

Terms & Conditions of Service

These Terms & Conditions (“Terms”) govern the relationship between **Prestige Reg Co.** (“we”, “our”, “us”) and our clients (“you”, “your”). By engaging our services, you agree to these Terms.

1. Our Services

- We provide a concierge service for personalised vehicle registrations, including sourcing, brokerage, negotiation, and handling of administrative processes with the Driver & Vehicle Licensing Agency (DVLA).
- All services are provided with absolute discretion, professionalism and client confidentiality.

2. Client Responsibilities

- You confirm that all information provided to us is accurate and complete.
- You are responsible for ensuring that you are legally entitled to purchase and display a personalised registration.
- You must comply with all DVLA rules and UK law regarding number plates and vehicle registrations.

3. Prices & Payment

- Prices will be confirmed in writing prior to any transaction.
- A deposit or full payment may be required before services commence.
- Payments must be made in the form and timeframe agreed.
- Where applicable, VAT will be charged at the prevailing rate.

4. Transfers & Documentation

- We will manage transfers with the DVLA on your behalf where instructed.
- Completion of transfers is subject to DVLA approval and timelines, which are outside our direct control.
- Original certificates, retention documents or other legal papers will only be released once cleared payment is received.

5. Cancellations & Refunds

- As registrations are unique and bespoke, cancellations may not always be possible.
- If you cancel before a DVLA application is made, we will refund payments received less any reasonable costs.
- Once an application has been submitted to the DVLA, refunds cannot be guaranteed.

6. Client Care & Complaints

- We take pride in providing an exceptional service. If you have concerns, please refer to our Client Care Policy.
- We will acknowledge and investigate all complaints promptly and with discretion.

7. Liability

- We act as an agent in sourcing and transferring personalised registrations. We cannot be held liable for:
 - Delays or decisions made by the DVLA or other third parties.
 - Losses arising from client error, incomplete information, or non-compliance with DVLA rules.
- Our liability is limited to the total fees paid by you for the service in question.
- Nothing in these Terms limits our liability for death, personal injury, or fraud caused by our negligence.

8. Data Protection

- We process personal information in strict accordance with our Privacy Policy, which incorporates our Cookies Policy.
- By using our services, you consent to such processing.

9. Confidentiality

- We maintain absolute discretion in all dealings.
- We will never disclose client details or transactions without explicit consent, unless required by law.

10. Governing Law & Jurisdiction

- These Terms are governed by the laws of England and Wales.
- Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Contact Us

- Prestige Reg Co.
- 124 Thingwall Park, Bristol BS16 2DD
- Email: concierge@prestigereg.co.uk