

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 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

CHAT: Live on www.ADESA.ca

GET HELP: 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 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:
 - Vehicle must not have more than 250 additional kilometers on the odometer than at online purchase date.
 - Vehicle condition must be the same or better condition than indicated on Vehicle Details Page at the time of purchase.
 - 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.¹

¹All 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"
- 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 by the 30th 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:
 - Vehicle must not have more than 250 additional kilometers on the odometer than at online purchase date.
 - Vehicle condition must be the same or better condition than indicated on Vehicle Details Page at the time of purchase.
 - 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.¹

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EXPERIENCE EXTRA CONFIDENCE IN YOUR PURCHASES WITH A BPP INSPECTION

ADESA is bringing you more inventory with greater confidence. We provide you with the convenient option of selecting the Buyer Protection Plan (BPP) inspection on units purchased from ADESA Canada auction locations nationwide.

WHY USE THE BUYER PROTECTION PLAN?

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

WHAT'S INCLUDED IN YOUR BPP?

The inspections will be completed by the ADESA processing auction, where they will perform a full visual inspection of the unit.

FULL BPP INCLUDES A CHECK OF:

- Engine and Transmission Operation
- Differential
- Odometer Operation
- ABS and Brake Function (if light on)
- SRS/Air Bags Checked (if light on)
- 4X4 Operation
- Fluid Levels
- Frame/Structural Checked

NOTE:

- "AS-IS" vehicles will NOT be eligible for arbitration based on Buyer Protection Plan results.
- BPP is mandatory on Dealer Cars, local fleet vehicles, and Vehicles consigned by members of the public that, in either case, sell for \$2,000 or a max of \$49,999.

HOW DOES IT WORK?

1. **ELIGIBLE VEHICLES:** The VEHICLE DETAILS PAGE will display a BPP icon if a Buyer Protection Plan is available. The text next to the icon indicates if the BPP is mandatory or optional.
2. To add the Buyer Protection Plan-Full, on the BID/BUY Details page underneath the Transport Options, select the box next to "Buyer Protection Plan-Full". 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 BPP is mandatory, you will not be able to unselect the option.
3. Upon winning the auction, please remit payment of the complete purchase. Do not wait for the BPP to be completed.
4. The processing ADESA auction is responsible for the entire Buyer Protection Plan process and will contact you with the result once the Buyer Protection Plan is completed. If you have any questions during this process, please do not hesitate to contact the auction directly.
5. Vehicles will not be released for transport until the next business day after the Buyer Protection Plan has been signed off.

QUESTIONS?

CALL: ADESA Customer Connection at 888-526-7326 or call your local ADESA auction directly.

EMAIL: customerconnectioncanada@adesa.com

CHAT: Live on www.adesa.ca

GET HELP: help.ADESA.ca



TERMS OF PROGRAM

ADESA BUYER PROTECTION PLAN POLICY:

ADESA offers dealers a full Buyer Protection Plan inspection for a fee (see Buyer Protection Plan pricing schedule). ADESA will stand behind our inspection for the items checked (see Buyer Protection Plan inspection checklist).

The Buyer Protection Plan is not part of ADESA's arbitration policy, but a separate service offering to provide added assurance and coverage to the buying dealer in their purchase.

VEHICLES QUALIFICATIONS:

Green Light ("Ride and Drive") vehicles sold with a selling price of under \$50,000, at auction and on LiveBlock, are eligible for Buyer Protection Plan. ADESA will provide an information-only report for vehicles selling for \$50,001 and higher and for "AS-IS" vehicles to the buying dealer, however ADESA will provide no assurance beyond those given to the dealer under the ADESA Auction Policy or ADESA "AS-IS" policy. Likewise, if a vehicle would be considered "AS-IS" under the ADESA "AS-IS" policy, but was designated Green Light ("Ride and Drive") by the seller, an information-only Buyer Protection Plan report will be provided to the buyer.

BUYER PROTECTION PLANS CHECKLIST:

The following items are included as part of the Buyer Protection Plan. The checklist applies to defects that are singularly \$750 or more to repair or replace on vehicles sold at auction and \$750 non-cumulative (including visible damage) on vehicles sold online in accordance with the ADESA Auction Policy.

- Odometer verification
- Engine function and operation
- Transmission engages and functions
- 4X4 system engagement
- ABS/brakes function (if brake light is on)
- Flood inspection
- Electrical accessories checked for function on the following items if included on the vehicle:
 - Navigation
 - Convertible top
 - Sunroof
 - Automatic sliding doors
 - Radio/CD/DVD player/entertainment system
 - Any electrical item over \$750
- Emission systems and Catalytic are operational
- Supplemental restraint system/air bags checked (if SRS/air bag light is on)
- Frame/Structural Checked

BUYER PROTECTION PLAN COVERAGE:

- The Buyer Protection Plan is not insurance or a guaranteed buy-back policy, but a mechanical inspection performed by a trained service technician to provide greater assurance in the buyer's purchase related to the items on the Buyer Protection Plan checklist.
- The vehicle must have 200 km or less accumulated on the odometer in order for the dealer to file a dispute to the Buyer Protection Plan findings. Vehicles driven over the 200 km limitation will not be eligible for dispute.

BUYER PROTECTION PLAN TERMS AND CONDITIONS:

- The buyer is financially responsible for payment of the Buyer Protection Plan fee regardless of whether the vehicle passes or fails inspection.
- The coverage and provisions apply only to the original buyer of the Buyer Protection Plan. The service coverage and Buyer Protection Plan coverage period are void once the vehicle is resold. The service coverage cannot be transferred to any subsequent wholesale or retail buyer.
- If a vehicle fails Buyer Protection Plan and the buyer seeks a price adjustment or chooses to void the sale; the vehicle would be placed into the arbitration process and the ADESA arbitration policy would govern the arbitration.
- A vehicle that initially passes a Buyer Protection Plan and is later returned by the buyer under the Buyer Protection Plan coverage will be processed according to the ADESA arbitration policy. ADESA will be responsible for discussion of arbitration issues with the seller.
- A vehicle returned for any reason under the Buyer Protection Plan coverage must be in the same or better condition as when purchased. Further, ADESA will not reimburse a dealer for transportation, reconditioning, other work or expenses performed on the vehicle that is returned or lost profit from retail or wholesale transactions.
- The following are excluded and not covered under the Buyer Protection Plan policy:
 - o Vehicles sold "AS-IS"; these vehicles are subject to an information-only Buyer Protection Plan report at buyer's option.
 - o Vehicles with a sales price of \$2,000 and under, regardless of the selling light on the block; these vehicles are subject to an information-only Buyer Protection Plan report if purchased by the buyer.
 - o Vehicles with an odometer reading of over 160,000 km, regardless of the selling light on the block; these vehicles are subject to an information-only Buyer Protection Plan report if purchased by the buyer.
 - o Vehicles that are 10 years or older from the current calendar year; regardless of the selling light on the block; these vehicles are subject to an information-only Buyer Protection Plan report if purchased by the buyer.
 - o Vehicles that are sold with a selling price of over \$50,000; regardless of the selling light on the block; these vehicles are subject to an information-only Buyer Protection Plan report if purchased by the buyer.
 - o Kit vehicles
 - o Hand -built exotic vehicles (including but not limited to Aston Martin, Bentley, Bugatti, Dodge Viper, Ferrari, LaForza, Lamborghini, Maserati, Maybach, McClaren, Panoz, H1 Hummer, and Rolls Royce)
 - o Trailers
 - o Motorcycles
 - o Watercraft
 - o Recreational vehicles
 - o Antiques (20 years or older)
 - o Homemade vehicles
 - o Modified Vehicles
 - o Heavy trucks and equipment
 - o Vehicles or conditions specifically excluded in the most current ADESA arbitration policy
- ADESA reserves the right to limit the number of times that a dealer can use the Buyer Protection Plan program including the right to disallow a dealer's participation in the program.
- ADESA reserves the right to modify, alter, discontinue or terminate this policy at any time for any reason whatsoever, with or without notice.
- If disputes are not otherwise covered by this Buyer Protection Plan policy, the auction will refer to ADESA's most current arbitration policy for resolution.

ADESA "AS-IS" POLICY

VEHICLE IS CONSIDERED AS-IS IF ANY OF THE FOLLOWING APPLIES:

- A. Seller designates the vehicle "AS-IS"
- B. The vehicle odometer reading is more than 160,000 KM
- C. The vehicle is over 10 years old from the current calendar year*
- D. The vehicle has a selling price of \$2,000 and under

This policy applies to at auction and LiveBlock vehicles. ADESA vehicles must be designated "AS-IS" by the seller prior to the auction.

ADESA's "AS-IS" policy will supersede any comments/disclosures made in a pre-sale run listing, online condition report or any other vehicle information provided.

For "AS-IS" vehicles in (A), (B) or (C) above, all ADESA Auction Policy seller disclosures and arbitration periods apply.

For "AS-IS" vehicles sold for \$2,000 and under in (D) above, arbitration is limited to only the following reasons:

- Odo Rollback/Odo replaced
- Title issues (branding)
- Legal required issues
- Existing structural damage

This policy is effective October 5, 2013.