



EVA - Standards

General Retailer Standards

Accreditation

On applying to be qualified as an Electric Vehicle Approved (EVA) retailer, a potential approved retailer is audited by an independent body. To pass the audit the retailer must have met the standards outlined below. The EVA retailer will be responsible for conducting its own regular internal checks to ensure that it continues to comply with the EVA's standards.

All EVA retailers are also members of reputable automotive Trade Associations which have avenues to deal with consumer complaints.

EVA Commitment

EVA retailers are committed to both the EVA standards and the spirit in which they were written. They are committed to delivering a first-class experience to all customers buying EVs, both new and used.

Buying from a member of EVA is the safest and most reliable way of knowing that the retailer you are purchasing an EV from truly understands the vehicle and will give you the highest levels of service. EVA retailer sales staff are highly trained and knowledgeable and aim to provide a stress free, one stop buying experience where all your requirements are met.

EVA businesses will offer aftersales care which uses expert EV technicians, use manufacturer-approved equipment, original parts or parts which match or exceed manufacturer specifications and bespoke facilities. They operating to high standards of comfort, cleanliness and environmental compliance. EVA members always strive to ensure that they repair your vehicle to a high standard. If maintenance and repair is not provided by a retailer, they commit to use a manufacturer approved or EVA repairers.

Retailers as EV Ambassadors

EVA retailers recognise that retailers are ambassadors of the move toward electric motoring and that the dealership experience is fundamental to your vehicle purchasing decision.

In recognition of their role each EVA retailer has a management level member of staff who is the "EV Ambassador" for that dealership site. The EV Ambassador is responsible not only for ensuring that site continually meets EVA standards, but also for creating a culture within the dealership location which embraces the progressive take-up of EVs. This includes making sure that all staff, not only sales and technical staff, understand in broad terms EVs and the customer needs that go along with them.

EV Ambassadors also ensure that the EVA has an open and easy atmosphere where you can feel comfortable learning about EVs and whether they could be the right choice for you. EVA retailers will not dismiss EV options but will realistically engage with you about your transport requirements. While an EV will work for many consumers, this may not always be the case and EVA retailers recognise this.

Sales Standards

Sales Process

At all times in the sales process EVA retailers will seek to inform you clearly and impartially. The sales journey will seek to best match your expectations and concerns with the realities of the product, at all times ensuring that any EV you purchase will work for your requirements and lifestyle. Sales staff at EVA retailers understand their role as both educators and sales staff.

An EVA retailer will have access to a range of materials from manufacturers and independent sources which customers will be signposted to. As well which vehicles they sell models are available as a plug-in hybrid or pure EV variants.

EVA's will be able to offer test-drives in the EV vehicles offered for sale.



Staff Training

All staff will be trained to a high standard, adopting the principles of good practice and treating customers fairly at all times.

EVA sales staff will:

- Communicate in plain language and avoid jargon.
- Will agree and use your preferred communication method via email, text or telephone.
- Will give you the opportunity to give feedback which will be used by us to improve future standards.

Vehicle Checks

EVA retailers will undertake vehicle provenance checks using reputable and independent vehicle checking companies. Documentary evidence relating to vehicle checks will be maintained and be available for inspection for a reasonable period of time. Where the results of a check are unknown then such information will be clearly communicated.

All vehicles offered for sale by an EVA retailer will have been checked for:

- Vehicle history e.g. mileage, theft and insurance write off
- Vehicle title, current and previous ownership, registered keepers and users
- Outstanding finance
- Valid MOT
- Mechanical condition
- Battery lease / replacement

Vehicle Handover

An EVA retailer will contact you with reasonable warning to informing you when your order will be ready for collection or delivery.

All EVA retailers will conduct rigorous predelivery inspections to ensure the EV is in working order. You will receive written confirmation that this is the case.

EVA retailers will ensure that all vehicles are fully charged on collection.

All vehicles will be correctly taxed and registered on leaving an EVA retailer and you will receive written confirmation of this. Additionally, any Government grant that you are entitled to will have been correctly applied.

On collection/delivery an EVA retailer will ensure you are entirely comfortable with the functions and details of your EV. This will cover:

- How to find public charging points
- Who to contact to get a home charger installed
- How to charge your EV - its capabilities and connectors/cables
- Driving modes and their impacts
- Realistic electric driving range & fuel consumption for PHEV
- EV features and their impacts on performance including vehicle pre-conditioning
- How the onboard battery management systems are operated
- How best to maintain your EV and its battery
- Guidance on servicing and maintenance of your vehicle

You will be asked to sign a declaration that you have had this information adequately explained to you. They will also ask you to participate in a consumer feedback survey.

Sales Advertising

In any sales process, be that in a dealership, online or on a third-party trading platform an EVA retailer will give customers the following details of the EVs for sale, where feasibly possible:

- Make
- Model



- Fuel type
- Charging capabilities & chargepoint compatibility
- Rapid charge capabilities
- Battery size and range from manufacturers' figures
- Electric engine efficiency
- Vehicle history
- Odometer reading and mileage check details (including mileage discrepancies).
- Vehicle condition
- Charging cables included and their condition
- MOT status.
- Any known major accident damage
- Details of any warranties
- Details of accessories and any modifications.
- CO₂ rating (if a hybrid)
- Battery degradation (if used)
- Battery ownership status
- Previous use the vehicle

New EV Warranties

An EVA retailer selling new EVs will make clear the terms and conditions of the EV's warranty, and if the warranty is different for the EV elements for the vehicle or its battery.

Warranties may differ significantly from brand to brand. The EVA retailer will be sure to advise you if there are any limitations on who can service your EV and any other rules of the warranty.

Used EV Warranties

If you are purchasing a used EV from an EVA retailer will advise you, wherever possible, whether or not a manufacturer's warranty on the EV has expired and whether it has a battery or EV component warranty. If there is a battery warranty they will explain the terms of said warranty and ensure it is correctly reassigned at the point of sale.

If the EVA retailer offers a non-manufacturer warranty they will set out its terms and conditions in simple clear language making you aware of the rules of the warranty and what you are entitled to.

Aftersales Standards

Staff training

All EVA member aftersales staff are trained to have a good understanding of EVs, their features and any aspects of operation that customers need to be aware of. They will assist you in a knowledgeable and professional manner, treating you fairly at all times.

All EVA member technical staff who will interact with your vehicle will have received specialist EV training. This will ensure your peace of mind that your vehicle will be correctly cared for and that staff are able to manage the technicalities of EV maintenance.

An EVA member commits to having sufficient EV trained technical staff so that you will not face unreasonable wait times and barriers to servicing or emergency repair work.

Communication

EVA aftersales staff will communicate clearly to customers and avoid technical jargon.

EVA members will always:

- Inform you upfront of the methods of payment accepted
- Include all labour charges, parts, sundries and VAT in quotations and estimates
- If a price cannot be guaranteed due to further work or diagnosis being needed, an estimate will be given in writing
- For any additional work required, you will be contacted for further authorisation



Process

The aftersales processes of an EVA member are to the highest standard and will follow the following guidelines:

- Aftersales care will be carried out in line with manufacturer specifications, unless otherwise advised
- If parts are not readily available in stock, they will be ordered promptly
- Alternatives to manufacturer sourced or approved parts will only be used with your agreement
- Qualified EV technicians will be available to offer advice and road test the vehicle with you (where appropriate) to aid your understanding and help an accurate diagnosis of a reported fault
- EVA members warrant all service and repair work for a minimum of 12 months following the repair
- Replaced parts (or photographic evidence of the same) can be made available to you for inspection if requested in advance
- Whenever reasonably possible, you will be advised how long the work will take to carry out and will be informed if there is any delay
- As part of any inspection of your vehicle, you will be informed of any safety-related warranty work and safety recalls that may be required
- You will be informed of any technical updates that your vehicle may require
- Protective coverings will be used to ensure that your vehicle is kept clean
- All EVA members have a quality control process in place to check the quality of the work carried out
- All EVA member workshops will have the correct equipment and tools to work on an EVs as recommended by the vehicle's manufacturer

Complementary Services

You can expect a clean and comfortable waiting environment in an EVA member with complimentary refreshments and a range of courtesy services which may include:

- 'while you wait' appointments
- complimentary WIFI
- courtesy vehicles
- customer drop-offs
- onward transportation

If courtesy vehicles are supplied, they will be EVs where possible and checked frequently to ensure good condition. If you are offered a courtesy vehicle you will be asked to provide a copy of your driving licence check code and insurance details. Any charges for courtesy vehicles or insurance requirements will be made clear to you at the time of booking.

EVA members will always return your EV to you reasonably charged. Where reasonably practicable, EVA members will offer a courtesy wash and vacuum as part of their service to you.

All EVA sites have approved charging facilities on their premises, which are open for your use during operating hours. There may be charges associated with using the charging infrastructure which will be made clear before its use.

Collection and Invoicing

EVA members commit to ensuring that:

- Only work authorised by you or subject to the agreed quotation will be charged for
- Any work carried out under warranty and any relevant manufacturer software updates will always be free of charge
- All invoices will be fully itemised and explained to you. Service schedule reports and health check reports will also be provided where appropriate.
- You will be informed of any operating or safety implications of not having work carried out that has been identified as necessary
- Full records of all service work carried out will be kept by the dealership supporting the validity of any vehicle manufacturer or other warranty you may have
- The service book or digital record will be stamped or authenticated by us, as appropriate.



EVA Marketing & Branding

Marketing of Vehicles

All communications by an EVA member relating to the EVs for sale and services they offer will be honest, accurate and simple. The price shown in any advertising materials in respect of a vehicle or work will be the price paid for that vehicle or work and any and all guarantees and warranties will be fully explained.

Displaying the EVA mark

All EVA members will display the EVA mark both on their website and physical location. It may also be used in their advertising of vehicles, services and general promotional activities.

Any retail location that displays the mark has undergone the auditing process and upholds the EVA standards in this document.

Consumer Complaints

Retailer Commitment

For complaints about the vehicles, products and services delivered at EVA member there is an effective and robust complaints handling procedure. EVA members will provide the following:

- Prompt acknowledgement and professional handling of complaints by dealer staff and management.
- Agreed timescales to resolve the issue.
- Agreed methods to resolve complaints or issues at the Dealership.
- EVA members will record all customer complaints and their outcomes.
- EVA members will ensure all staff have a clear understanding of their complaints procedure and will be trained to assist you.

Where a complaint has been raised via an external body such as Trading Standards or the Financial Ombudsman Service, the EVA member will correspond with that body in a timely and professional manner.

If a complaint cannot be resolved at the EVA member, you will be referred to the relevant Alternative Dispute Resolution service as all EVA members are enrolled with an ADR provider.

EVA Scheme Commitment

Safeguarding the standards associated with EVA is of the utmost importance to the scheme. As such we take any possible breach in standards by a current EVA member extremely seriously.

If you feel that an EVA has breached these standards, please let us know in writing at eva@rmif.co.uk.

The EVA scheme will keep a consumer complaint log which EVA quality assessors will have access to.