



Arbitration Policy Guidelines
Effective February 1, 2006
Revised April 10, 2008

- All vehicles over 75,000 miles will be sold "AS-IS."
 - Exceptions will be made by auction rep as deemed prudent
- All vehicles sold for \$3500.00 or below are sold "AS-IS" regardless of announced light and are not subject to arbitration.
 - NAAA frame policy is still in affect
- All vehicles sold "AS-IS" are NOT subject to Arbitration.
EXCEPTIONS:
 - Unannounced flood.
 - Unannounced odometer discrepancy. True Mileage Unknown (TMU) or broken odometer
 - Unannounced title designation. i.e. salvage title, rebuilt.
 - Unannounced Manufacturer Buyback, Lemon Law or Prior Canadian or other Grey Market designated unit.
 - Non functioning or missing safety equipment such as airbags that is not announced.
- Smog equipment is not Auction guaranteed
- Frame Damage announcement includes possible Air Bag Deployment.
- Mechanical repairs for \$500.00 or less are NOT subject to Arbitration.
- Air Conditioner, Clutches, Brakes, front ends, electric and fuel systems, power steering or engine leaks and their functionality are NOT subject to Arbitration
- Unannounced ABS, Check Engine Lights, Airbag Lights will not be subject to Arbitration.
- Fluid Leaks: Oil leaks, Transmission Leaks, Coolant Leaks or other fluid leaks are non-arbitratable

Acceptable Arbitration Considerations(AS-IS sold units):

- Frame: Sale day only
- Flood: Sale day only
 - The spirit is to hold auctions accountable in determining frame at the time of Condition report. Also to aide in the PSI.
- Previous Canadian, Grey Market, Lemon Law or Manufacture Buyback: 14 days from date of sale

- Non Disclosed Mileage and Odometer Discrepancies: 30 days from date of sale
 - *must be accompanied by DMV documents and proven that the discrepancy is not an error before arbitration is approved. Drive will have 7 days to review prior to unwind of sale.

- Non Disclosed title announcements: 30 days from the date of sale.
 - *must be accompanied by DMV documents and proven that the discrepancy is not an error before arbitration is approved. Drive will have 7 days to review prior to unwind of sale.

INTERNET SALES:

- The same policy is in affect regarding vehicles sold via internet based sale formats.

Drive Financial Services is dedicated to represent our vehicles in the auction arena with the highest of ethical standards. All proper announcements will be made at the time of sale.

ALL POSSIBLE ARBITRATIONS MUST BE REVIEWED AND COMMUNICATED WITH DRIVE BEFORE ANY SALE IS VOIDED.

The logo for Drive Financial Services, featuring the word "drive" in a bold, red, italicized sans-serif font. A registered trademark symbol (®) is located at the bottom right of the word.