

# VEHICLES BACKED BY BUY-BACK GUARANTEES

## EXPERIENCE PEACE OF MIND, MORE CONFIDENCE WITH OFF-SITE INVENTORY

Looking for additional protection when buying off-site inventory online? We have a product that can provide you with the extra peace of mind of being able to get your money back just in case:

- You change your mind
- Your retail transaction falls through
- You missed a disclosure on the Vehicle Details Page, Condition Report or Vehicle History Report

### 10-DAY

You have **10 days** from purchase to request a buy back  
**ONLY \$100 per vehicle\***

### 30-DAY

You have **30 days** from purchase to request a buy back  
**ONLY \$155 per vehicle\***

## TAKE ADVANTAGE OF THE GUARANTEE TODAY, IN 3 EASY STEPS:

1. Find the inventory you want. Note that buy-back guarantees are only available on cars not being sold from physical auction locations, where other products and services are available.
2. To add the 10-day or 30-day buy-back guarantee, on the bottom left of the BID/BUY page, select the box next to "buy-back guarantee option". To purchase when available by default, simply navigate to My Account > Site Preferences and select "Order buy-back guarantee" under "Configure Your Default Checkout Options", then press "Save Changes".
3. Have the vehicle delivered to your location.

If you wish to keep the vehicle, nothing more is required.

If the vehicle qualifies for arbitration under ADESA's Auction Policies, please open an arbitration on the vehicle before requesting a buy back.

For vehicles that you wish to exercise the buy-back guarantee for and qualify under the Terms of the Program, simply email [buybackca@adesa.com](mailto:buybackca@adesa.com) by the 10th or 30th calendar day after the purchase date.

\*Buy-back guarantee fee is non-refundable.

### QUESTIONS?

**CALL:** Customer Connection at 888-526-7326

**EMAIL:** [customerconnectioncanada@adesa.com](mailto:customerconnectioncanada@adesa.com)

**CHAT:** Live on [www.ADESA.ca](http://www.ADESA.ca)

**GET HELP:** [help.ADESA.ca](http://help.ADESA.ca)

## TERMS OF PROGRAM

ADESA, Canada, Inc. agrees that vehicles that meet the following criteria will be bought back from the buying dealer under the Buy-Back Guarantee Program:

### THE POLICY COVERS

- Refund will only include the purchase price of the vehicle to a maximum of 104% of mileage adjusted Canadian Black Book® Wholesale Regional price (based on vehicle location at the time of sale), not to exceed the purchase price of the vehicle as calculated on the online purchase date.
- Any fees including but not limited to buy fees, transportation, payment processing fees, taxes, or reconditioning fees are not reimbursable.

### INELIGIBLE VEHICLES

- Vehicles sold "As Is"
- Vehicles with mileage in excess of 160,000 km
- Vehicles with sales prices greater than \$40,000
- Vehicles in excess of 10,000 lbs GVW
- Specialty inventory including but not limited to commercial vehicles, off road vehicles, ATVs, buses, equipment, forklifts, heavy duty trucks, marine, medium duty trucks, motorcycles, power sports, RV motorized, snowmobiles and trailers
- Vehicles with structural damage
- Previous US vehicles
- Offer only valid for dealers in Canada purchasing vehicles located within Canada
- True Miles Unknown, Exceeds Mechanical Limits & Replaced

### BUY-BACK TERMS

By purchasing buy-back guarantee on a vehicle, buying dealer agrees to all of the following terms and conditions:

- The request for buy back must be initiated by the buying dealer by emailing [buybackca@openlane.com](mailto:buybackca@openlane.com) by the 10th calendar day after the online purchase date, with the purchase date being day 0.
- Vehicle must be paid for and located at the buying dealer's location when buying dealer initiates the buy-back request.
- Buying dealer must not have transferred or sold the vehicle to a third person or entity at any time after the online purchase date.
- It will take approximately 5 days to confirm vehicle eligibility for buy back. A third party inspection will be ordered and reviewed by the guarantor to validate the condition versus the vehicle details at time of online purchase. Conditions for eligibility of buy back include:
  - o Vehicle must not have more than 250 additional kilometers on the odometer than at online purchase date.
  - o Vehicle condition must be the same or better condition than indicated on Vehicle Details Page at the time of purchase.
  - o Vehicle must not qualify for valid arbitration under the Canadian Auction Policies at time of buy back request.
- Once buy back is approved, buying dealer will be notified and refund will be processed upon ADESA Canada's receipt of vehicle registration (ownership) if originally provided to buying dealer from ADESA.
- Vehicle will remain on buying dealer's lot after being repurchased under the buy-back guarantee program until the vehicle is picked up by a new buyer or its agent (a period of approximately 7 days after buying dealer's receipt of refund), and buying dealer must support the remarketing process as necessary, including granting inspection access, providing photographs, facilitating vehicle pickup.
- Buying dealer must use commercially reasonable care in storing the vehicle safely, consistent with industry standards.
- Buying dealer is responsible for damage or loss of the vehicle after it has been repurchased until it is picked up from the buying dealer's lot.
- ADESA Canada reserves the right to limit the number of vehicles for which any buying dealer may purchase the buy-back policy.<sup>1</sup>

<sup>1</sup>All program related fees are subject to applicable taxes. The buy-back guarantee is offered by ADESA Canada Inc. and/or its affiliates.

## TERMS OF PROGRAM

ADESA Canada, Inc. agrees that vehicles that meet the following criteria will be bought back from the buying dealer under the buy-back guarantee program:

### THE POLICY COVERS

- Refund will only include the purchase price of the vehicle minus \$400 deductible to a maximum of 104% of mileage adjusted Canadian Black Book® Wholesale Regional price (based on vehicle location at the time of sale), not to exceed the purchase price of the vehicle as calculated on the online purchase date.
- Any fees including but not limited to buy fees, transportation, payment processing fees, taxes, or reconditioning fees are not reimbursable.

### INELIGIBLE VEHICLES

- Vehicles sold "As Is"
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- Vehicles with sales prices greater than \$40,000
- Vehicles in excess of 10,000 lbs GVW
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# EXPERIENCE EXTRA CONFIDENCE IN YOUR PURCHASES WITH A POST-SALE INSPECTION

ADESA is bringing you more inventory with greater confidence. We provide you with the convenient option of selecting a post-sale inspection on units purchased from ADESA Canada auction locations nationwide.

## WHY PURCHASE A POST-SALE INSPECTION?

- Greater confidence in your purchase transaction
- Fewer surprises on delivery
- Opportunity to double-check key vehicle options and features

## POST-SALE INSPECTION INCLUDES A CHECK OF:

- Fluid Levels
- Engine Operation
- Transmission engages and functions
- Differential
- Odometer Operation
- ABS warning light status
- Brake Function
- SRS/Air Bag warning light status
- 4X4 system engagement
- Frame/Structural Checked
- Emission systems and Catalytic converters are present
- Visual inspection for evidence of flood damage
- Functioning of following Accessories (if listed as included on the vehicle):
  - Navigation
  - Convertible top
  - Sunroof
  - Automatic sliding doors
  - Radio/CD/DVD player/entertainment system



## NOTE:

- A post-sale inspection is mandatory on Dealer Cars, local fleet vehicles, and Vehicles consigned by members of the public that are sold under a Green Light and sell for \$3,000 or more.
- A Post Sale Inspection can help identify common arbitration issues related to ABS, Air Bags, Major Repair and Structural Damage. However, **a Post-Sale Inspection does not expand arbitration rights under the Auction Policies.**

Accordingly, please note:

Green Light Vehicles that sell for \$3,000 or more:	Arbitration rights for Major Repair, ABS, and Air Bags are subject to the Arbitration Dollar Threshold under the Auction Policies.  Under \$40,000: \$750 \$40,000 and over: 2% of the Vehicle sale price
Red Light/As Is Vehicles that sell for \$3,000 or more:	Arbitration rights limited to existing structural damage caused by collision.
All Vehicles that sell for under \$3,000:	No arbitration rights based on post-sale inspection results.

## HOW DOES IT WORK?

1. **ELIGIBLE VEHICLES:** The search results will display a post-sale inspection icon if a post-sale inspection is available.
2. **DEALERBLOCK:** To add a post-sale inspection, on the BID/BUY Details page underneath the Post Sale Inspection Options, select the box next to "post-sale inspection". To purchase when available by default, simply navigate to My Account > Site Preferences and select "Order Buyer Protection Plan by Processing Auction" under "Configure Your Default Checkout Options", then press "SAVE CHANGES." If the post-sale inspection is mandatory, you will not be able to unselect the option.
3. **LIVEBLOCK:** To add the post-sale inspection, on the AUTOBID submission page, under Post Sale Inspection Options, select the post-sale inspection option.
4. Upon winning the auction, please remit payment of the complete purchase. Do not wait for the post-sale inspection to be completed.
5. The processing ADESA auction is responsible for the entire post-sale inspection process and will contact you with the results once the post-sale inspection is completed. If you have any questions during this process, please do not hesitate to contact the auction directly.
6. Vehicles will not be released for transport until the next business day after the post-sale inspection has been completed.

## POST-SALE INSPECTION TERMS AND CONDITIONS:

- The post-sale inspection is not insurance or a guaranteed buy-back policy. It is a mechanical inspection performed by a trained service technician to assist a buyer to identify arbitration issues related to the items on the post-sale inspection checklist.
- If you believe that something has been missed on a post-sale inspection that impacts your arbitration rights, you must bring it to the attention of the inspecting auction as soon as possible. Please note that disputes regarding post-sale inspection results cannot be raised if a vehicle has been driven more than 250 km after the sale date.
- The buyer is financially responsible for payment of the post-sale inspection fee regardless of whether the vehicle passes or fails inspection.
- If a vehicle fails post-sale inspection, it will be placed into the arbitration process and the Buyer's rights and obligations will be governed by the ADESA Policies [insert link].
- Please note that post-sale inspections on trucks, larger vehicles and specialty vehicles are for information purposes only and do not give rise to arbitration rights based on the inspection results. Examples of specialty vehicles include but are not limited to:
  - Kit vehicles,
  - Hand-built vehicles
  - Exotic vehicles such as Aston Martin, Bentley, Bugatti, Dodge Viper, Ferrari, LaForza, Lamborghini, Maserati, Maybach, McClaren, Panoz, H1 Hummer, and Rolls Royce
  - Trailers
  - Motorcycles
  - Watercraft
  - Recreational vehicles
  - Antiques (20 years or older)

- Significantly modified Vehicles
- Heavy trucks
- Cube vans
- Equipment
- Vehicles or conditions specifically excluded in the most current ADESA arbitration policy

ADESA reserves the right to modify, alter, discontinue or terminate this policy at any time for any reason without notice.

**QUESTIONS?**

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