



**Pre-Owned Vehicle  
3 Day Money Back Guarantee  
And 30 Day or 1000 Mile Trade In**

Within the first 3 business days from the date of purchase (including the day of purchase as the first day) the actual purchaser may return an eligible pre-owned vehicle to Grappone Automotive Group, for any reason, if not completely satisfied with the purchase. Or, within the first 30 days or 1000 miles, whichever comes first, the actual purchaser may trade in an eligible pre-owned vehicle for any reason to Grappone Automotive Group if not completely satisfied with the purchase. (See details below and back of form for eligibility guidelines.)

If during the 30 day/1000 mile period, the purchaser chooses to trade in this vehicle to Grappone Automotive Group for another pre-owned or new vehicle, the purchaser will receive credit for the following amounts paid toward the vehicle returned: the down payment, the "Agreed Upon Trade In Value," and any amounts paid toward the principal balance/capitalized cost of the finance agreement. If the purchase price on the vehicle being traded for is less than the purchase price of the vehicle being returned, the purchaser will receive credit for the difference. The purchaser will, however, receive a refund if returning the vehicle under the 3 Day Money Back Guarantee. If the purchase price of the vehicle being traded is more, the purchaser will pay the difference. Any changes or modifications in loan or lease agreements resulting from these transactions are subject to approval of the funding source.

Check one of the following:

\_\_\_\_ Vehicle (refer to VIN below) is eligible for the return under the 3 Day Money Back Guarantee / 30 Day or 1000 Mile Trade In.

OR

\_\_\_\_ Vehicle (refer to VIN below) is not eligible for return under the 3 Day Money Back Guarantee / 30 Day or 1000 Mile Trade In. The reason(s) for the vehicle's ineligibility is (are) (please check the appropriate box below):

- \_\_\_\_ Vehicle is a fleet purchase or fleet lease.
- \_\_\_\_ Vehicle used for livery, taxi, delivery services or commercial use.
- \_\_\_\_ The customer listed below has previously returned a vehicle under the Grappone Automotive Groups Pre-Owned Vehicle 3 Day Money Back Guarantee / 30 Day or 1000 Mile Trade In within the past 12 months.
- \_\_\_\_ Other \_\_\_\_\_

**Trade Vehicle #1**

Model Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ VIN \_\_\_\_\_

**Trade Vehicle #2**

Model Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_ VIN \_\_\_\_\_

1. Trade #1 Allowance	\$ _____	1. Trade #2 Allowance	\$ _____
2. Less Trade #1 Lien	\$ _____	2. Less: Trade #2 Lien	\$ _____
3. Agreed Upon Trade in Value	\$ _____	3. Agreed Upon Trade in Value	\$ _____

I have read the program provisions described on the back of this form and understand the provisions of the 3 Day Money Back Guarantee / 30 Day or 1000 Mile Trade In. If indicated above, I understand that the vehicle I am purchasing/leasing is not eligible for return under the program. Furthermore, I understand that if I have previously returned a vehicle under the 3 Day Money Back Guarantee / 30 Day or 1000 Mile Trade In, I am no longer eligible for participation in the program, regardless of the indication on this form.

Customer Name: \_\_\_\_\_

Delivery Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Odometer Reading: \_\_\_\_\_  
At delivery

Year/Make/Model: \_\_\_\_\_

VIN: \_\_\_\_\_

Grappone Automotive Group Representative \_\_\_\_\_

## Program Provisions

### Eligibility

All pre-owned vehicles are eligible for the 3 Day Money Back Guarantee if returned to Grappone Automotive Group within the first 3 business days (THE DAY OF DELIVERY COUNTS AS THE FIRST DAY) of delivery. All pre-owned vehicles are eligible to be traded within the first 30 calendar days or 1000 miles of delivery. The vehicle must currently be owned or leased by the retail purchaser/lessee of the eligible vehicle. The vehicle must be returned in the condition it was delivered to the customer, without damage or excessive wear and tear. Refer to Vehicle Inspection section below.

### Exclusions

Fleet purchase and fleet lease vehicles.

Vehicles used for livery, taxi, or delivery services or any commercial use.

Customers who have previously returned vehicles under this program within the past 12 months.

Vehicles acquired in exchange under this program.

Used vehicles that have had after market accessories installed, (i.e., LoJack, paint sealant, etc.)

### Refund Provisions

Vehicles must be returned to The Grappone Automotive Group and be accompanied by all pre-owned vehicle purchase or lease transaction documents, including the sales contract/lease agreement, license and registration.

Grappone Automotive Group will not refund tax, title, and license fees on the returned vehicle. However, the customer may be eligible for abatements from the state.

Grappone Automotive Group will refund administrative charges including the administration fee (and any prepayment penalty) for the original vehicle financing, but not the interest due at the time of return. The customer must pay any interest and principal balance and other amounts due in order to provide a free and clear title to Grappone Automotive Group.

Lease cancellation charges assessed by the lease institution will be refunded. If, however, the customer leases another new or used vehicle, many lease companies will either execute a substitution of collateral or will cancel the original lease and put the customer in a new lease without cancellation charges.

Vehicle insurance is a separate transaction from the vehicle purchase or lease transaction and any related expenses are the sole responsibility of the customer.

### Vehicle Inspection

Any vehicle returned under this program will be inspected by an authorized representative of The Grappone Automotive Group for damage and excessive wear and tear. If the excess wear and tear and/or damage is equal to or greater than \$300.00 the vehicle is not eligible to be returned. If less than \$300.00, the damage repair estimate will be deducted from the credit amount.

### Valuation of "Trade In" Vehicle

If the customer trades in their current vehicle as part of the used car purchase transaction, the "Agreed Upon Trade In Value" will be used in determining the refund value to be applied to another vehicle.

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### Completion of Sales Transaction Form

The Sales Transaction Form must be completed by the Sales Consultant and signed by the customer at the time of the vehicle purchase or lease. The purpose of this form is to record the following:

- Customer and Grappone Automotive Groups' authorized representative's awareness of the Program parameters.
- Vehicle eligibility/ineligibility
- Customer's acknowledgement of the "Agreed Upon Trade In Value" will be used in determining the refund/value to be applied to an equivalent vehicle.
- Identification of vehicle being purchased/leased.

### To Complete the Form:

1. Check the appropriate vehicle eligibility box.
2. Determine if the transaction includes a trade in. If not, enter "none" in the "Agreed Upon Trade in Value" at the time of the purchase/lease.

If there was a trade, perform the following:

Enter the Model Year, Make and Model of the Trade In Vehicle.

- a. Enter the Trade In allowance on line 1.
  - b. Enter the outstanding balance of the lien to be paid off of the Trade In on line 2.
  - c. Subtract Trade In lien amount from Trade In allowance amount and enter this amount as the "Agreed Upon Trade In Value on line 3.
3. Enter the customer and vehicle information for the vehicle being purchased or leased in the appropriate area and obtain Sales Consultant and customer signatures.