

NUMBER 1 PLATES

WWW.NUMBER1PLATES.COM

Order Cancellation Form

Order Number **Name**

We are Sorry you are cancelling your order, But here are a few things to consider before cancelling .

One of the most common reasons for cancellation is people cant be bothered sending documents, But in order to obtain legal number plates, this is the only way. Below we give some information on this.

To Enable us to cancel your order and refund you, We will need some form of Identification sending through to enable us to make sure we are sending it to the correct person. This is for legalities and data protection and to try and fight Credit & Vehicle fraud which we are sure you will appreciate. Also its like when you go to any other retailer, you have to sign a credit slip to get a refund, this is only the same but as you are not physically here, under the distance selling rules, we need to see some id before refunding.

All information we receive will be made available to the DVLA & The Authorities if Required.

- 1) We are a DVLA Licensed plate supplier and this is our number RNPS "Registered Number Plate Supplier" Number : SID48093. This means we have been Vetted by DVLA to See your documents and process your order in a secure legal manner.
- 2) Obtaining number plates from a supplier who doesn't ask for documents is illegal.
- 3) All legal number plate suppliers ask for this as its to help combat vehicle fraud, How would you feel if somebody buys your plates no questions asked over the internet and drives around with them on their car collecting fines and committing crimes and then you get punished for it.
- 4) The reason we cannot accept an email receipt saying you have just bought a plate as proof of entitlement is simply the fact that DVLA have not included this in the legally accepted document list.
- 5) If you have just purchased a plate, You cant just buy the plates online and fit them to your vehicle, The DVLA have to process this information and only when they send you the docs can you fit them to your vehicle.

- 6) If you order with us we will make it up straight away and it can sit in our dispatch until you receive your documents, then flash them over to us, and your new plates will be there the next day, easy as that, you cant buy them quicker without the docs.
- 7) If your plates do not have the postcode in the bottom corner of the Registered supplier they will fail an MOT and you will have to buy more. Always check on the internet the company is not making a postcode up
- 8) We do Provide all the information on what you need to send and how to space your plate on our Questions & Answers page
- 9) Here are some Guidelines From a DVLA extract, So you fully understand the process of ordering Number Plates.

Getting number plates made up

You can only get a number plate made up from a [registered number plate supplier](#).

The supplier will need to see original documents that:

prove your name and address

show you're allowed to use the registration number

Identity documents

You can use the following to confirm your name and address:

driving licence

utility, Council Tax or rates bill from the last 6 months

bank or building society statement from the last 6 months

national identity card

The following will confirm your name only:

passport - doesn't have to be issued in the UK

bank or building society debit or credit card

police warrant card

armed forces identity card

Proving you can use the registration number

You must bring one of the following to show you're allowed to display the registration number:

vehicle registration certificate (V5C or V5CNI)

new keeper supplement (V5C/2 or V5C/2NI)

certificate of entitlement (V750 or V750NI) to the number

retention document (V778) - not applicable in Northern Ireland

a renewal reminder for vehicle tax or SORN (V11 or V11NI)

temporary registration certificate (V379 or V379NI)

a number plate authorisation certificate (V948) with an official stamp from the Driver and Vehicle Licensing Agency (DVLA) or DVSA

a letter of authorisation from a fleet operator (including lease or hire company) quoting the document reference number from the registration certificate

Please see our [Questions and Answers](#) for further help and Advice.

We also include a copy of our terms and conditions which you ticked and agreed with before purchase.

T&C's

Terms and Conditions :

General

When you purchase through www.number1plates.com you are entering into a legal contract which is hereby set out via our websites and the below terms and conditions. These terms and conditions bind all sales through www.number1plates.com so please ensure you read through these terms and conditions to ensure you understand what you are purchasing. The content written on our website is there for your benefit and your viewing. Please ensure that you read through all pages on our website to ensure you understand what we sell and what you are purchasing. By ordering through our website www.number1plates.com you hereby accept these terms and conditions. If you are unsure about any of the terms and conditions or content on our website please ensure you contact us before ordering.

Delivery

[How long do I have to wait for my order.](#)

We will manufacture immediately via our automated process and pack your order and have ready for dispatch the same day as long as it's received before 1PM. Then It depends on what postage option you choose, We use DPD interlink and Royal Mail.

Postage Option 1: DPD Tracked And Signed 3-4 Day £6.99

Postage Option 2: DPD 1-2 Day Tracked & Signed £8.99 (Only (96% Guaranteed) DPD figures "not ours")

Postage Option 3: ROYAL MAIL GUARANTEED Next Day Before 1pm £11.99

Postage Option 4: ROYAL MAIL SATURDAY GUARANTEED Next Day Before 1pm £14.99

Postage Option 5: European Deliveries within the EU £19.99

We also offer shipping to Europe for £17.99 which takes 3-7 working days and shipping to anywhere in the world, Please ask for a quote, it usually takes 5-10 working days.

Please Note: If the wrong Shipping Address and postcode are entered we will try to contact you by phone and email but failing that your order will sit and wait until you contact us. We use the postcode system so the digits need to be entered carefully.

Number1plates guarantee to dispatch your goods the same day if your documents and your order is received before 1pm Monday to Friday Next Day deliveries will be despatched that day for next day delivery if ordered before 1pm, Delivery on a Saturday is Guaranteed and bank holidays are excluded. If your order is placed after 1pm on a Friday or on a Saturday or Sunday it will be dispatched on the Monday. Number 1 Plates cannot guarantee these time scales and cannot be held responsible for postal delays with any of the carriers we use, or any other failures that is out of Number 1 Plates control. Number 1 Plates will not be held liable if the wrong postage method is selected. We will not be held liable if a UK delivery method is chosen and a non UK address is entered. Lost items are not deemed lost by couriers until 14 days after posting. Number 1 Plates are not liable to refund or cancel the transaction once goods have been made and dispatched. Please also note that if a non signed for postage option is chosen we will not be held liable for loss and we will not replace any orders lost or missing, we will provide tracking details and the rest is up to you to follow through.

Please Note: *If the wrong Shipping Address and postcode are entered we will try to contact you by phone and email but failing that your order will sit and wait until you contact us. We use the postcode system so the digits need to be entered carefully.*

We cannot replace or refund lost or stolen goods in transit without a full postal investigation and trying to determine what went wrong. We may also not refund or replace goods until the postal insurance pays out,

Our courier will try to deliver your item twice. If you are not available on both of these occasions, they will destroy the goods. Number1Plates will not replace any items which have been destroyed by the courier and will result in you purchasing a brand new product.

Damaged Goods & Quality

Number 1 Plates will replace any goods that are damaged in transit or do not meet the quality standards that we set. If you have received damaged goods or goods that do not meet your expectations please send an email through to us with photos. All plates are quality checked before leaving our premises. We can not refund or resend without seeing photographic evidence.

Refund Policy & Cancellations

As soon as your order is placed, Number 1 Plates print off Transparency and reflective materials that contain your registration and designs, we start work on your order as soon as it is received to ensure the prompt delivery demands are met. Number 1 Plates do not offer full refunds as there is no cooling off period when you place your order, the transaction cannot be reversed or cancelled but a part refund can be given as there is an administration charge of £5.00 per plate, This is because the product that you purchase is bespoke to you and your registration/design and therefore cannot be returned and sold to anyone else and has to be thrown in our secure trash bin, and as such our products do not fall under the distance selling regulations either.

If your plates arrived damaged we will always re send out a new set to full fill the order providing evidence of the damage is shown.

Here are some things to know about Legal Number Plates

Only outlets registered on the DVLA number plates R.N.P.S system can legally supply number plates. If you don't have legal number plates fitted to your vehicle it could fail the MOT and attract the attention of the police.

Rules for the display of legal number plates. All **number plates** must be displayed in accordance with The Road Vehicles (Display of Registration Marks) Regulations 2001 (obtainable from Her Majesty's Stationery Office). are set out in law, briefly these are: - * A number plate must be displayed at the front and rear of motor vehicles (with some exceptions). * Number Plates must be easy to read and meet the British Standard. * Lettering should be black on a white plate at the front and a yellow at the rear. * The background surface should be reflex-reflecting but the characters must not. * There are separate requirements for traditional number plates displayed on vehicles constructed before 1 January 1973. * Lettering and spacing must be of a set size. They must conform to one of the groups shown at:- Number plates fitted after 1 September 2001 or Number plates fitted before 1 September 2001.

DISPLAYING LEGAL NUMBER PLATES

The law states that: * You must not alter, rearrange or misrepresent the letters or numbers * Characters must not be moved from one group to the other (e.g. A242 ABC must not be displayed as A242A BC). Offences may result in any or all of the following: * A fine of up to £1,000 * The registration mark may be WITHDRAWN * The vehicle may FAIL the MOT test Full details of the requirements regarding the [number plate law](#) are included in The Road Vehicles (Display of Registration Marks) Regulations 2001. For more information [click here](#).

Information

Number 1 Plates make your number plates with the information you have entered online when you place your order. You are responsible for any information entered on to the website. Number 1 Plates cannot be held responsible for any errors made by you. Number 1 Plates are not obliged to replace items if the mistake is yours. You should always enter your plate details correctly and also your address information correctly. If you think you have entered any details incorrectly please contact Number 1 Plates immediately but there is no guarantee that we will be able to change the details in time as the order may already be made and/or dispatched so please ensure you check the details before ordering online.

What we sell

Number 1 Plates manufacturer replacement number plates, but do not sell personalised registration numbers. When you purchase with Number 1 Plates you are purchasing plastic number plates, you are not purchasing the actual registration number. Please ensure when purchasing plates with Number 1 Plates that you check you are the owner of that registration number as you cannot just make up a registration number on our website and place on your vehicle.

Complaints

If you have any complaints about Number 1 Plates Products, Website, or level of customer service then please contact Number 1 Plates at the following email address: info@number1plates.com and all complaints will be dealt with by a director and in an efficient manner within 24 hours.

Legality

Number 1 Plates manufacturer both road legal number plates and off-road number plates. For road legal number plates you will need to design them in accordance with the legal guidelines displayed on our website. For off-road number plates you can design them as you wish but they are strictly for use on private land and not the UK Roads. It is your responsibility what you design online and Number1plates will not be held responsible for you using off-road number plates on UK Roads. If you are unaware of any of the legal guidelines and information please contact us before purchasing. All

plates are made in Ireland and then shipped to our distributor in the UK and then shipped to you the customer by Royal Mail. Number 1 Plates keeps records of every transaction that is placed. Number 1 Plates will fully co-operate with the authorities on request if the number plates are used for illegal purposes. If you are unsure on any of the legal guidelines or have any question please contact Number 1 Plates before ordering.

Do I Need To Send In Documents.

Yes!!!!!!

We know this can be a real pain but we do need to comply with the law. So we do need a copy of the original following before we can dispatch your order.

To simplify the process you can either:

Scan and email, Fax, Take a picture on your smartphone and send as a message or email

Or lastly post, Documents posted to us will be sent back first class recorded delivery for your security.

DOCUMENTS REQUIRED BY LAW TO BE SENT TO US TO OBTAIN LEGAL NUMBER PLATES

ONE OF THE FOLLOWING FROM EACH LIST

Documents to confirm your identity.

Driving license, whether or not issued in the United Kingdom (UK) (with or without a photo) – this is preferred because it's a secure, government-issued document showing both name and address.

A bill issued by your electricity, gas or water supplier, a landline telephone bill, or a council tax bill (current within the last six months) or rates bill (in Northern Ireland only)

A bank or building society statement

A passport, whether or not issued in the UK* a national identity card issued by the government of a state or territory other than the UK

A debit or credit card issued by a bank or building society

A police warrant card or an armed forces identity card

Documents to confirm your entitlement.

Vehicle registration certificate (V5C or V5CNI) – these are the preferred documents

The new keeper supplement (V5C/2 or V5C/2NI) of the registration certificate

Certificate of entitlement (V750)

Retention document (V778) (not applicable in Northern Ireland)* vehicle license renewal form (V11)

Temporary registration certificate (V379) (not applicable in Northern Ireland)

Authorization certificate (V948) with an official stamp from the Driver and Vehicle Licensing Agency (DVLA), Driver and Vehicle Agency (DVA) or Vehicle and Operator Services Agency (VOSA)

A letter of authorization from a fleet operator (including lease or hire company) (not applicable in Northern Ireland) – the letter must quote the document reference number from the registration certificate, not the vehicle identification number

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Fraud Checking

At times it may be necessary for Number1Plates to contact you to carry out fraud checks to prevent credit card fraud.

Design and Designer

All designs, colors, and images on the Number 1 Plates website are for guidance only. In some cases on rear plates colors may appear darker due to the yellow reflective. All plates closely resemble the images displayed on our website but due to the limitations of our online designer and website some colors, layouts, and images may vary.

Please note: *When a badge with a coloured background is selected, we will place a sticker behind the badge to represent the colour of the neutral front plate. This will also leave a bevel around the badge. If no background colour is selected*

(Transparent is selected), this means any 'white' will be printed transparently too. Unfortunately our printers do not print white. This means any white letters in the badge will not show when the transparent background is selected. Number1Plates will not replace any number plates which have been designed with a transparent badge background. When a background colour is selected(including Vintage plates), the colour will not fill the whole of the plate. It will leave a border with the colour of the plate around the outside. This helps keep the film stuck to the plate as the ink does not allow the film to stick.

Copyright

All badges on our designer have been uploaded, designed & requested by our customers, we will not be held responsible if those images infringe copyright. It is the customers responsibility to ensure that if they are uploading badges to our website that they do not infringe copyright. Please also note that if you supply badges through email for use on your number plates, Number 1 Plates will not be held responsible if those images infringe copyright law. If you believe that any of these images breach copyright law you can request a removal of the image by sending an email to info@number1plates.com Please ensure that you submit evidence to support your claim and one of our representatives will respond within 48 hours.

Please Also Note: That we charge a £5 per plate cancellation charge as when you press order, our automated printing machines print the film out immediately, this is done to save human error and so what you type is what you get. The cost is to cover our film and ink and also we have to confidentially destroy your film as it contains your registration details, we wouldn't want them falling in to the wrong hands. Also we have to log every order on our server in case of the authorities needing the information, We may of cancelled the order but the fact you did not want to forward documents to a trusted supplier may raise eyebrows as to why.

Name:

Signature:

Address:
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Id Attached