

### **Terms & conditions:**

1. The 7 day return period within which the Purchaser is eligible to make a return, commences on the date and time that the Purchaser takes delivery of the vehicle.
2. The Purchaser may choose to make a return if the vehicle does not meet one of the following criteria:
  - a. The vehicle must be of acceptable quality;
  - b. The vehicle must be fit for the purpose explained to the Purchaser;
  - c. The vehicle must match the advertised description.
3. The vehicle must have been insured in the Purchaser's name since the delivery date and a copy of the insurance policy/certificate of currency must be provided as evidence.
4. The 7 day Money Back Guarantee is for used vehicles only, aged 7 years or less from the compliance plate date, and have not travelled in excess of 120,000kms in total.
5. The vehicle must have been purchased primarily for private use.
6. To make a claim the Purchaser must within the 7 day return period:
  - a. Provide the reason for return to the General Sales Manager at the Your Local Motor Group site where the vehicle was purchased.
  - b. Return the vehicle in person to the Your Local Motor Group location it was purchased from.
  - c. Return the vehicle in the same condition it was in before it was the Purchaser took delivery of the vehicle. Any scratches, dents or other damage to the vehicle will be the cost and responsibility of the Purchaser. No refund will be provided unless or until the vehicle is returned to its original condition.
  - d. Return all accessories, spare keys and vehicle manuals.
  - e. If the vehicle is under secured finance the Your Local Motor Group Site will require a current payout letter form the financier.
  - f. Any additional chargers or costs above the refunded purchase price required to discharge any finance encumbered over the vehicle, will need to be paid to the Your Local Motor Group site upon vehicle return, including any early termination fees.
7. The refund is for the contract purchase price only. Any additional products that have been purchased/added to the vehicle which are not included in the sale contract e.g. exterior protections/tint/warranties/insurance are:
  - a. Non-refundable under this money back guarantee and will be subject to any refund policy provided with that product; and
  - b. Must in any event be capable of being removed so that the vehicle can be returned in the same condition it was in before it was purchased.
8. Any trade-in vehicle associated with the purchase of the vehicle, will not be included as part of the 7 day money back guarantee, and as such will not be returned.
9. Certain matters may impact upon the customer's right to receive the refund, including:
  - a. If the vehicle travels more than 500km or sustains any damage or repairs before it is returned.
  - b. If negative equity exists on a traded vehicle then the Purchaser is ineligible for the 7 Day Money Back Guarantee.
  - c. Should the vehicle be involved in any illegal activity, Your Local Motor Group reserves the right to disqualify the Purchaser from receiving the refund.
10. The Purchaser must return the vehicle at their cost and must comply with the directions for returning the vehicle as provided by Your Local Motor Group staff. The vehicle will remain the Purchaser's responsibility during transit until such time as it is received at the Your Local Motor Group site where the vehicle was purchased. Your Local Motor Group will accept no

liability for any loss or damage which may occur during transit even where Your Local Motor Group arranges or facilitates the return of the vehicle.

**How our 7 day Money back Guarantee Works**

1. Upon return to Your Local Motor Group, the vehicle will be inspected to ensure it is in its original condition and that all accessories have been included in the return. Once checked and approved, Your Local Motor Group will make payment of the original purchase price (minus any deductions permitted by these terms and conditions) via direct deposit into the claimant's nominated bank account within 10 (ten) working days.
2. If upon collection the vehicle is found to be damaged, the vehicle will not be accepted and no refund will be paid.
3. The vehicle is deemed to be in the Purchaser's possession until the vehicle is received by Your Local Motor Group pursuant to these terms and conditions.
4. Should the Purchaser provide Your Local Motor Group with any incorrect, false or misleading information regarding the vehicle, Your Local Motor Group reserves the right to disqualify the Purchaser from receiving the refund.
5. Your Local Motor Group reserves the right to make changes to these terms and conditions without notice.