



## USED CAR 30 DAY/ 1,000 MILE EXCHANGE COMMITMENT

The Subaru 30 day/1,000 mile vehicle exchange commitment forms part of the Subaru Certified Used Car programme. It should be communicated to customers to provide further assurance and evidence that you, as a dealer, have total confidence in the cars that you offer.

Please note that the Subaru Proven 30 day/1,000 mile exchange commitment is in addition to the customer's statutory rights.

Please read the exchange commitment detailed below and ensure that your staff are familiar with the terms and conditions.

### Criteria

Any Subaru Certified Used Car purchased from a Subaru Dealer, may be exchanged for another vehicle from the same Dealer provided that:.

- The Subaru Certified Used Car is returned to you within 30 days of the delivery date.
- You are satisfied that the customer is a private purchaser (and not a trade purchaser or otherwise).
- The customer has reasonable cause to be dissatisfied with the quality or reliability of the Subaru Certified Used Car.
- The Subaru Certified Used Car has covered no more than 1,000 miles since delivery to the customer.
- You are satisfied that the Subaru Certified Used Car is in the same condition as at the time of delivery to the customer.
- You are satisfied that the customer owns the Subaru Certified Used Car and is fully entitled to exchange it under this agreement.
- You have been given reasonable opportunity to rectify any faults or defects which affect the quality of the Subaru Certified Used Car and have failed to rectify any faults or defects to a reasonable standard.
- The Subaru Certified Used Car has not been involved in any accident, modified or altered so that the car no longer conforms to its original specification, or has been used in racing, trials, rally's, competitive events or any purpose other than normal private or commercial use.

The customer may choose any vehicle as a replacement vehicle, providing that:

- It is of an equal or higher price to the Subaru Certified Used Car.
- It is readily available from the Subaru Certified Dealer stock or another source.

Before any exchange is effected, the customer shall be responsible for making all necessary arrangements relating to, terminating, transferring or taking out or otherwise dealing with the financing arrangements for the purchase of the Subaru Certified Used Car and the replacement vehicle. Any exchange shall be subject to you being satisfied with such arrangements.

Where a customer wishes to exchange a Subaru Certified Used Car for a replacement vehicle of a higher price, the exchange will not take place until the customer has paid the price difference.

The customer will be solely responsible for any additional costs incurred in the exchange for licensing, insurance or finance settlement, any such costs must be paid in full prior to completion of the exchange.

**Only one exchange shall take place and the Subaru 30 Day/1,000 mile exchange shall not apply to any replacement vehicle.**