

## LOWEST PRICE GUARANTEE (PUERTO RICO ONLY)

ENCS believes our selling prices are as low or lower than you could expect to pay for the same new vehicle purchased and delivered anywhere in Puerto Rico. The combination of pre-negotiated Exchange discounts, plus special factory military incentives, makes it possible for us to offer you this lowest price guarantee.

If any authorized dealer in Puerto Rico offers to sell you **the same new vehicle with identical options** for delivery on the **same delivery date** and at the **same delivery location** shown on your ENCS Order Acceptance for less money, we will refund the difference.

### I. Selling Price Calculation

ENCS will compare (a) ENCS's final selling price (after discounts, rebates, allowances, and/or incentives) on your Order Acceptance to (b) the final selling price (after discounts, rebates, allowances and/or incentives) an authorized, franchised dealer offers you for the same new vehicle for the same delivery date. If the dealer's price is less than ENCS's price, ENCS will refund the difference to you.

### II. Terms & Conditions

- a. The lowest price guarantee is only available for a purchase of a new vehicle made through Exchange New Car Sales.
- b. ENCS's lowest price guarantee is valid up until the date you take delivery of your vehicle. You have up to 14 days after the date of delivery to submit your claim for review.
- c. Customer must provide either: (1) an itemized quote or (2) a current advertisement with valid pricing from an authorized franchised dealer for an identical new vehicle as purchased by you (that has not been used as a dealer demonstration unit) for delivery on the same delivery date and delivery location. Online buying or quoting services are not valid proof of pricing.
- d. Exchange New Car Sales must be able to verify the dealer's written offer or advertisement and the availability of the vehicle before issuing a refund to you pursuant to the lowest price guarantee. If Exchange New Car Sales is unable to verify the quote or advertisement information, your claim will be rejected.
- e. The dealer's offer to sell or advertisement must be from an authorized dealer in the same manufacturer-defined zone where you intend to take delivery or actually took delivery.
- f. The lowest price guarantee excludes any and all changes after the date of delivery including without limitation the manufacturer's National Rebate program and/or low rate financing programs.
- g. This lowest price guarantee is valid for new vehicles purchased for delivery in Puerto Rico only. Vehicles purchased for delivery to other locations are excluded from this policy.
- h. The lowest price guarantee is not valid on leased vehicles.

### III. Claims Submission Procedure.

In the event you wish to file a claim under the lowest price guarantee, you must adhere to the following procedure for your claim to be processed. Failure to follow this procedure will result in the rejection of your claim:

- a. You must submit your claim to Exchange New Car Sales anytime between the time your order is accepted by ENCS up to 14 days after the date of delivery.

- b. You must provide ENCS with proof of the lower price by obtaining (1) a written quote on the New Car Franchised Dealer Price Offer form (which is available at [www.encs.com](http://www.encs.com) or from your sales representative) and (2) (a) a written quote with the vehicle identification number on the dealer's letterhead or (b) an advertisement with valid pricing. The New Car Franchised Dealer Price Offer form and the quote on the dealer's letterhead (or advertisement) must clearly state that the price committed to by the dealer is for delivery of an identical vehicle to the same location and on the same date shown on your ENCS Order Acceptance. You must provide an original written offer from a dealer (not a photocopy).
- c. Please send your dealer quote on the dealer's letterhead (or advertisement), the completed New Car Franchised Dealer Price Offer form, along with your name, address, phone number and Exchange New Car Sales customer account number to:

Attention: Lowest Price Guarantee (Puerto Rico)  
Exchange New Car Sales  
100 Crossways Park West  
Woodbury, New York 11797

If you are still overseas, you can submit the claim information to your sales representative. All claims must be submitted to Exchange New Car Sales and/or your sales representative no later than 14 days after delivery. Claims submitted by mail must be postmarked no later than 14 days after your delivery date.