

The complaint

Mr B has complained about the quality of the car he financed through Moneybarn No. 1 Limited.

What happened

Mr B entered into a finance agreement with Moneybarn on 26 July 2024, for a used car. It was just under eight years old, and was recorded as having 93,300 on the clock. Mr B took possession of the car in the November, following some delays. And in January 2025, Mr B contacted Moneybarn, to say he'd been having problems with the car since that November, which he'd been trying unsuccessfully to resolve with the broker. And then referred his complaint to our service.

After Mr B contacted us, Moneybarn responded. It said there had been an independent report carried out, which did find faults – and, these had likely been present (or developing) at the point of supply. Accordingly, Moneybarn ended the finance agreement and took the car back. It also returned all monthly repayments (with interest) – less £1,328.75. This was the deposit amount, and Moneybarn feels it's fair to keep, for 'fair usage'. This is because it says Mr B drove 5,315 miles while he had the car. It also reimbursed the cost of a car 'health check', and paid £300 compensation for the trouble caused.

Our investigator looked into what had happened, and thought that Moneybarn had done what it should to put things right. Mr B disagreed, and would like compensation, a new car, and disputes the mileage. He says the car was a danger to life.

The complaint's now been passed to me.

What I've decided – and why

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

Having done so, I can see that there were problems with the car. I'm pleased to see Moneybarn took the car back and did all I'd expect it to do in circumstances where a car isn't of satisfactory quality at the point of supply.

I'm aware that Mr B disputes the mileage. But, he had the car for three months, and I don't find any evidence of the mileage being incorrect. There is nothing to evidence this. So, I think it fair that Moneybarn keep the deposit amount.

This means I think Moneybarn has already done enough to put things right.

Putting things right

I understand Moneybarn has already taken the actions I would have required.

My final decision

For the reasons given above, it's my final decision that Moneybarn No. 1 Limited has already done enough to put things right, so I'll not be requiring it to do anything further.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr B to accept or reject my decision before 28 October 2025.

Elsbeth Wood
Ombudsman