

Guidance Notes

Exporting

Toyota & Lexus



TOYOTA



LEXUS

Exporting your vehicle from the United Kingdom including the Channel Islands and Isle of Man

1. What documents will I need?

To register your vehicle in another country you will be required to provide a Certificate of Conformity or other appropriate type approval evidence to the local registration authority. Please check with the relevant national registration authority.

2. What is a Certificate of Conformity (COC)?

A COC is a legal document currently applicable to vehicles manufactured for the European market and confirms it complies with European Standards. We are generally able to supply a COC in English, however depending on the age of the vehicle it can be supplied in other languages.

COCs are currently only available for:

- Passenger vehicles for most models manufactured from 1996 onwards
- Commercial vehicles for most models manufactured from 2010

If your vehicle was manufactured before either of these dates please see below Section 3 *Vehicles without a COC*.

The COC is provided free of charge to the original owner as verified on our records. A fee of £75.00 including VAT is payable to subsequent owners (see Section 5 *How do I pay?*).

3. Vehicles without a Certificate of Conformity

Where a COC is not available a Statement of Compliance (SOC) may be accepted as an alternative document. When this is the case, we recommend that you check the local registration requirements with the appropriate national registration authority. Please note the SOC is only applicable to vehicles made for the European market and originating from the United Kingdom.

A fee of £30.00 including VAT is payable for an SOC (see Section 5 *How do I Pay?*).

Please note that we are unable to provide a Statement of Compliance for customers wishing to register their vehicle in France, where a COC is not available. The French registration authorities will not accept a Statement of Compliance or any other documentation from Toyota GB other than a COC.

4. How do I obtain a Certificate of Conformity or Statement of Compliance?

To obtain a COC or SOC, you will need to:

- Refer to the Toyota Guidance notes then Download a COC/SOC application form.
- Email the completed form to coc@toyota.co.uk or coc@lexus.co.uk with one of the following:

V5C: A Copy of your vehicle's V5C document, showing YOU as the Registered Keeper

Or: If you are NOT the registered keeper, you must supply us with the appropriate evidence that you OWN the vehicle. (This can be in the form of a 'Purchase Invoice' clearly showing your full name and vehicle details)

NOTE: We cannot accept the 'NEW KEEPER' supplement slip from the V5 as proof of ownership

We are unable to process any applications received without the appropriate document providing confirmation of legal ownership of the vehicle.

5. How do I pay?

Once we have processed your request we will provide you with our Bank Account details in order for you to make a payment via BACS transfer using the reference number provided in the email. We ask you to confirm to us once the transfer has been made. When your payment has been received we will send your documents to the address that you have provided to us. All documents will be sent using standard first class post within the UK or Airmail if being sent overseas.

Once we have confirmation that the payment has been received, your document will then be dispatched within a further 5-7 working days.

The COC or SOC will not be dispatched until payment has been received.

Your request can take up to 10-14 full working days for us to process, providing that you are able to supply us with the requested information accurately.

The processing and production of a Certificate of Conformity and Statement of Compliance is personalised to each individual applicant and therefore a refund will not be offered in any circumstances.

6. Data protection

Any data provided by you when you submit a general enquiry form or collected by us in dealing with any query that you raise, will only be retained for our own customer service records. Such data will not be used for any marketing purposes and will be stored on secure servers within the European Union. Any sensitive personal data that you may be asked to provide to us (e.g. in relation to the completion of a payment) will be permanently and securely destroyed as soon as is reasonably practical. No payment data is ever entered onto or stored on any of our computer networks. For further information about how Toyota uses your personal data more generally, please refer to our Privacy Policy.