MotorRelay

RULES FOR ARRANGING VEHICLE MOVEMENTS

Dealer Terms

Clear responsibilities for dealers when posting, paying for and managing vehicle movements through MotorRelay.

Draft for legal review

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Before publication: A UK solicitor should approve these terms, particularly the provisions about insurance, vehicle ownership and authority, cancellations, refunds, direct driver payments and liability. Read these Dealer Terms with the Terms and Conditions and Privacy Policy.

1. About these Dealer Terms

These terms apply when a dealership or other business uses MotorRelay to arrange a vehicle movement. The person opening or using the account confirms that they have authority to act for that business. A "run" is a collection and delivery arranged through MotorRelay.

These terms add to the Terms and Conditions. If they conflict on a matter specifically concerning dealers, these Dealer Terms apply. Nothing removes a right or responsibility that cannot legally be excluded.

2. MotorRelay's role

MotorRelay provides a marketplace where dealers post runs and eligible independent drivers apply. The dealer chooses the driver. Once selected, the dealer and driver agree that the driver will complete that run on the details shown.

MotorRelay supports verification, communication, journey records, evidence and Stripe payment initiation. MotorRelay does not own the vehicle, employ the driver, insure the run, hold the driver's payment as escrow or guarantee that a driver will apply or complete it.

3. Dealer account and authority

The dealer must provide accurate business, contact and payment information, keep it current and protect account access. MotorRelay may request evidence of identity, trading status, authority, address or ownership where reasonably needed.

The dealer must have the owner's or lawful keeper's authority to arrange every movement and must be entitled to give the driver possession of the vehicle, keys and documents.

4. Drafts and accurate run details

The dealer may save a completed run as a draft and return to edit, publish or delete it later. A draft is private to the dealer account, is not shown to drivers, does not use the introductory free-run allowance and does not incur a Platform Fee. Saving a draft does not reserve a driver, collection time or marketplace position.

The dealer must give complete and accurate information before publishing a run, including:

- vehicle registration, make, model, value and relevant dimensions;

- collection and delivery addresses, contacts, access and opening times;
- the required date, time window and transport method;
- whether keys and documents are present;
- known damage, faults, warning lights or roadworthiness concerns; and
- anything likely to affect safety, legality, timing, equipment or cost.

MotorRelay may suggest “auction” or “private” from the selected collection business name. The dealer must check the suggestion and provide an auction reference where required. The dealer must promptly correct an error. A material change after assignment requires the driver’s agreement and may change the price or timing.

5. Vehicle condition and roadworthiness

The dealer must not describe a vehicle as suitable for drive-away movement if it is known or reasonably suspected to be unroadworthy or unlawful to use on the road. Known faults must be disclosed clearly.

The driver’s collection inspection does not replace the dealer’s responsibility for information already known to the dealer. The dealer must not pressure a driver to move a vehicle that the driver reasonably believes is unsafe or unlawful.

6. Choosing a transport method

The dealer must select a movement method suitable for the vehicle and its known condition. If a transporter or trailer is required, the dealer must provide accurate vehicle weight and dimensions where available and disclose any loading problem.

If circumstances at collection show that the selected method is unsuitable, the run must pause until the parties agree a safe and lawful alternative.

7. Quotes, fees and payment

The dealer posts the run without setting a transport price. Saving a draft is free. The dealer's first 3 published runs are free of the ordinary MotorRelay Platform Fee. After that allowance is used, the dealer pays the Platform Fee displayed before publication and the run becomes available for driver applications only after Stripe confirms payment. Leaving or closing checkout keeps the run as a draft. The allowance does not waive separately disclosed optional services, boosts or cancellation charges.

Each driver submits the amount they want to receive and may include information supporting their application. The dealer may compare price, verification, scorecard, completed-run record and application information and may choose whichever suitable driver they prefer. The dealer is not required to select the lowest quote. Selecting a driver does not create an additional selection or assignment fee.

When a driver is selected, the accepted quote becomes a binding business payment obligation. After completion evidence is submitted, confirming delivery by either QR code or PIN takes the dealer directly to Stripe checkout for the accepted driver charge. It is not collected or held by MotorRelay before the journey. Stripe processes the payment for the driver's connected account. The dealer must pay promptly at delivery; reminders begin immediately and MotorRelay may restrict commercial account actions until payment succeeds.

An amount that remains unpaid is recoverable as a business debt by the party legally entitled to collect it. MotorRelay may preserve and provide the publication, application, selection, delivery and payment records and take or support proportionate recovery action where permitted.

8. Applications and selecting a driver

The dealer should review the information made available about each applicant and select fairly. MotorRelay checks reduce risk but do not guarantee a driver’s performance or insurance cover for every circumstance.

The dealer must not discriminate unlawfully, ask for irrelevant sensitive information or select a driver for an unlawful or unsafe movement.

9. Collection arrangements

The dealer must ensure that the agreed location is accessible and reasonably safe, and that an authorised person can release the correct vehicle, keys and listed documents during the stated time window.

The vehicle should contain no undisclosed personal property or prohibited goods. The dealer must tell MotorRelay promptly if collection cannot proceed or information changes.

10. During the journey

The assigned dealer may view the driver’s live or recorded journey progress while tracking is active. Location is an operational aid, not a promise of an exact arrival time. The dealer must not use tracking to pressure the driver to speed, skip breaks or act unlawfully.

The dealer should remain reasonably contactable and respond promptly to material safety, access, breakdown or incident questions.

11. Delivery and completion

The dealer must provide a safe delivery point and an authorised recipient. After delivery, the dealer must review the completion evidence promptly and either approve it or clearly identify a genuine concern.

The dealer must not reject completion merely to delay payment. A minor administrative omission should be handled proportionately where the vehicle was safely delivered and the essential evidence is available.

12. Cancellations and failed collections

The dealer may cancel an unassigned published run through MotorRelay. Once a driver has been selected, dealer self-cancellation is unavailable and the dealer must contact MotorRelay support. MotorRelay will review the vehicle's status, completed work, evidence and any payment or safe-handover requirement before recording the outcome.

If collection fails because the vehicle, keys, documents, access or disclosed information was not as promised, the dealer may be responsible for reasonable wasted costs shown before commitment or supported by evidence. If the failure was caused by the driver, the dealer may request review and an appropriate refund. After inspection or custody begins, cancellation requires MotorRelay review.

13. Refunds and payment corrections

The Platform Fee is earned when the run is published because MotorRelay has begun supplying the marketplace service. It is normally non-refundable once the run is available to drivers.

Because the driver charge is not collected before delivery, cancellation before payment does not create a refund of driver money held by MotorRelay. Where a direct driver payment has already been processed, any correction or refund must follow Stripe's process, the agreement between the dealer and driver and applicable law. The Platform Fee may be refunded only for an exceptional reason such as a duplicate charge, confirmed MotorRelay service failure, pricing error, fraud or chargeback handling, or where required by law.

MotorRelay may correct its own platform or payment-processing records but does not decide liability for vehicle damage or an insurance claim.

14. Insurance, loss and damage

The dealer must maintain any insurance and permissions that remain its responsibility and provide truthful vehicle value and risk information. MotorRelay does not provide motor insurance and its driver checks are not a guarantee that an insurer will accept a claim.

Responsibility for loss, damage or an excess depends on the facts, the law, the run agreement and relevant insurance. The dealer must report concerns promptly, preserve evidence and cooperate reasonably with the driver, MotorRelay, insurers, recovery providers and police.

15. Incidents, delays and recovery

The dealer must respond reasonably when told about a breakdown, collision, theft, damage, delay or safety concern. Safety comes before the schedule. The dealer must not demand an unlawful continuation or unauthorised repair.

Before confirming that recovery has been dispatched, the dealer is shown that driver waiting is charged at £18 per hour, calculated at 30 pence per completed minute from the breakdown report until the driver submits recovery collection proof. A verified wait of less than one complete minute has no extra waiting charge. For a breakdown after collection, the mileage part of the driver payment is calculated from the recorded live-location route completed before the report, using the normal pricing for the selected movement method and capped at the original agreed run payment. Waiting is added separately. The dealer reviews the route, timestamps, collection photograph and final calculation before approving completion.

Where recovery, storage, repair or an alternative movement is needed, the parties should agree responsibility and cost before work begins where circumstances allow.

16. Complaints, damage and insurance matters

A dealer may complain about MotorRelay's own service under the Complaints Handling Policy. MotorRelay does not decide liability for vehicle damage, insurance cover or policy excesses. Because MotorRelay does not collect or hold the driver's money before delivery, it does not operate a payment-hold or payout-release process while the dealer and driver disagree.

The dealer should contact the driver promptly, preserve relevant evidence and notify the appropriate insurer or broker. An allegation does not automatically remove the dealer's obligation to pay an accepted quote after confirmed delivery. MotorRelay may preserve and provide relevant platform records where lawful, correct a platform or payment-processing error, and cooperate with insurers, payment providers, police, courts or regulators. The parties keep any right to seek independent legal advice or another lawful remedy.

17. Data and confidentiality

The dealer may use driver identity, contact and location information only to arrange and manage the run, protect legitimate interests or meet a legal obligation. It must not retain, publish or reuse information unnecessarily.

The Privacy Policy explains how MotorRelay uses business contacts, vehicle information, photographs, messages, location, payment records, complaints and incident evidence.

18. Prohibited behaviour

The dealer must not provide false information, manipulate evidence or payment, harass or discriminate, misuse private information, conceal a known defect or incident, ask a driver to act unlawfully, or move a MotorRelay-introduced run off the platform to avoid agreed fees or safeguards.

19. Account restriction and closure

MotorRelay may restrict or close an account where reasonably necessary because of fraud, false information, unsafe instructions, abusive conduct, repeated serious failures, unpaid amounts, chargeback misuse, security risk or a legal requirement.

MotorRelay will normally explain the reason and provide a way to request review. Immediate action may be needed to protect people, vehicles, evidence or payments. Closure does not remove an existing payment or legal responsibility.

20. Responsibility when things go wrong

The dealer remains responsible for its information, authority, instructions, vehicle disclosures, payments and promises for a run. MotorRelay is responsible for loss that is a reasonably foreseeable result of MotorRelay breaking its terms or failing to use reasonable care and skill.

Nothing excludes responsibility for death or personal injury caused by negligence, fraud, fraudulent statements or anything else that cannot lawfully be excluded.

21. Changes, law and contact

MotorRelay may update these terms for legal, safety, security or service reasons and will give reasonable advance notice of a material change where practicable. A change will not rewrite an agreed run retrospectively unless the law requires it or the affected parties agree.

These terms are governed by the law of England and Wales, subject to mandatory rights that apply. Questions can be sent to support@motorrelay.com.