



*Chevrolet Total Confidence Pricing Consumer Questions*

**1. What is the Chevrolet Total Confidence Pricing Program?**

The program will offer eligible customers the opportunity to purchase a new 2012 Chevrolet model at the Chevy Total Confidence Price or less.

**2. What is the promotion time period for this program?**

July 10, 2012 through September 4, 2012. Customers must take delivery of the vehicle in this time period.

**3. Which Vehicles are eligible?**

All new and unused 2012 Chevrolet models.

**4. Do Fleet sales qualify for the program?**

No, fleet sales are not eligible for this program.

**5. What price does the customer pay for the vehicle?**

The customer receives the eligible vehicle at the Chevy Total Confidence Price on the Invoice or less. (The dealer may elect to sell eligible vehicles below the Chevy Total Confidence Price)

**6. If customers have questions on the Chevrolet Confidence Program, who should they call?**

Customers may contact Chevy Sales Support at 1-800-950-CHEV.

*Chevrolet "Love It or Return It" Guarantee Consumer Questions*

**1. What is Chevy's "Love It or Return It" Guarantee?**

If an eligible retail customer purchases an eligible 2012 or 2013 Chevrolet model between July 10, 2012 and September 4, 2012, the customer may return his/her vehicle to the original selling/participating dealer after 30 days but no longer than 60 days after the delivery date.

**2. Can a customer return the vehicle for any reason within the 60 days?**

The customer can return the vehicle between 30 and 60 days as long as the customer meets the eligibility requirements of the program.

**3. Is there an alternative offer if the customer is not interested in Chevy's "Love It or Return It" Guarantee?**

Yes. In lieu of Chevy's "Love It or Return It" Guarantee, the customer can elect a \$500 cash incentive on most 2012 and 2013 Chevrolet models (\$250 on Sonic and Spark) at the time of vehicle purchase.

**4. Can you explain the 30-day retention period?**

Yes. The customer must retain the vehicle for a minimum of 30 days after the delivery date. Starting on the 31st day of ownership, the vehicle may be returned to the original selling participating dealer. The customer may return the vehicle to the original selling/participating dealer up to the 60th day of ownership after the customer's delivery date.

**5. Does the customer receive a full refund on his/her purchase price?**

The customer will receive the purchase price of the vehicle itself after any rebates, discounts, purchased, plus genuine Chevy Accessories installed on the vehicle prior to delivery and included in the original vehicle purchase and any applicable sales tax they paid. The customer's buyback price does not include anything else. For example, the buyback price does not include any other taxes, licensing, titling or registration fees, insurance, non-GM Accessories, dealer fees, extended warranties, finance charges, negative equity or any other expenses incurred by the customer at the time of taking delivery of the new vehicle.

**6. Are there mileage restrictions on returning the vehicle to the dealer?**

Yes. The eligible vehicle that is returned to the original selling/participating dealer cannot have more than 4,000 miles from the delivery date of the vehicle purchase.



- 7. Is the customer responsible for any costs associated with normal “wear and tear” upon returning the vehicle?**  
No, but the vehicle cannot have had \$300 or more worth of damage.
- 8. Who is responsible for any damage over \$300?**  
If the vehicle has over \$300 in damage, the vehicle no longer qualifies to be returned under the terms and conditions of the program.
- 9. Is the vehicle eligible if it has been involved in an accident and repaired?**  
Any vehicle involved in an accident would not qualify for the program.
- 10. Are co-signers on retail contracts both eligible to return the vehicle?**  
No. Only the top line signer listed on the retail purchase contract is eligible.
- 11. Are businesses and corporations eligible for Chevy’s “Love It or Return It” Guarantee?**  
No, businesses, corporations, partnerships, and fleet sales are not eligible for the buyback guarantee program. Only retail purchases are eligible for Chevy’s “Love It or Return It” Guarantee.
- 12. Are leased vehicles eligible for Chevy’s “Love It or Return It” Guarantee?**  
No, lease vehicles are not eligible for the program. Only retail purchases of eligible 2012 or 2013 Chevrolet vehicles between July 10, 2012 and September 4, 2012 are eligible for this program.
- 13. What does a customer have to do to return the vehicle?**  
The customer will need to return the vehicle to the original selling/participating dealer. In addition, the customer will need to contact the administrator of the program and submit required documentation. Once the administrator has reviewed and verified the documentation requirement, the customer will be contacted to take the vehicle to the selling dealer to have the vehicle appraised.
- 14. What are the required documents a customer must submit to return a vehicle?**  
In addition to the fully completed Request for Benefit form, which will be provided by the administrator, the customer will need to provide:

  - A) A copy of the Bill of Sale, Retail Installment Sale Contract or other transaction documentation;
  - B) A copy of the customer’s Driver’s License;
  - C) A copy of the Registration showing the vehicle is registered in the customer’s name;
  - D) Proof of Insurance verifying the eligible Vehicle was insured since the delivery date; and
  - E) Any other documentation GM or the Administrator may reasonably request.
- 15. Are GM employees eligible for Chevy’s “Love It or Return It” Guarantee?**  
No. However, they are still eligible for the \$500 cash alternative on most 2012 and 2013 Chevrolet Models (\$250 on Sonic and Spark).
- 16. Are GM Dealership Employees eligible for Chevy’s “Love It or Return It” Guarantee?**  
No. GM Dealership Employees are ineligible to return their vehicles under this program. However, they are still eligible for the \$500 cash alternative on most 2012 and 2013 Chevrolet Models (\$250 on Sonic and Spark).
- 17. If I return my new vehicle purchase under Chevy’s “Love It or Return It” Guarantee, will I be able to get my trade-in vehicle back from the dealer?**  
No. The program rules prohibit reacquisition of the original trade-in.



**18. Who do I call to file a claim?**

The customer should call Chevy's "Love It or Return It" Program Headquarters at 1-866-856-7922.

**19. What are the hours of operation for Chevy's "Love It or Return It" Program Headquarters?**

The hours of operation which includes claim processing are Monday – Friday 8:00 am to 9:00 pm EDT and Saturdays from 8:00am to 6:00pm EDT.

**20. If I have additional questions on Chevy's "Love It or Return It" Guarantee program, who do I contact?**

For consumer questions, the customer can contact Chevrolet Sales Support at 1-800-950-CHEV.

For benefit redemption questions, you may contact Chevy's "Love It or Return It" Program Headquarters at 1-866-856-7922.

**21. Is Chevy's "Love It or Return It" program eligible with the Chevy Confidence program that is currently in market?**

Yes, you will be able to take advantage of Chevy's "Drive It or Return It" program and the Chevy Confidence pricing promotion on eligible retail delivery type (010) of 2012 Chevrolet models purchased from July 10, 2012 through September 4, 2012.