

To my valued customers,

Thank you so much for purchasing your vehicle from Johns Creek Auto Sales! I truly appreciate your trust and business. As part of my commitment to making your car-buying experience as seamless and risk-free as possible, I've put together the details of our **14-day money-back guarantee**. This policy is designed to give you peace of mind, and I'm here to ensure the process is easy and clear.

Below, you'll find everything you need to know about the return policy, including any potential fees and exceptions. If you have any questions or concerns, don't hesitate to reach out at **678-522-2899** or **customerservice@johnscreekautosales.com**.

Johns Creek Auto Sales Return Policy

Your **14-day return period** begins on the day you purchase your vehicle. If you need to return or exchange your vehicle, you must notify us before **8 PM ET** on the 14th day.

During this period, you can drive your vehicle up to **500 miles**. If the mileage exceeds this limit, an additional charge of **\$1.00 per mile** will apply for each mile over 500.

Important note: Before initiating a return, please check with your financial institution to ensure they allow vehicle returns, as not all do. Additionally, some financial institutions may charge their own **return fee**, which will be your responsibility. Make sure to clarify any associated costs with them.

Our return policy includes a standard **\$500 return fee**. For example, if your financial institution charges \$500 to unwind the deal and your vehicle has exceeded the mileage limit by **100 miles** (totaling **600 miles**), your total return fee would be **\$1,100**.

Exceptions to the Return Policy

Unfortunately, a vehicle is **not eligible** for return if any of the following apply:

- The vehicle has been in an accident or sustained damage.
- The vehicle has been altered or modified from the condition in which it was sold.
- The vehicle has been made subject to a lien or encumbrance other than the lien created at the time of purchase.

Trade-Ins and Returns

If you traded in a vehicle as part of your purchase, the **dollar amount credited** for your trade-in will be refunded to you in the event of a return.

How to Initiate a Return

If you decide to return your vehicle, please contact me directly at **678-522-2899** or **customerservice@johnscreekautosales.com**. You'll need to bring the vehicle back to our location at **6470 E Johns Crossing, Johns Creek, GA 30097**.

Thank you again for your purchase! My goal is to ensure that you are completely satisfied, and I'm always here to assist with anything you need. If you have any questions about the return policy or anything else, don't hesitate to reach out.