

Pre-loved by Tusker.



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What is Pre-loved?

Pre-loved cars are those that have already had a previous driver and are ready to be re-loved by a new driver. They're Tusker cars that have been handpicked for their condition and quality and we also have the full service history and background of the car.



What types of vehicles are available?

The Pre-loved cars available are mainly electric cars, or hybrids, which have been with one of our drivers since new.

Will there be Pre-loved cars from all manufacturers?

We offer cars from all manufacturers from new and will do the same for Pre-loved as well. Cars will be added regularly, so if we don't have the one you're looking for, it's worth checking back as Pre-loved cars will be added regularly to the site.

Can I book a test drive for a Pre-loved vehicle?

Unfortunately, we aren't able to offer test drives for our Pre-loved cars.

What level of refurbishment will be carried out to a pre-loved car?

Cars will be brought up to the BVRLA Fair, Wear and Tear standard to ensure the cars are in the best condition possible for you, but any imperfections will be noted on the car images so you're fully aware when you're ordering.

What kind of inspection process does a Pre-loved car undergo before being offered?

A complete inspection will be undertaken, including a thorough maintenance check to inspect all parts of the car and will also highlight any imperfections before adding the car on our Driver portal. The photos on the site will clearly show any features and imperfections.

Is there going to be a battery condition report? I'm worried that getting a second hand one the battery won't last!

We aren't able to provide a battery condition report, but in the unlikely event that there is a problem with the battery on the car, like with any part of the car, Tusker would undertake full responsibility for a replacement or a repair as needed.

Will the car have a full service history and maintenance report?

Since the car is a previous Tusker vehicle, it would have undergone servicing and maintenance according to the manufacturer's guidelines. Although detailed information is accessible on our systems, it is not yet readily available on our Driver Portal.

Are there any differences in terms of scheme benefits between a new and a Pre-loved car?

None! Tusker's service and support is the same for both our new and Pre-loved cars – each comes with insurance, maintenance and servicing, replacement tyres and breakdown cover.

How bad are the imperfections/have they been fixed prior to delivery?

Any imperfections will be highlighted on the photos of the cars when you view them on the Driver portal – each car has been inspected in line with the approved used vehicle standards to ensure they're in the best condition for you. If you have any concerns or questions about the imperfections you can see on the car, give us a call and one of the team will be able to talk you through them.

How long does it take from order to delivery?

It takes an average of 4 weeks from order to delivery.

What are the eligibility criteria for employees to get a car Pre-loved car?

As with all our salary sacrifice cars, we need to make sure that the amount for the car doesn't take you below the National Living Wage or National Minimum Wage (whichever your employer uses).

Will the vehicle still be delivered to me in the same way a new car would?

Yes, as with our new cars, you can choose where your car is delivered. The only difference is that with our Pre-loved cars, our partner, Cinch, will deliver your car.

Will the vehicle have been cleaned prior to delivery?

We'll ensure that your car receives a thorough valet before it's delivered.

Will I need to arrange any servicing or replacement tyres sooner with a Pre-loved car?

You may need to organise replacement tyres sooner than on a new car, as that would be based on the wear on them and how many miles you're driving but tyre replacement is included with your Tusker car. The car will

only need to be serviced in line with the manufacturer's handbook - usually around every two years for electric cars and annually for petrol and hybrid cars.

Are there any warranties with Pre-loved cars?

As the car is owned by us, and we provide you with full servicing and maintenance, you wouldn't need a warranty or guarantee - if there are any issues with the car, simply let us know and we'll help to sort it out.

Will I need to arrange an MOT when I take delivery of the car?

When your Pre-loved car is delivered, it will have had a full service and if an MOT is due within 6 months, we'll do that, too. If an MOT is needed more than 6 months after delivery of your car, you'll need to organise that.

Will I need to arrange a service when I take delivery of the car?

When your Pre-loved car is delivered, it will have had a full service. If a service is due during your contract, you'll need to reach out to us to organise that.

What if I want to return the car before the end of the agreement?

It will follow the same process as if you had a new car with us so simply check your specific scheme policy for details of the Early Termination protections in place.

Can I return or exchange the pre-loved vehicle if I am not satisfied with it?

Once you order the car and sign the paperwork, you enter into a salary sacrifice agreement, which we can't change, so we wouldn't be able to offer a return or exchange.

Is there a maximum mileage term I can choose with a Pre-loved car?

Yes, currently there is a maximum of 20,000 miles per annum that can be selected.

Is insurance included for a Pre-loved car?

Yes! Fully comprehensive motor insurance including business use is included. Plus, there's the option to add another driver as long as they live at the same address as you.

What is the expected lifespan of a Pre-loved vehicle compared to a new vehicle?

We'd expect all of our cars to last for many years to come – if there is a problem with the car during the time you have it, we'll always work to make sure we resolve any issues.

How do Pre-loved vehicles impact my Benefit in Kind tax obligations compared to new vehicles?

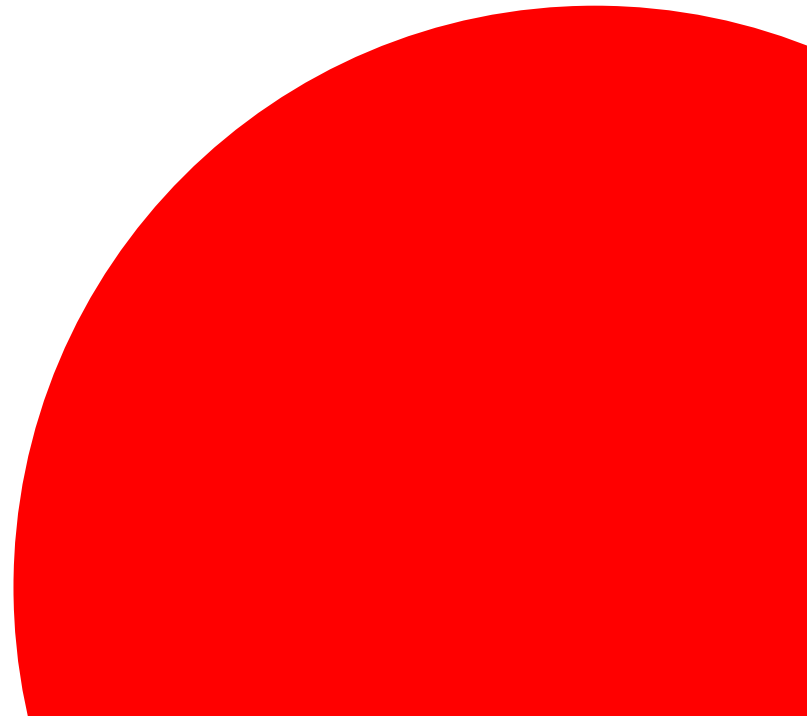
Pre-loved cars have the same Benefit in Kind (BiK) as new cars as the rate for BiK is based on the original P11D (list price) of the car.

I already have a Tusker car and want to order a Pre-loved vehicle, can I keep my current car until delivery of the new one?

Absolutely! Like with ordering a new car, we can do a key for key exchange so you can keep your current Tusker car and when your Pre-loved car is ready for delivery, we'll swap them over.

What's the ordering process?

Unlike with our new cars, Pre-loved cars need to be processed quickly and so quotes aren't able to be saved and the initial paperwork needs to be completed by you within 2 days, after that time the car will be put back on to the driver portal Pre-loved page.



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How can I find out more information?

Tusker has a dedicated Employee Engagement Team who offer support and guidance to make sure that you fully understand the scheme. They can also help you choose the right car to suit your needs and lifestyle.

Call: 0333 400 7431

Email: EETeam@tuskerdirect.com

Take a look today

To see the range of cars available and get a quote, use the login details provided by your employer.

