

Click and Collect Promise

The team at Hutchings understand how stressful and confusing selecting and buying a new or used car can be - especially in the current circumstances that we are all living in so we want to explain exactly how we can:

- Make it simple for you to choose your car, your way.
- Give you complete confidence in us, the car, and the aftercare that we provide.
- Guarantee your peace of mind.
- Make sure that you are 100% happy.

Not Sure?

Hutchings have been selling and servicing cars for over 70 years and having expanded to four sites across South Wales are not going anywhere soon. Every new Vauxhall comes with a 3 year warranty from the date of registration and every new Hyundai comes with 5 years. Every one of our used cars comes with a minimum of 6 months warranty and this can be extended for further protection.

Read what our customers have to say about the level of service and support that they receive during and after they have bought a car from us on Google reviews and see how many of our team get personal mentions and thanks for the way that they look after our customers

So how can we help?

The very best way to start is to contact one of our sites by telephone, email or chat and tell us what you are looking for, or the vehicle that we have that is of interest. Once we understand what you are interested in we will:

Buying a New Car

- Send you a digital brochure
- Send you a detailed handover video - this will explain all of the features and functions of the new car.
- Stock availability for immediate delivery including colours.
- The very best offer tailored for you personally and presented either by email, a phone call, facetime or any other platform that you wish.
- We will make all of the financial arrangements for you, prepare and sanitise the new car before your collection appointment (a date and time that suits you)
- We will call you later that day to answer any initial questions and then 24hrs later once you have got used to the car to make sure that you are 100% happy and comfortable in your new car and its features and functions

Buying a Used Car

- Send you a personal video or live stream to your phone or preferred device highlighting all of the areas of the car that you want to see.
- Go through the full history of the car - owners, where we sourced it, its maintenance history, the mechanical preparation that we have carried out and any further points of relevance.
- One of our team will personally drive the car to ensure that we are completely happy with it and answer any further questions that you may have.
- The very best offer tailored for you personally and presented either by email, a phone call, facetime or any other platform that you wish.
- We will make all of the financial arrangements for you, prepare and sanitise the car before your collection appointment (a date and time that suits you)
- Every detail can be completed remotely from paying a deposit to the full balance, arranging and signing finance to suit you and we can often do this without any deposit and get you into a new car within 24hrs.

- We will call you later that day to answer initial questions and then 24hrs later once you have got used to the car to make sure that you are 100% happy and comfortable in your new car.

What about a part exchange?

- No problem - tell us everything about it - the good bits, the bad bits and its mechanical history, when it was last serviced and when its MOT expires.
- Send us a couple of images (don't worry we will tell you exactly what we need)
- We will agree to the very best price that we can for your car and look forward to seeing it when you collect your new vehicle.

What if something goes wrong?

We are here to help -

What if I don't like it when I arrive to collect the car?

It's highly unlikely after seeing the videos and all of the details about the car but if you don't like it when you see it - no problem we will unwind the deal and work with you to find the right car.

What if the car has a problem after we have collected it?

All of our cars are fully protected so if in the unlikely event there is an issue in the first few weeks we will rectify that for you. If it's a few months down the line that is what your warranty is for.

What if I get home and find that the used car I have bought is not suitable/does not fit on my drive, is too big/small.....

Again in the very unlikely event that the used car you have bought is not for you within 24 hours of collection we will take it back and find you the right car including swapping all of the documentation/finance to the new vehicle without any drama.

Why wait

Trust us to help you and you could be driving a new car within hours of giving us the opportunity to help, but with the peace of mind that all of the Team at Hutchings have your back. We want you to be totally happy with this purchase and every other contact that you have with us.

Still not sure? Give us a call and ask to speak to the Sales Manager at any of our sites - they will talk you through this process and answer all of your questions if they have not been answered here.