

### Eligible Vehicles

- All vehicles within model year and distance travelled parameters.
  - Excludes vehicles under 60,000 kms **and** 3 or less model years old. IE 2021, 2020 and 2019 vehicles under 60,000 kms are excluded from the Assurance Program.
  - Excludes vehicles 300,000 kms or more, **or** more than 20 model years old.
- Available to all qualified Sellers.
- Available on Verified vehicles and Self-Captured Appraisal vehicles.
- Assurance badge must be present on the Vehicle listing at time of sale in order to qualify.

### Ineligible Vehicles

- Vehicles outside the model year and distance travelled parameters.
- Vehicles sold for less than \$1,000.
- Vehicles marked AS IS.
- Vehicles with branded titles.
- Vehicles with odometer disclosures where true distance travelled is unknown.

### Program Fees

- Fees are only applied when Program vehicles are sold.
- Assurance Program fees:
  - Buyer program fee \$59 + tax.
  - Seller program fee \$59 + tax on vehicles sold for \$1,000-\$39,999.
  - Seller program fee \$99 + tax on vehicles sold for \$40,000 or more.
  - Seller program fee Appraisals \$99 + tax on all vehicles.
- Program fees are non-refundable and appear on the bill of sale as a separate line item.

### Program Terms

- EBlock reserves the right, at its sole discretion, to disqualify any vehicle from the Program, pre or post sale.
- EBlock reserves the right, at its sole discretion, to remove and/or disqualify any Buyer or Seller from the Program.
- Seller protection under the Program is limited to a maximum \$3,000 repair cost per occurrence or \$4,000 repair cost per occurrence on vehicles sold for \$40,000 or more.
- Claims with repair costs over the Program limits will be entirely the sellers' responsibility and the limit amount will not be treated as a deductible to the claim.
- When repair cost exceeds the Program limits and the seller is brought into the resolution process and a decision is made to cancel the sale, the seller must refund the proceeds of sale to EBlock and retake ownership of the vehicle. In these cases, the Program will absorb additional expenses incurred against the vehicle such as transport, diagnostics, or any other approved expenses relating to the vehicle.

- Sales cancelled under the Program will be resold under the Buyer's or Seller's name at the sole discretion of EBlock.
- At the sole discretion of the Arbitrator when repair costs exceed the Program limits, the Seller may be required to repair defects or provide compensation to a Buyer in order to avoid cancellation of a sale.

## **Sellers**

- For sellers in the Program, all vehicles offered within the model year and distance travelled parameters will be listed and sold under the Assurance Program and the option to sell AS IS will not be given even if the vehicle falls under the AS IS criteria of 10 model years or older or distance travelled of 160,000 kilometers or more.
- Except for the Assured Program's specific Terms & Conditions as they apply to vehicles sold in the Program, Sellers are bound to all of their obligations as specified in EBlock's Terms of Service.
- The Seller Assurance Program guarantee does not apply to the following types of arbitration claims:
  - Branded title
  - Hidden structural damage as per NAAA
  - Liens or other title problems
  - Odometer issues such as rollback, replacement or TKU not properly disclosed
  - Vehicle history or claims not readily available at time of sale
  - Recalls with no part availability

## **Buyers**

- Applies to vehicles sold under the Assurance Program.
- Vehicles with a sale price under \$1,000 are sold strictly AS IS.
- The Arbitration Dollar Threshold for mechanical is \$750 (not including taxes) for vehicles sold under the Program. The Dollar Threshold increases to \$1,000 on vehicles sold for \$40,000 or more.
- Buyer arbitration deadlines are increased to 72 hours from time of delivery.
- Vehicles transportation allowance is extended to a maximum of 14 days.
- Arbitration claims made after the deadlines will not be considered.
- When a sale is cancelled where the buyer has paid through a floor plan company, the total amount will be refunded to the floorplan company and the Program fee will be charged back to the Buyer separately.
- Vehicle registrations on cancelled sales must be returned to EBlock's Ottawa office within 7 days of the cancellation at the expense of the buyer or the buyer may risk revocation of the cancellation.

## **Amendment of the Policy**

- EBlock may amend its Arbitration Policies (including the Assurance Program Terms) at any time and any such amendments will be effective as of the date the amended policy is posted on the EBlock website unless otherwise specified therein.

## **Version Update History**

- December 21st, 2020 • November 9th, 2020 • March 8th, 2021 • April 12, 2021 • April 30, 2021