

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.com Arbitration Team at 866-969-0321.

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 866-969-0321 and note your concern to the OPENLANE.com 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.com Arbitration Team at 866-969-0321

Arbitration

- Once the OPENLANE.com Arbitration Team has been notified:
 - Collect any information supporting the arbitration claim. All documentation must be submitted within 4 days of transfer of possession.
 - Do NOT work on the vehicle. OPENLANE.com cannot guarantee repayment for costs if the sale is voided.
 - Do NOT sign the title into your name. If the sale is voided, title must be received by OPENLANE.com before any refund is sent.
 - OPENLANE.com 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.com Terms & Conditions, please go to www.OPENLANE.com
Contact your sales representative at **866-969-0321**, if you have questions.