

- If after 14 days from the agreement start date, please contact Settlements on 0370 50 50 115, option 1, option 4.
- If it's a **vehicle quality/ mechanical issue**, please contact Customer Escalations team by email: cseescalations@bmwfin.com
- **Distance sold** cancellations - If your customer qualifies for a distance sold cancellation, please send details directly to the Sales Support team on sales.support@alpheraco.uk

As a reminder, the conditions for qualifying for Distance sold cancellations are:

- Exercise right to cancel within 14 days from the date after the agreement was signed
- Private Individuals only
- HP & PCP regulated over £60,260 only
- PCH agreements regardless of amount
- Distance sold flag ticked in FAMOS

Section 1: Contact Details.

1.1 Your Name:

1.2 Retailer Site Name:

1.3 Retailer number:

1.3 Retailer email address:

1.4 Retailer Contact Phone Number:

Section 2: Vehicle and Agreement Information.

2.1 Proposal/ Agreement Number:

2.2 Vehicle Registration:

Once completed please email this form to settlements@alpherafs.co.uk