



MOTOR TRADE PARTNERSHIP AUDIT FORM

Applicant's Name and Address.....	Auditor: Applicant's Representative: Date of Audit:
---	---

Requirement	Y/N	Comment
<u>Prior to Visit and Distance Selling</u>		
MTP logo on Website		
Business Names & Address on Website		
Declaration of Membership to any other Schemes/Codes on Website		
Any Statements about Consumer Credit on Website		
Check compliance of any credit or other adverts		
Web Stock List and Pricing (take sample to check stock available & pricing correct at forecourt)		
Trading for minimum 6 months		

Check Distance Selling Regs T&Cs		
FLARE – Complaints (take details to tally with member complaints file)		
Documentation		
Public Liability Insurance		
Ownership details on paperwork		
Business Names info displayed on premises		
Humberside Act Current and Displayed (used cars) (Check records – random sample of cars for sale)		
Credit Licence Current and Displayed		
Consumer Leaflets Displayed (renewal)		
MTP T&Cs available to consumer (renewal)		
Staff Training Records		
Terms of contracts fair		
Complaints		
Complaint Procedure in place		
Named Complaints Contact easily identifiable and available (renewal)		
Staff aware of Complaints Procedure (renewal)		
Complaints Recorded (renewal) (Match up with complaints we have)		
Complaints records kept for 24 months		
Are there any complaints in the complaint log (Do they correspond with any from FLARE)		
Service and Repair		
Estimate/quote given (written if requested)		
Invoice itemised		

Parts to be used agreed with customer first		
Parts replaced made available to customer where practicable		
Any additional work required to be agreed by customer		
Service documented correctly		
Vehicle suitably protected during work		
Is equipment in good order, with calibration and service certificates		
New Vehicle Sales		
Invoice/quote contains detail cost of new and Part ex allowance		
Vehicle available for test drive with insurance in place		
Service book available and completed upon sale		
Energy Statements on all vehicles		
Prices clearly displayed inclusive of VAT		
Used Car Sales		
MOT certificates valid for min 6 months		
Invoice/quote contains detail cost of vehicle and Part ex allowance		
Information relating to history, status, condition made available		
Mileage Check Policy in place- all reasonable steps taken to confirm mileage		
Mileage disclosure policy – last resort if unable to get mileage		
Cars available for test drive at no extra cost		
Suitable labelling and segregation of un-roadworthy vehicles		
General Upkeep		
Garage Type matches our records		
Services provided match our records		
Garage details match our records		