

NEWS RELEASE

CarNext.com launches new e-commerce services to meet increasing demand for online car buying

Amsterdam, October 5, 2020 – CarNext.com, Europe’s leading online marketplace for high-quality used cars, has launched a new range of online e-commerce services, including virtual car appointments, home delivery and ‘Click & Collect’. The new solutions are designed to meet the increasing demand for online car buying in the era of Covid-19.

Jan Wouter Kleinjan, Chief Product & Marketing Officer, said:

“Online car buying has really taken off due to Covid-19 restrictions. At the same time, we’ve seen that people still want a degree of extra support when completing such a large purchase. To bridge the experience gap, we’ve introduced a range of customer e-commerce services – including virtual appointments and inspections, and home delivery – to give our customers the confidence they need to complete their car purchase, fully online. We believe this hybrid approach is what customers are looking for in the ‘new normal’. We are seeing increasing demand for our new services, having conducted thousands of video chats with customers so far.”

Virtual appointments

Via a CarNext.com virtual video car appointment, a customer can view all aspects of a car, ask questions and get advice from a trained car specialist in real time. A video appointment usually takes between 15 – 30 minutes and is fully tailored to a customer’s needs and requirements.

<https://www.youtube.com/watch?v=Lp1oYIz6Mb4&feature=youtu.be>

Home delivery or ‘Click & Collect’

Following an online car purchase, a customer can book a home delivery appointment, during which their car will be delivered to their doorstep at a time of their choice. Alternatively CarNext.com offers a ‘Click & Collect’ service, via which the car can be collected by a customer from one of our Delivery Stores, all of which are located in and around major transport hubs.

- ENDS -

Notes to Editors

- CarNext.com new range of online transaction services are available in all CarNext.com countries
- Earlier this year, CarNext.com conducted a Covid-19 Mobility Survey, which demonstrated a strong preference towards personal transport:
 - 81% of people more likely to drive than take public transport
 - 1 in 3 drivers would now consider buying a car entirely online
 - Read more: <https://corporate.carnext.com/news-and-media/newsroom/2020/20-08-2020>
- All vehicles listed on the CarNext.com marketplace come with maintenance history, 14-day money back guarantee and options for ancillary services

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About CarNext.com

CarNext.com is a digital marketplace for high-quality used cars, seamlessly delivering any car, anytime, anywhere across Europe. CarNext.com's mission is to provide customers with a fully online car buying journey which they can trust. Through CarNext.com's B2C platform, retail customers can buy, finance and subscribe to a wide range high-quality used cars. All vehicles include complete maintenance history, 14-day money back guarantee, home delivery solutions and an extensive ancillary services. CarNext.com also operates a B2B online auction platform for professional buyers operating in more 30 countries, supported by a Trader app, cross-border buying and delivery options. All cars on CarNext.com come from the LeasePlan fleet as well as trusted third-party suppliers.