Tates dealership who will make arrangements for collecting your vehicle to carry out the necessary repairs.

If you are not in Sussex, Tates may authorise payment of a VAT registered repairer close to your location, provided it is before the repairs are carried out.

Tates Service Plans

from
£21.99
per month

The practical way to save on future motoring costs.

Whether you drive a new or used vehicle we commit to tailoring a plan to suit your servicing needs over the next three years. The cost may be low but the quality is not. Our service team strive to achieve total customer satisfaction and ensure we make life easier for you.

When you take out a Tates Service Plan your first three scheduled services will NOT cost you a further penny.

Not only will this ensure that your vehicle is properly serviced by trained technicians using genuine parts, it will also only cost you a fraction of the amount you would have paid for three individual services.

Benefits of joining the Tates Service Plan:

- Fixed price MOT £40.00
- Small, manageable payments
- Interest and inflation free
- Regular servicing checks to give you peace of mind motoring
- Provides you with a full servicing history which enhances the value of your vehicle
- All servicing completed by highly trained technicians using the latest technology
- Free loan vehicle (fuel charges apply).

FREE
Wash and
Vacuum with
every visit



www.tatescars.co.uk

*Service payment plan example for 2021
Citroen C3 1.2 petrol manual 1 payment £22.00
and 34 payments of £21.99

Genuine manufacturer fixed price servicing...

To keep your vehicle at the peak of its performance and protect its value at the same time, it is vital that it is regularly serviced and maintained.

Although there are many other options, main dealer servicing and repairs is by far the best for your car as it will be maintained to the manufacturer's standards by technicians who are fully and professionally trained.



from
£189





Used Vehicle Appraisal

EXTERNAL CHECKS

1. Check body damage including wheels & wheel trims

INTERIOR CHECKS

2. Check horn operation
3. Check front & rear wiper/washer operation & blade condition
4. Check operation of side lights & number plate lights
5. Check operation of indicators & hazard warning lights
6. Check operation of dip beam & main beam headlights
7. Check operation of reverse lights, stop lights & front & rear fog lights
8. Check operation & condition of heater & air con system
9. Check operation & condition of all seatbelts

UNDER BONNET

10. Check brake fluid level & record boiling point
11. Check coolant level & record concentration
12. Check power steering fluid level

VEHICLE RAISED

13. Check wheel bearings for noise & play
14. Check steering & suspension components for wear, corrosion & leaks
15. Remove wheels & brake drums, check discs/drums for wear, cracks, distortion, corrosion & scoring (record measurements & findings)
16. Inspect wheel cylinders & calipers for leaks & operation
17. Check pads & shoes for wear, clean & adjust as required
18. Visual check brake/clutch hydraulic system, pipes & hoses for leaks, chafing & corrosion
19. Check security & condition of handbrake linkages & cables, lubricate as required
20. Check tyre condition including spare (record depth in mm)
21. Check & adjust tyre pressures
22. Change oil & filter (if required)*
23. Check condition of prop shafts, driveshafts, joints & gaiters for security & leaks
24. Inspect exhaust systems for security, leaks & condition

ON LEVEL

25. Check wheel nuts/bolts for security & re-torque wheels nuts/bolts (record torque in NM)
26. Check tool kit is complete (jack, wheel brace, locking wheel nut key)
27. Road test & check performance, noise levels, steering stability & steering wheel position, check clutch & gearbox operation, check brake performance
28. Carry out engine management check with code reader**
29. Check operation of all windows & doors & lubricate locks & hinges

SALES CHECKS

30. Experian checks for outstanding finance and insurance write offs
31. VMC Checks to confirm genuine mileage of the vehicle.

* Only if required **If suitable equipment available

OVER 200 USED CARS IN STOCK

TATES 30 Day Exchange Plan

1. Any TATES Used Vehicle purchased from a TATES dealership may be exchanged for another vehicle from TATES, provided that:
 - a) The TATES Used Vehicle is returned to the same dealership within 30 days of the delivery date.
 - b) The TATES Used Vehicle has covered no more than 1000 miles since delivery to the customer.
 - c) The dealership is satisfied that the TATES Used Vehicle is in the same condition as at the time of delivery to the customer, with the exception of the age and mileage as detailed above.
 - d) The exchange vehicle is of an equal or higher price to the original TATES Used Vehicle.
2. Before any exchange is effected under this Agreement, the customer shall be responsible for making all the necessary arrangements relating to terminating, transferring, taking out or otherwise dealing with the financial arrangements for the purchase of the original TATES Used Vehicle and the replacement vehicle. Any exchange shall be subject to the dealership being satisfied with such arrangements. In particular, if the original TATES Used Vehicle is subject to a Finance Agreement, a new Finance Agreement of the same type must be completed and the relevant deposits paid by the customer.
3. Where the customer wishes to exchange a TATES Used Vehicle for a replacement vehicle with a higher price, the exchange will not take place until the customer has paid the dealership the price difference.
4. The customer will be solely responsible for any additional costs incurred including the exchange for licensing and insurance. Any such costs must be paid in full prior to completion of the exchange.
5. Only one exchange will be considered and this agreement shall not apply to any replacement vehicle.
6. This agreement does not affect any of the customer's statutory rights.

In event of an accident, call our Accident Management Service on **03301 340196**

This is a dedicated number for our Tates customers. We are working in partnership with Enterprise Rental and Fairlight Coachworks, which allows us to offer quick quality repairs using genuine manufacturer approved parts only.

In partnership with:



Locations

Citroën Brighton

138-166 Trafalgar Road
Portslade
East Sussex
BN41 1GS

Telephone
01273 275555

Peugeot Brighton

138-166 Trafalgar Road
Portslade
East Sussex
BN41 1GS

Telephone
01273 275555



Citroën Crawley

Fleming Way
Crawley
West Sussex
RH10 9JY

Telephone
01293 414000



Kia Pyecombe

London Road
Pyecombe
West Sussex
BN45 7ED

Telephone
01273 857555

Hyundai Portslade

94-106 Old Shoreham Road
Portslade
East Sussex
BN41 1TA

Telephone
01273 276666



Fiat Service Repair Centre

138-166 Trafalgar Road
Portslade
East Sussex
BN41 1GS

Telephone
01273 275555

Vauxhall Service Repair Centre

138-166 Trafalgar Road
Portslade
East Sussex
BN41 1GS

Telephone
01273 275555



www.tatescars.co.uk

Opening hours

Sales

MONDAY TO FRIDAY 8.30am to 6.30pm. SATURDAY 8.30am to 6pm. SUNDAY Closed

Aftersales

MONDAY TO FRIDAY 8am to 6pm. SATURDAY 8am to 12 noon. SUNDAY Closed

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