



# Arbitration Guidelines

1. All vehicles with more than 80,000 miles are sold “as is” (subject to certification guidelines).
2. All arbitrations should occur on the sale day only.\*
3. Mechanical defects must exceed \$500 per item for a vehicle to qualify for arbitration.
4. Vehicles sold for \$2,000 or less are sold “as is” and are not subject to arbitration, with the exception of odometer issues, flood issues and frame damage.
5. Vehicles are not eligible for arbitration based on marked announcements on vehicles or auction catalogs.
6. Vehicles with visible defects (e.g., paint or metal work, hail damage, glass damage) are not eligible for arbitration.
7. All salvage and towed units are not eligible for arbitration for any reason.
8. Inherent mechanical defects recognized by manufacturers will not be accepted for arbitration. (Manufacturers’ policies will be followed.)
9. Vehicles are not eligible for arbitration based on information from vehicle history reports.
10. Warning lights are not valid reasons for arbitration unless the estimated repair cost exceeds \$500.

\* Units with frame damage, unibody damage, flood damage or inoperable odometers must be arbitrated within 7 days of the sale date. The cost of post-sale inspections is the responsibility of the purchasing dealer.

Last updated July 2008