



Attention:
Dealer Principals
General Managers
Sales Managers
Pre-Owned Sales Managers

Sales Your reference
Audi Certified *:plus* Exchange Privilege Your message of
Used Car Sales Our department
905-428-5589 Telephone
905-428-4891 Fax
june.wang@audi.ca e-mail

2017-03-01 Date

Subject: Audi Certified *:plus* Exchange Privilege

Audi
Canada

Dear Audi colleagues,

Audi Canada is pleased to announce the details of the Exchange Privilege as part of the Audi Certified *:plus* program.

777 Bayly Street West
Ajax, Ontario
L1S 7G7
Canada
Tel. +00 (1) 905 428 6700
Fax +00 (1) 905 428 4891
www.audi.ca

7 day / 500 km Exchange Privilege

For customers who may not be satisfied with the purchase of a Certified *:plus* vehicle, starting March 1st, 2017, those customers can choose to exchange their vehicle to another Certified *:plus* vehicle within 7 days from the vehicle delivery date or within 500km from the vehicle delivery mileage, whichever occurs first.

Please find below the conditions of the Exchange Privilege:

- › Exchange must occur within the Exchange Privilege Period of 7 days or within 500 km, whichever occurs first, from when customer takes delivery of their CPO vehicle
- › The Exchange Privilege must be completed at the original selling dealership
- › Vehicle must be returned in same condition as when it was delivered
- › Any damage to vehicle occurring after delivery and during the Exchange Privilege period will void the Exchange Privilege
- › Lease and Financed Vehicles:
 - › Audi Finance/Lease: Where a Certified *:plus* vehicle is leased or financed by Audi Finance, the original lease or finance contract will be cancelled and a new contract will be issued for the replacement vehicle. Audi Finance will waive its Flat Cancellation fee in support of the Exchange Privilege
 - › Third Party Providers: Please consult the third party provider's contract cancellation terms and conditions. Audi Canada and its dealers will not be responsible for upholding the Exchange Privilege nor for any additional costs where a Third Party Lease or Financing Provider is used.
- › Protection Plans:



- › Audi After Care: Audi Protection Plans must be cancelled and a new contract will be issued for the replacement vehicle.
- › Third Party providers: Please consult the third party providers' contract cancellation terms and conditions. Audi Canada and its dealers will not be responsible for upholding the Exchange Privilege nor for any additional costs where a Third Party protection plan provider is used.
- › Audi Accessories purchased with the original Certified *plus* vehicle are not included as part of the Exchange Privilege.
- › Dealers may void the Exchange Privilege where the terms and conditions set out above have not been met.

Sincerely,

Mike Brennan
Manager, Used Cars

June Wang
Certified Pre-Owned Manager