. **DAVANT BIKES LTD**

**Initial Disclosure Document – Consumer Credit**

**What is an Initial Disclosure Document?**

The Financial Conduct Authority (FCA) is the independent regulator of financial services. The FCA require us to provide you with a document called an 'Initial Disclosure Document'. This document provides information about us, the products we offer, the services we will provide, what we charge for our services, who regulates us and what to do if you have a complaint.

**Who regulates us?**

Davant Bikes Limited, Broomhill Way, Torquay, TQ12 5BJ is authorised and regulated by the Financial Conduct Authority. (Reference number 798006) Permitted activities include acting as a credit broker not a lender. You can check this on the FCA's website www.FCA.gov.uk/register or by contacting the FCA on 0300 500 8082

**Your Finance Options**

As an FCA-regulated credit broker we can introduce you to a selected group of lenders who may be able to help you finance your purchase. This group of lenders provides us with a range of products which may be suitable for your purchase. We will explain the key features of those products to you.

We do not charge fees for our Consumer Credit services. We may receive a commission payment or other benefits from finance providers should you decide to enter into an agreement with the finance provider.

We have taken steps to ensure that if, while advising you, we make a recommendation; such recommendation will be suitable for your demands and needs at the time the recommendation is made. In assessing your demands and needs we may seek such information about your personal circumstances and objectives as might be relevant to enable us to identify your requirements. It is important that you provide us with accurate and relevant information.

As an organisation we are committed to treating our customers fairly, before, during and after a sale.

Before the sale you can expect:

To have any significant and unusual exclusions or exceptions relating to the finance agreement brought to your attention.

A clear statement of price, including where applicable a breakdown of any interest charges.

Details of your cancellation rights and our complaints procedure

Copies of your finance agreement documentation or information as to when these documents will be dispatched

After the sale you can expect:

Not to encounter any barriers to cancelling your finance agreement within regulatory agreed timeframes.

To have any complaint dealt with in a timely and professional manner.

**What to do if you have a complaint**

We always aim to provide a first-class service, however if you have any cause for complaint, the first step is for us to understand your complaint. You can contact us by:

* **Phone:** 01803 616164
* **Post:** Davant Bikes Ltd, Broomhill Way, Torquay,TQ12 5BJ.
* **Email**:sales@davantbikes.com - Please provide your name and contact number where we can get in touch with you between the hours of 9am - 5 pm Monday to Friday.

We will promptly acknowledge your complaint in writing, investigate your complaint and endeavour to send you a final response within 8 weeks of receipt of the complaint. If we are unable to provide you with a final response within this time, we will send you an update. If you are not happy with our response, and you are an eligible complainant, you can escalate your complaint to the Financial Ombudsman, you must do so within six months of the date of the final response letter. You can contact them:

* By phone: 0800 023 4567
* By post: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.
* By Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Confidentiality and Data Protection**

Your information will only be disclosed/provided to third parties for the purposes of providing, arranging, administering, and renewing finance contract(s) and for the purposes of monitoring and/or enforcing compliance with regulatory rules/codes. For full details of where your information will be sent and the purpose of such data transfer, please ask us.

**Davant Bikes Ltd, Broomhill Way, Torquay, TQ12 5BJ : 01803 616164 : sales@davantbikes.com**