

To my customers,

I would like to start off by saying thank you for purchasing one of my vehicles. If you haven't purchased one yet, thank you for giving me the opportunity to give you some more details about my 14- day money back guarantee return policy. I instituted this return policy to give my customers a risk-free purchasing experience. There are a few exemptions and possible fees, below is an extensive list of all the ins and outs of my policy. If you feel like I missed something or you have any questions or concerns I can be reached at 678-522-2899 or customerservice@johnscreekautosales.com.

### **Return policy for Johns Creek Auto Sales**

The 14 days begins on the day that you purchased the vehicle. Please notify us before 8 p.m. ET by the 14th day so we may begin the return/exchange of your vehicle. Furthermore vehicles may be driven up to 500 miles during the 14-Day Money Back Guarantee period. In the event that mileage exceeds 500 miles an extra charge of \$1.00 per mile for each additional mile after 500.

Additionally please verify with your financial institution to make sure they allow returns because not all do! \$500 return fee is associated with all returns in. For example if your bank charges \$500 to unwind the deal and you are returning the purchased vehicle with 600 more miles than was bought with, your total charge would be \$1,100.

A vehicle is NOT eligible for return or exchange if it has been:

- in an accident or damaged
- altered from the condition it was sold in
- made subject to a lien or encumbrance other than any lien created in connection with your purchase

Generally in the event of a return and you used a trade in, you will be paid in the dollar amount that was credited to your transaction.

To notify us of your return please contact us at 678-522-2899 or customerservice@johnscreekautosales.com. Please note that your returning vehicle must be brought to 6470 E Johns Crossing Johns Creek, GA 30097.