

OPENLANE™

Tips for Buyers AFTER the Sale Taking Possession of a Vehicle

OPENLANE has delivered hundreds of thousands of vehicles, and has used that experience to refine the vehicle delivery process. OPENLANE stands behind every open auction purchase, and works to protect you in the rare case of seller misrepresentation. Follow these easy steps when taking possession of a vehicle to protect your purchase:

If you've chosen OPENLANE Transport

- **Upon delivery** – Compare the vehicle condition to the original Bill of Lading before signing off on the delivery. All discrepancies must be noted on the signed Bill of Lading.
- **Within 24 hours of delivery** – Perform a thorough inspection and test drive. Verify the vehicle's condition matches the online condition report.
- **Within 48 hours of delivery** – Report any discrepancies eligible for arbitration, to the OPENLANE.ca Arbitration Team at 866-966-5263.

If you've chosen self-transport

- **At pickup** – Inspect the vehicle for any major body damage, dash lights, odometer reading, and mechanical issues not disclosed on the original vehicle condition report. Any discrepancies must be noted and signed off by your transporter and the seller's authorized agent. If no seller agent is available, call 866-966-5263 and note your concern to the OPENLANE.ca Arbitration Team. If no notations are made at time of pickup, the vehicle's overall condition is assumed to match the online condition report.
- **Within 24 hours of pickup** – Perform a thorough inspection and test drive. Verify the vehicle condition matches the online condition report.
- **Within 48 hours of pickup** – Report any discrepancies eligible for arbitration, to the OPENLANE.ca Arbitration Team at 866-966-5263.

Arbitration

- Once the OPENLANE.ca Arbitration Team has been notified:
 - Collect any information supporting the arbitration claim. All documentation must be submitted within 4 days after the arbitration has been initiated. Failure to submit these documents within 4 days will result in a cancellation of the arbitration case.
 - Do NOT work on the vehicle. OPENLANE.ca cannot guarantee repayment for costs if the sale is voided.
 - Do NOT sign the Ownership into your name. If the sale is voided, ownership must be placed inside the vehicle glove box if the resolution is to void the sale.
 - OPENLANE.ca will contact the Seller as soon as possible and work to resolve the issue knowing that you want a resolution ASAP.

NOTE: Arbitration requests will be denied if the purchase funds have not cleared.

For full details on the OPENLANE.ca Terms & Conditions, please go to www.OPENLANE.ca .
Contact your sale representative at 866-966-5263, if you have questions.