

Charity Service Agreement

Giveacar is an acting agent between the donor and the charity. We will arrange the vehicle collection, and process payments to the charity on behalf of the donor.

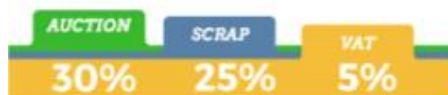
Vehicle collection process:

- Giveacar will select an appropriate vehicle collection agent.
- Vehicles will be scrapped or auctioned depending on condition.
- We only deal with government approved 'Authorised Treatment Facilities'
- A certificate of destruction showing that vehicles have been recycled will be provided to donors if the car is recycled completely
- Donors are notified both over the phone and via email of their DVLA obligations and what to expect from the process in general.

Payment process:

- The charity will provide Giveacar with correct payment details. Payments may be processed via BACS or cheque.
- Giveacar takes a service fee of 25% + VAT from the proceeds raised. An additional service fee* of 5% is taken on proceeds £150 or more
- Giveacar will pass on the net proceeds to the benefitting charity, 6-8 weeks from the date of vehicle collection. We will only ever pay the charity once we ourselves have been paid by our contractors dealing with the scrapping or sale of the vehicle.
- We will inform the charity of the donation and provide via email or post a remittance with the relevant accounting information and donor information.
- The donor will receive an e-receipt or postal receipt from Giveacar within 6-8 weeks of vehicle collection.

*Example



Please note: Auction house fees are deducted from the overall sale amount and are separate to the Giveacar service fee.

Auction Car Example: Sale proceeds after auction house fees = £150, our service fee = £45, VAT = £9, Donation Amount = £96.

Donor relations, issues and complaints:

- Giveacar aim to provide excellent customer service however problems can occur. All service issues lay with Giveacar including complaints.
- Any donor complaints that may arise will be dealt with by the Giveacar team.
- If the charity receives a complaint from a donor regarding the Giveacar service, they will inform Giveacar within 2 working days.
- After receiving a complaint Giveacar will investigate and make an initial response within 2 working days.
- Giveacar will keep the charity informed of the complaints procedure and outcome.

General Data Protection:

Giveacar adheres to the General Data Protection Regulation this includes:

- **Donor information will be used for its intended purpose only.** This includes:
 - Giveacar will use the donors' information for the use of processing the vehicle collection such as, donors' name, address, telephone number, email address, charity choice and vehicle information.
 - Giveacar may contact the customer after the process to review customer satisfaction.
 - The charity will only use the donors' details to contact them with a donation confirmation and thank you.

Termination:

- Each party may be permitted to bring these arrangements to an end at any time. Cancellation of this agreement must be provided in writing. In such circumstances the following shall apply:
 - Giveacar will pass on the proceeds of any outstanding amounts donated within 90 days of the closure of the partnership.
 - Each party will cease to use each other's name and logo and remove all references and links from their respective websites.

To signify our mutual agreement, please sign and return a duplicate copy of this letter.

Yours sincerely,



Emmet Colville
General Manager
Giveacar Ltd.