Best Price Car Sales Ltd
t/a WOO CARZ
18 Paynes Road
Southampton
Hampshire
SO15 3DJ
United Kingdom
02380 225666
05/08/2026

Information Notice

About our Consumer Credit Service

1. The Financial Conduct Authority

The FCA is the independent regulator of financial services. This document is given to customers considering buying certain financial products. You need to read this important document as it explains the service we offer.

2. Who We Are?

Best Price Car Sales Ltd, trading as WOO CARZ, (we) are a dealership that sells vehicles and acts as a credit broker in arranging finance for vehicle transactions. We are authorised and regulated by the Financial Conduct Authority, FRN: 626798. You can check this on the Financial Services Register by visiting the FCA's website at register.fca.org.uk. All finance is subject to status. Terms and conditions will apply. Applicants must be 18 years or over. We act as a credit broker and not a lender. Best Price Car Sales Ltd is registered with the Information Commissioners Office under number: ZA478075.

3. What products do we offer, and from whom?

We only offer products from a limited number of lenders/brokers. We work with a number of carefully selected credit providers who may be able to offer finance for your purchase. We are only able to offer finance products from these providers.

4. Which services will we provide you with?

You will not receive any advice or recommendations from us in relation to finance. We may ask you certain questions to assist us in narrowing down the selection of products that we will provide you details on. We may use this information to conduct a soft credit search to assess your eligibility for credit products. You will then need to make your own choice about how to proceed. Once we submit your application to a third-party credit provider, they may conduct a hard credit search which can negatively impact your credit score. We will always provide you with both the advantages and disadvantages of the product types that are available to you.

5. Can we give independent financial advice?

We are NOT independent financial advisers and so are unable to provide you with independent financial advice due to the fact that we will receive a commission payment for any successful application we introduce to a finance company (see below).

6. What will you have to pay us for our services?

No fee

The lender/broker may charge their own fees. These may include, but are not limited to documentation fees, option to purchase fees, excess mileage charges or administration fees but this information will always be provided to you in the quote that we provide. You will receive documentation from the credit provider before proceeding with any financial product which will tell you about any fees relating to it.

7. Commission

We have a commercial relationship with other brokers and lenders, the introduction we make is not impartial, but we will make introductions in line with your needs, subject to your circumstances.

We do not charge a fee for the introduction to the finance provider; however, we will receive a commission payment from them if you decide to enter into an agreement. The nature of this commission is either a fixed fee or a percentage of the amount you borrow. This is a financial incentive but also to facilitate the administration of the application.

All the lenders that we work with pay commissions at different rates, however, the commission received does not affect the amount you will pay under your finance agreement. The amount of commission will be made available to you on request, and will in any event be disclosed to you prior to you entering into a finance agreement.

If you used car finance to buy a car before 28 January 2021, this includes hire purchase agreements such as Personal Contract Purchases, your lender and broker may have had a discretionary commission arrangement in place. If you're unhappy with a response you've had from your provider about this type of complaint, you are being given longer to take your complaint to the Financial Ombudsman Service. Usually, you have to take your complaint to the Financial Ombudsman within 6 months of getting a final response from your provider, but this is being extended by up to 15 months if you were sent a final response between 12 July 2023 and 20 November 2024.

If you wish to obtain impartial advice on the full range of potential finance options that may be available to you, you will need to make your own arrangements but are free to do so as part of the purchase of your vehicle.

To proceed with your application, you must confirm your understanding of these conditions and provide your explicit consent for us to receive a commission for the introduction as detailed above. You can do this by signing at the end of this document and returning a copy to us.

8. What to do if you have a complaint

Delivering excellent service to our customers is our number one priority at Best Price Car Sales Ltd (WOO CARZ). However, we do recognise that things may occasionally go wrong, and you may feel you have cause to complain. Receiving your feedback is important to us as it enables us to learn from any mistakes and, where possible, to improve our service. You can raise a complaint with us by any of the following methods:

In writing: Best Price Car Sales Ltd (trading as WOO CARZ), 18 Paynes Road, Southampton, Hampshire, SO15 3DJ, United Kingdom

By email: justinnewberry@bpcarsales.com or jason@bpcarsales.com

By phone: 02380 225666

Online: www.woocarz.co.uk (via our contact form)

Please provide your name, contact details and details of your complaint so that we can investigate the matter as quickly as possible.

How we will handle your complaint

We will:

1. Acknowledge receipt of your complaint within five working days.

2. Thoroughly investigate your complaint and aim to provide our final response within eight weeks of receipt.

3. Where possible, respond sooner and explain any actions we propose to take to resolve your complaint. Where appropriate, we may also provide a formal written apology.

If we cannot reach a resolution

If we are unable to resolve your complaint satisfactorily, or if eight weeks have passed since you first raised your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is free and impartial, and you are entitled to contact them at any stage of your complaint. More information can be found at www.financial-ombudsman.org.uk, or you can call 0800 023 4567 or 0300 123 9123.

If you have a complaint about your lender

You can also raise a complaint directly with your lender. The complaints process for your lender will be set out within the agreement you have with them. If you have any questions or require any assistance with this, please let us know.

9. Products On Offer

For regulated products

We are only able to offer finance products from our affiliated providers. Credit agreements offered to private individuals or natural consumers are protected under the Consumer Credit Act 2006. Any complaints you have relating to regulated finance products afford you the right to contact the Financial Ombudsman Service (FOS), who offer impartial advice free of charge.

For unregulated products

Unregulated products such as finance with limited companies, or non-insurance warranties, are not regulated by the Financial Conduct Authority (FCA) and therefore are not under the remit of consideration from the Financial Ombudsman Service (FOS). These products are not regulated under the Consumer Credit Act 2006.

10. Additional Assistance

If you have any communication requirements or additional needs that we need to be made aware of, to ensure your journey with us is as smooth as possible, please get in touch using the details below or speak to your account manager. All information shared will be held confidentially and in line with our privacy policy.

In writing: 18 Paynes Road, Southampton, Hampshire, SO15 3DJ, United Kingdom

By email: justinnewberry@bpcarsales.com or jason@bpcarsales.com

By phone: 02380 225666

Commission Consent

I certify that I have been informed that Best Price Car Sales Ltd (trading as WOO CARZ) will receive commission from the lender/broker for facilitating my finance application. I agree to these conditions, as outlined above, and am happy for my application to be progressed.

Name

Signature

Date

Best Price Car Sales Ltd t/a WOO CARZ. Best Price Car Sales Ltd (Companies House Registration Number: 09034062) is authorised and regulated by the Financial Conduct Authority, FRN: 626798. You can check this on the Financial Services Register by visiting the FCA's website at register.fca.org.uk. All finance is subject to status. Terms and conditions will apply. Applicants must be 18 years or over. We act as a credit broker and not a lender. Best Price Car Sales Ltd is registered with the Information Commissioners Office under number: ZA478075.