



## Our Satisfaction Guarantee

At A Better Way Auto Brokers we want you to be completely happy with your new vehicle. With this in mind we offer a simple, easy to understand guarantee.

Every vehicle is inspected and re-inspected. If it fails our "pre-delivery inspection", it will not be offered to you. Vehicles are certified mechanically sound by an ASE Certified mechanic. Testing includes: road tests for noise, vibrations and functionality; mechanical integrity, lemon law buy backs, factory buybacks, theft recovery, salvage titles, frame damage, flood damage and repossession.

Our guarantee includes 3 satisfaction checkpoints. The first one is while our representative is standing by the targeted vehicle detailing all its options and condition to you on the phone. He or she will describe the vehicle meticulously and you may ask any questions. Should any checkpoint not meet your satisfaction, you are not obligated to proceed any further. The second checkpoint is when you see the vehicle for the first time. If it's not what we originally described, you are under no obligation to purchase it. Finally, after you have accepted delivery, we offer you an additional 72-hour extended period of time, to permit an ASE Certified mechanic of your choice to inspect the quality we have already certified and conveyed.

In the unlikely event you discover a problem with the vehicle during that 72-hour period; A Better Way Auto Brokers will correct the problem. If the problem cannot be resolved, you may return the vehicle and A Better Way Auto Brokers will replace it. If we are unable to find a replacement within a reasonable amount of time we will refund your money.

A deposit paid by the Client to A Better Way Auto Brokers is refundable under the following conditions:

- a) A Better Way Auto Brokers or its representative receives a verbal request for a refund prior to purchasing a vehicle.
- b) The vehicle purchased by A Better Way Auto Brokers is rejected pursuant to the terms set forth in the 72-hour extended period.

The deposit will NOT be refunded following a completed purchase by A Better Way Auto Brokers:

- a) If all requirements were met and approved by the Client prior to purchase of the vehicle by A Better Way Auto Brokers, and the Client refuses delivery, as a matter of change of preference.
- b) If Client fails to provide financing or full cash payment, required to accept delivery of the vehicle.

\_\_\_\_\_  
Signature (Client)

\_\_\_\_\_  
Date

\*This guarantee applies to 1998 or newer vehicles with under 100,000 miles. Any additional exceptions to this guarantee will be stated in writing prior to the purchase of the vehicle.