

FAQ	Question
When will this car be delivered?	Orders are automatically matched to the next available vehicle. Until a vehicle is matched we cannot give a specific delivery date. Typically delivery is between 1-3 months from order. Once matched, we will be able to provide a week long delivery window. Once the car has arrived in the UK, it will be automatically scheduled for collection, approximately 5-10 days prior to the collection date.
Can vehicles be delivered to the customer?	No. Vehicles are collected from their closest delivery centre. The delivery centre can be specified on the purchase order.
Where are the delivery hubs?	Heathrow, Dartford, Birmingham, Leeds, Manchester, Edinburgh
How does vehicle matching work?	We do not build to order, instead, orders are matched to the next available vehicle that matches the configuration. This allows us to maximise flexibility in our ordering system, but please be aware VINs may change.
What does awaiting match/awaiting preference mean?	Awaiting match is where we have confirmed your order and are awaiting the next available vehicle to be matched to the order. Once this has been matched we can give you a better idea of delivery. Awaiting preference means that the PO stated a delivery preference. E.g. December, which means we won't match this customer's order until after that date. This ensures we do not deliver a car before you want it.
How often updates will be provided?	We are working towards providing regular updates which will catch any changes in VIN matching and delivery estimates. We are experiencing high volumes of ad hoc requests so please be patient as we work through these.
How often will drivers be updated?	They will get no correspondence from us until they are VIN matched. After this point they will received 2 emails from us. The first will give them the 7 day delivery window. The second will be their auto-scheduled appointment plus a SMS sent with the collection date, time, and location.
The auto-scheduled appointment?	As the name suggests this is an auto-scheduled appointment based on the cars arrival to the delivery hub. This appointment can be changed in line with driver and your requirements but has to be collected within 7 days of arriving onsite.
What if they can't collect within 7 days?	It is no problem if they cannot collect the car, we will unmatched them and re-match them to the next available car within their delivery window.
What to do when changes to the appointment are required?	Please email us with clear direction on what exactly is needed.
When will the registration be allocated?	The registration will be allocated 7-10 days before collection. However the car will not be registered until the day of delivery.
App access	Please visit: https://www.tesla.com/en_GB/support/tesla-app