

# BUYING A SECOND HAND CAR?



**4 STEPS TO HELP  
YOU GET THE  
BEST VALUE**

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**TRADING  
STANDARDS**

# MAKE SURE IT'S THE **RIGHT DEAL** FOR YOU

REMEMBER  
SECOND HAND  
CARS ARE  
USED GOODS!

## 1 BE REALISTIC

You are buying a used car - don't expect perfection! Think about what journeys you will make. Know what you can afford and stick to it. Don't forget costs like insurance, servicing, parts and fuel.

## 2 DO YOUR RESEARCH

Once you know the type of car you are looking for, do some research. Shop around, look for customer reviews of your dealership online, ask friends and family.

## 3 ASK QUESTIONS

Ask the dealer about...

- The condition of the car
- Repairs carried out on the car
- What happens if things go wrong
- MOT certificates
- Service history
- V5C registration document (logbook)

## 4 BE SURE

- Check the car for rust, electrics, dents etc.
- Take someone with you
- Ask for copies of paperwork
- Take it for a test drive
- Consider paying for an inspection

I'VE HAD A PROBLEM WITH MY SECOND HAND CAR, WHAT SHOULD I DO?

### YOU SHOULD...

- Tell the dealer as soon as you can
- Allow the dealer to look at the car
- Ask the dealer to contact you when they have found a fault
- Tell the dealer if you are unhappy with their service

### YOU SHOULD NOT...

- Ignore the problem
- Expect a courtesy car
- Take the car to another business before the dealer has looked at the car
- Stop paying finance



**CHECK MOT STATUS ONLINE AT [GOV.UK/BROWSE/DRIVING](https://gov.uk/browse/driving)**

## **GET ADVICE**

CITIZENS ADVICE CONSUMER SERVICE

**03454 04 05 06**

Monday to Friday, 9am to 5pm



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