



CANCELLATIONS AND MONEY BACK

Cancellation and Refund Policy

What happens when a vehicle movement is cancelled, cannot continue, or qualifies for a refund.

Cancellation and Refund Policy

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In short: Saving a draft is free. A dealer's first 3 published runs are free of the ordinary Platform Fee. After that allowance, the displayed Platform Fee is paid when a run is published and is normally non-refundable once the marketplace service begins. The selected driver's quote is paid through Stripe after delivery confirmation; MotorRelay does not hold it.

1. About this policy

This policy applies to dealers and independent drivers using MotorRelay. It should be read with the Terms and Conditions, Dealer Terms and Driver Terms. It does not remove any right that cannot legally be excluded.

2. Drafts and unassigned runs

A dealer may save, edit or delete a draft without a cancellation charge. A draft is not published, does not use the introductory free-run allowance and does not incur a Platform Fee. If paid publication checkout is closed without payment, the run remains a draft.

A dealer may cancel an unassigned published run through MotorRelay. The first 3 runs published by a dealer are free of the ordinary Platform Fee. After that allowance, the Platform Fee shown before publication is charged when Stripe confirms payment and the run is published. It is normally non-refundable once the run is available to drivers because the marketplace service has begun. No driver charge is collected before selection or delivery.

3. After a driver is assigned

Drivers apply by submitting the amount they want to receive and may add information supporting their application. The dealer may compare the applications and choose whichever suitable driver they prefer; the dealer is not required to select the lowest quote. The chosen quote becomes binding when the driver is selected, but selecting a driver does not create an additional selection or assignment fee.

The accepted driver charge is not collected at assignment. Dealer self-cancellation is unavailable once a driver has been selected. The dealer must contact MotorRelay support so completed work, waiting time, approved expenses, evidence, payment and any safe handover can be reviewed before an outcome is recorded. The dealer must not ask the driver to cancel merely to avoid this process.

4. Driver cancellations

A selected driver may cancel without charge during the two-minute grace period shown after selection. After that period, a £14.99 cancellation charge must be paid through Stripe before cancellation is completed, unless MotorRelay waives it after reviewing a genuine exceptional reason. A completed driver cancellation withdraws that application and returns the run to the marketplace for other eligible drivers.

A driver who cannot complete a run must notify the dealer and MotorRelay immediately, provide an honest reason and follow the safety or recovery process where relevant. Once inspection or custody has begun, online cancellation is unavailable and MotorRelay support must review the situation. Repeated late cancellations, avoidable non-attendance or false information may lead to account restrictions. A driver is not paid for work that was not completed, except where the applicable terms provide for earned mileage, waiting time or approved expenses.

5. Breakdown, recovery and interrupted runs

If a vehicle breaks down after collection, the run is handled under the Breakdown and Recovery Policy. The final driver payment may include the applicable base amount, recorded route mileage actually completed under the run pricing rules, and verified waiting time at £18 per hour, calculated at 30 pence per completed minute. A verified wait of less than one complete minute has no extra waiting charge. The dealer sees the calculation before confirming the recovery outcome and paying through Stripe.

6. When a refund may be due

A refund or account credit may be considered for a MotorRelay charge where there is a duplicate charge, a confirmed MotorRelay service failure, a pricing or payment-processing error, fraud or chargeback handling, or where the applicable terms or law require it. MotorRelay does not hold the driver's payment. Any correction to a direct driver payment must follow Stripe's process, the agreement between the dealer and driver and applicable law.

7. Charges that may not be refundable

The MotorRelay Platform Fee is normally non-refundable once a paid run is published because the marketplace service has begun. Amounts already earned by a driver, completed waiting time, approved expenses and a boost that activated may also be non-refundable. MotorRelay will consider the actual service supplied, the circumstances and any non-excludable legal rights.

8. How to request a refund

Email support@motorrelay.com with the run reference, amount, payment date and reason. Requests should normally be made within 14 days of the relevant charge. We may ask for supporting records.

9. Refund timing

Approved refunds are sent to the original payment method. The time taken to appear depends on the bank or payment provider. MotorRelay will confirm the decision and the amount returned.

10. Disagreements

If the parties disagree about mileage, waiting, damage, cancellation responsibility or an amount due, they should communicate promptly, preserve relevant evidence and use the appropriate insurer, broker or legal route. MotorRelay may preserve and provide platform records where lawful but does not determine insurance liability, hold the driver's money or operate a payout-release process. A disagreement does not pause or reverse a separately earned Platform Fee.

11. Contact

Questions or refund requests can be sent to support@motorrelay.com.