Central England Trading Standards Authorities

EnTSA

Quick Reference Guide: Selling Used Cars Legally

For Used Car Dealers
Stop. Check. Go.

This resource gives brief general guidance only and does not cover every circumstance. You are advised to look at Business Companion and all applicable legislation to ensure you are legally compliant. If you have any specific queries on your legal obligations, you should contact your local Trading Standards Service.

Navigate Compliance with Confidence: Your Pathway to Building Customer Trust

1. Know Who You Are

□ Clearly identify your business in all ads and paperwork (Ltd company, sole trader, partnership).
□ Never pose as a private seller — it's illegal

2. Accurately Describe the Vehicle

□ Include correct mileage, specification, and condition.
□ Avoid vague terms like "sold as seen" or "no warranty" — these don't remove your legal duties and are illegal.
□ Disclose all known faults and match the advert to the vehicle on sale.
□ Do not rely on verbal disclaimers — what's in writing counts.

3. Use Pre-Sale Checks and Records

□ Check MOT history, service records, and previous ownership.
□ Consider a third-party inspection for higher-value stock.
□ Keep a paper trail: inspection results, repairs, receipts, and customer sign-offs.

4. Understand the Consumer Rights Act 2015

Vehicles must be:
□ Of satisfactory quality
□ Fit for purpose
□ As described
Buyers may be entitled to a full refund (within 30 days)

5. Handle Complaints Lawfully

□ Don't rely on "warranty only" language — statutory rights still apply.
□ Have a clear complaints process and keep communication records.
□ Consider using a recognised Alternative Dispute Resolution (ADR) scheme.

6. Be Transparent Online

□ Show full registration numbers to allow checks.
□ Display full trading details (not just a mobile number, including your legal identity and your trading address as well as registered office address if you are a limited company).
□ If you deliver vehicles, confirm your business identity in advance.
□ If you will accept orders over the phone or online, ensure you comply with laws relating to distance selling.

Central England Trading Standards Authorities

EnTSA

📌 Need More Support?

Read the full Business Companion guide:

🔗 businesscompanion.info/selling-used-vehicles

#StopCheckGo | #UsedCarSales | #BusinessSupport