



# Total Promise Price Protection Guarantee



Here is our commitment to you; If within three days of purchasing a new car or truck from us, you find a lower price for the same vehicle, identically equipped, Orange Coast will refund the difference between the price you paid at Orange Coast and the other dealer's offered price, or at our option, we will repurchase your vehicle. Just bring us proof of the lower price, as described below. See details below.

#### Why does Orange Coast offer a Price Protection Guarantee?

The primary reason we offer the PRICE PROTECTION GUARANTEE is to give you peace of mind. We work diligently to mystery-shop our competition and evaluate the market to provide you the most highly competitive price on all of our vehicles. Unfortunately, market conditions can change quickly and we may miss one. We want you to know you are protected from paying more than you should.

#### Do I need to buy a vehicle from Orange Coast first to use the PRICE PROTECTION GUARANTEE?

Yes. This is a reimbursement program designed to protect you if you find a better price after your purchase. It is not a negotiation tactic often used by other dealers.

#### Why doesn't Orange Coast just match anyone's price and save time?

While this sounds simple enough, the results may not be as advantageous for you, our valued customer. In most situations, our customers tell us that our prices are significantly lower than what they have been quoted from our competition. If Orange Coast just met another dealer's offer, your price may be higher than it should be.

#### Does the PRICE PROTECTION GUARANTEE apply to new vehicle demonstrators?

Yes! As long as the vehicle meets all of the other requirements and the mileage is within 500 miles of the comparison vehicle, it qualifies.

#### How do I request a refund of the savings I have accomplished?

Simply contact a manager with the required documentation listed on the back of our PRICE PROTECTION GUARANTEE certificate. They will handle the rest!

#### I found a vehicle online. Does that count?

It does, providing you meet all the requirements of the PRICE PROTECTION GUARANTEE certificate and the vehicle is deliverable from a California dealership.

#### I have a buyers order signed by a salesperson at another dealership. Does that qualify?

A salesperson's signature on a buyers order does not qualify for the PRICE PROTECTION GUARANTEE. For a buyers order to be valid it must be signed by the General Manager or Owner and supported with their business card.

#### I have a buyers order from a dealership in another state. Does that qualify?

Sometimes manufacturers provide incentives or rebates that are regionalized. In the event that a vehicle has a consumer rebate that is restricted by geographical limitations, Orange Coast will provide you with supporting documentation and verification of this information. Other than incentive restrictions, if the buyers order is signed by the General Manager or Owner and supported by their business card, it qualifies.

#### Does the PRICE PROTECTION GUARANTEE apply to accessories?

Price Protection Guarantee does not cover the price of accessories. Unfortunately, there are far too many manufacturers of varying quality to cover this purchase. You can be assured Orange Coast will provide you with highly competitive pricing on the highest quality accessories in the market place.

#### How many days do I have to utilize the Price Protection Guarantee?

The lower offered price must occur within three (3) days after your date of purchase from Orange Coast. We feel that is a fair amount of time. The day following your date of delivery is day one (1).

#### Does the other vehicle need to be the same model?

Yes, the offered price must be for the identical make and model equipped as the vehicle purchased by you and must be available for immediate delivery. The purchase price for the vehicle shall be determined before manufacturer or distributor rebates, allowances or incentives. We want to compare apples to apples, the actual dealers selling price as the rebates would be the identical anywhere.

#### Does a lease qualify?

Leased vehicles and the purchase of previously registered vehicles are excluded from this offer.

### Additional Terms and Conditions

1. The lower offered price must occur within three days after your date of purchase as specified on the front of this Certificate. Three days means the third day (including weekends) after your date of purchase, computed by excluding the day that you purchased the vehicle, and counting the next day as the first day.

2. The offered price must be for the same make and model identically equipped as the vehicle purchased by you and must be available for immediate delivery. The purchase price for the vehicle shall be determined before manufacturer or distributor rebates, allowances or incentives. Leased vehicles, the purchase of previously registered vehicles and vehicles with dealer installed accessories are excluded from this offer.

3. The offer to sell from another dealer (i) must be in writing, signed by the General Manager or an officer of the dealership; (ii) show the dealer's name, address, and phone number and the vehicle identification number for the vehicle; (iii) must be for the same make and model; (iv) and, the vehicle must be available for immediate delivery by the other dealer. You must present the original written offer from the dealer (not a photocopy) along with the General Manager or officer's business card.

4. You must present the proof of the lower price to Orange Coast Chrysler Jeep Dodge in person by not later than the close of business on the third day after the purchase from us.

5. Orange Coast Chrysler Jeep Dodge must be able to verify the offer to sell and the availability of the vehicle before being obligated to issue a refund to you pursuant to the Price Protection Policy.

6. IN THE EVENT OF ANY DISAGREEMENT BETWEEN YOU AND ORANGE COAST CHRYSLER JEEP DODGE REGARDING THE RIGHT TO A REFUND, THE DISPUTE WILL BE RESOLVED BY BINDING ARBITRATION BEFORE JUDICIAL ARBITRATION AND MEDIATION SERVICES ("JAMS") IN ORANGE COUNTY, CALIFORNIA. ORANGE COAST CHRYSLER JEEP DODGE AND YOU AGREE TO THE ARBITRATION PROCESS INSTEAD OF TRIAL BEFORE A COURT OR JURY TO ALLOW FOR THE QUICK AND INEXPENSIVE RESOLUTION OF ANY SUCH DISPUTE. HOWEVER, IT IS UNDERSTOOD THAT A COURT JUDGMENT MAY BE ENTERED ON THE DECISION OF THE ARBITRATOR, IN ACCORDANCE WITH CALIFORNIA LAW CONCERNING ARBITRATION PROCEDURES.