The Clement Love It or Swap It 30-Day Exchange Policy

At Clement, we want you to feel confident in your vehicle purchase. That's why every eligible pre-owned vehicle purchase includes our **Clement 30-Day Exchange Policy** - a straightforward program designed to give you added flexibility and peace of mind after you drive off the lot.

What the Clement 30-Day Exchange Policy Means for You

If you decide your used vehicle isn't the right fit, you may exchange it for another **used vehicle of equal or greater value** within **30 calendar days of your original delivery date**, subject to the terms and conditions below.

At your request, you will receive the **full original purchase price as trade value** toward your next used vehicle purchase. This value **excludes tax, license, and any damage**, and applies against the **non-discounted price of a used vehicle currently in stock.**

Exchange Qualification Requirements

To qualify for the Clement 30-Day Exchange Policy:

1. The exchange must occur **within 30 calendar days** of the original delivery date.
2. The **purchase day is considered Day One.**
3. The vehicle must be returned to **the same Clement location where it was purchased** no later than **5:00 PM on the 30th day.**
4. If the 30th day falls on a holiday when the dealership is closed, the vehicle may be returned on the **next regular business day before 10:00 AM.**
5. **Weekends and holidays count** as part of the 30-day period.
6. The odometer must show **less than 1,000 miles driven** since delivery.
7. The vehicle must have **continuous insurance coverage** throughout the exchange period.

Vehicle Condition Requirements

1. The vehicle must be returned in the **same mechanical and cosmetic condition** as when purchased.
2. **Normal wear and tear is acceptable;** excessive wear, damage, or neglect may disqualify the exchange.
3. No reimbursement will be provided for **repairs, maintenance, or improvements** made to the vehicle prior to exchange.

Financing & Title Terms

1. You must **qualify for financing** on the replacement vehicle if financing is involved.

2. Any **payoff or deficiency balance** on the exchanged vehicle must be satisfied.
3. The customer holds the **ultimate responsibility to provide clear title** of the exchanged vehicle to Clement.
4. Approval on the original purchase **does not guarantee** approval on the replacement vehicle.

Additional Terms & Conditions

1. **Only one 30-Day Exchange is allowed per customer per calendar year.**
2. **Only the original purchaser** may return the vehicle.
3. The exchange offer is **not transferable, assignable, or exercisable by anyone else.**
4. The purchaser is liable for payment to Clement for **any accessories or modifications** added to the interior or exterior of the vehicle prior to the expiration of the 30-day exchange period.
5. Exchanges apply to **used vehicle purchases only** and must be exchanged into another **used vehicle of equal or greater value in stock.**

How to Start an Exchange

1. Contact our Guest Services team to discuss your exchange eligibility and available inventory.
2. Bring the vehicle to the **original purchase location** within the 30-day window and within the mileage requirement.
3. Our team will review vehicle condition, mileage, insurance, financing, and title status to finalize eligibility.

Why Choose Clement

We believe buying a vehicle should feel secure, not stressful. The Clement 30-Day Exchange Policy gives you added reassurance that you have time to confirm your decision and the flexibility to find the vehicle that truly fits your lifestyle.

If you have questions about eligibility or the exchange process, our team is here to help every step of the way.

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30 Year / 300,000 Mile WARRANTY IN-DEPTH

MAINTENANCE RESPONSIBILITIES

In order for this Limited Warranty to remain valid, the CUSTOMER must have the COVERED VEHICLE serviced exactly as the procedures list below.
Failure to implement these maintenance responsibilities will result in denial of coverage therefore avoiding this Agreement.

All maintenance to YOUR Vehicle must be performed at the location of the SELLING

DEALERSHIP OR ONE OF THE SELLING DEALERS LOCATIONS.
The CUSTOMER must keep all maintenance records from the date of original delivery supported by receipts indicating date, lime, mileage. and service performed, and these records must be available to the SELLING DEALER upon request. Proof of maintenance will be required for certain repairs under this limited Warranty Agreement. Failure to provide proof of required maintenance will result in denial of
coverage. Failure to properly maintain YOUR COVERED VEHICLE in accordance with YOUR owner's manual will result in denial of coverage.

ROUTINE MAINTENANCE SERVICE:
All Routine Maintenance must be performed within one 11) month or one thousand 11,000) miles, whichever comes first, of the regular scheduled interval based upon the odometer reading and date of the previous Routine Maintenance Service.
All Maintenance to YOUR Vehicle must be performed according to the service and maintenance schedule outlined in the owner's manual published by the manufacturer of the COVERED VEHICLE OR
every four 14) months or five thousand 15,000) miles, WHICHEVER COMES FIRST {regardless if the manufacturer's maintenance schedule is greater than four (41 months or five thousand {5,000) miles).

This required maintenance as mentioned above includes:
1) Oil & Filter Change.
2) Check and Maintain Transmission Fluid.
3) Top off all Fluid levels.
4) Check and Maintain Proper Coolant levels.
5) Check and Maintain Differential & Transfer Case

Note: if the Owner's Manual outlines any specific instructions related to Synthetic Oil. Those recommendations will override the Routine Maintenance requirements listed above, however in any event, the Maior Maintenance Service listed below will still be required to be performed.

MAJOR MAINTENANCE SERVICE:
The Customer must adhere to all other recommendations as outlined in the Manufacturer's maintenance schedule, such as any major services including but not limited to 30, 60, 90. or 120 thousand mile maintenance. lire rotation, fuel filter. air filter, coolant flushes, transmission services etc. Please refer to the Owner's Manual for specific instructions. All Major Maintenance
Services recommended by the Manufacturer must be performed within one (1) month or one thousand (1,000) miles, whichever comes first, of the recommended interval regardless of the last date or mileage interval of Routine Maintenance Service.

HOW TO OBTAIN REPAIRS

1. Prevent Further Damage: take immediate action to prevent further damage to YOUR

COVERED VEHICLE. Any damage resulting from continued operation of an impaired vehicle will constitute failure to protect the COVERED VEHICLE and will not be covered under this limited Warranty Agreement.

2. In the event of a MECHANICAL BREAKOUTING, YOU MUST RETURN YOUR COVERED VEHICLE TO THE SELLING DEALER at the address shown on the Declaration Page of this limited Warranty Agreement to one of the Selling Dealers Locations.

3. YOU will be responsible for the towing expense. YOU are responsible for authorizing inspection or tear down of YOUR COVERED VEHICLE by the SELLING DEALER to determine the cause of FAILURE. II the FAILURE is not covered under this Limited Agreement. YOU will be responsible for these costs.

4. IMPORTANT INFORMATION: The SELLING DEALER reserves the right to refer the VEHICLE to another dealership or a specialized repair facility of their choice for certain types of repairs. The SELLING DEALER reserves the right to inspect the vehicle, or appoint a third party to inspect the VEHICLE prior to repairs being performed at another repair facility. Additionally, In the event of Mechanical Breakdown, YOU must provide the SELLING DEALER with Proof of maintenance. FAILURE TO FURNISH PROOF OF MAINTENANCE WILL RESULT IN DENIAL OF COVERAGE.

WHAT IS NOT COVERED

A. Repairs or replacements not authorized in advance by the Dealer. B. Any MECHANICAL BREAKDOWN or FAILURE that occurs to or results from non standard (any component not installed by the original manufacturer) or high-performance parts, any mechanical or electrical alterations made lo the COVERED VEHICLE including, but not limited to, the use of oversized tires, installation of header pipes, lift kits, or snow plow equipment or fittings.
Any part, repair, or replacement thereof while covered by insurance, a manufacturer's warranty, recall program, factory service bulletins, or special policy.
C. Any COVEREO VEHICLE if the odometer has been tampered with, altered, disconnected (excluding during maintenance or repair) or not maintained in working order, causing It to not record actual
mileage driven.
D. Any MECHANICAL BREAKDOWN or FAILURE caused by (a) failure to service the COVERED VEHICLE as recommended by the manufacturer; (b) overheating, regardless of the cause of overheating
or resulting from contamination or inadequate amounts of coolant, lubricants, or fluids; (c) continued operation of YOUR COVERED VEHICLE or failure to use reasonable means to protect YOUR COVERED VEHICLE from further damage after a FAILURE occurs; (d) sludge, rust, residue, or corrosion; (e) lack or loss of oil or lubricant; Or (f) OWNER OR DRIVER NEGLIGENCE OR MISUSE, WHICH SHALL INCLUDE OPERATION OF THE VEHICLE AFTER THE
FAILURE OF ANY PART, THE NORMAL OPERATION OF WHICH IS REQUIRED TO

MAINTAIN A SAFE ENGINE OPERATING TEMPERATURE. All UNSAFE EtlGltlE OPERATING TEMPERATURE IS INDICATED BY GAUGES, WARNING LIGHTS, OR AUDIBLE WARNING SOUNDS.

E. Any vehicle used for any form of competitive driving or racing.

F. Any vehicle used for pulling a trailer with a gross vehicle weight in excess of 1,500 pounds unless the vehicle is equipped as recommended by the manufacturer. G. The following, unless required in connection with repairs or replacements covered hereunder: adjustments, wheel or suspension alignments, wheel balancing, engine tune-ups, grinding valves, refrigerants.

H. Commercial use including, but not limited to, public hire, rental, taxi, or livery, and vehicles with non-standard equipment installed specifically to facilitate commercial use. I. Storage charges, shop supplies, and materials charge; diagnostic procedures not in the flat rate time to repair the covered component.

J. Losses resulting from delays or failures caused by acts of God, accidental loss or damage, collision or upset, falling missiles or objects, fire, theft, larceny, explosion, lightning, earthquake, windstorm, hail, water, flood, freezing, malicious mischief, vandalism, war, riot or civil commotion, labor strikes, or other causes beyond the control of the dealership. K. Incidental or consequential damages, such as loss of time. inconvenience or loss of use of the COVERED VEHICLE or injury or death to any persons.

L. A part or component that a repair facility may recommend replacing but which has not FAILED.

M. Costs incurred to improve operating performance as a result of normal wear and tear. N. Maintenance services and parts described in the Manufacturer's Maintenance Schedule for the COVERED VEHICLE.

P. Repairs to correct loss al compression or oil consumption related to burnt or carboned piston rings or valve components.

Q. MECHANICAL BREAKDOWN caused by ruptured or damaged constant velocity boots. R. Damage to a covered part resulting from a MECHANICAL BREAKDOWN or FAILURE of a non-covered part, or from faulty or negligent repairs, or installation of defective parts. S. Damages for bad faith, punitive or exemplary damages, property damage (except as specifically stated in the Limited Warranty Agreement), and attorney fees.

T. Limit of Liability (per repair visit)-The COST of repairs in excess of the approved COST to correct any FAILURE using the approved retail labor lime from a nationally recognized labor time guide (i.e. Motors Guide).

Parts replacement costs shall not exceed the Manufacturer's suggested retail price. In no event shall OUR liability exceed the approved COST necessary to correct the actual cause of FAILURE.

limit of liability lAggregate)-Total aggregate of repairs paid by this warranty exceeding the lesser of (1) the Vehicle Purchase Price, (2) the NADA retail value of the COVERED VEHICLE at time of current repair or (3) $5,000.

U. ALL COMPONENTS ORIGINALLY COVERED BY Manufacturer's Powertrain Coverage as indicated in the applicable Manufacturer's Warranty Booklet or coverage provided by any other warranty or service contract issued to the customer by another administrator, dealer or repair facility.

V. Car Rental, Towing or Road Services are not covered.

LIMITED WARRANTY:

This Limited Warranty including the terms, conditions, limitations, exceptions, definitions and exclusions together with the endorsements and the attached papers, if any, constitutes the entire "Limited Warranty". No agent or representative of the Selfing Dealer (named above) has authority to change this "Limited Warranty" or to waive any of its provisions. This "Limited Warranty" gives you specific rights, and you may also have other rights which vary from stale to state. All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are hereby limited to the same duration and lime as the express written warranty above stated. ·some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you." This "limited Warranty" is issued by the Dealer only and is included (without additional costs) as part of the price of the vehicle.

COVERAGE:

Subject to the terms. conditions, limitations. exceptions. and exclusions set forth ir1 this agreement, the Dealer warrants to the customer that the above described vehicle has been inspected and
reconditioned as necessary to be in serviceable condition all the time of sale. If and when a mechanical failure occurs, contact the selfing dealer for instructions. Upon inspection, if the selling dealer determines that indeed a covered part has failed, then dealer agrees as follows:

The Dealer will pay. less the $100 deductible shown above, 100% of the parts and labor bills to repair. or at the election of the Dealer, reimburse the customer the reasonable cost of repairing such failure of a "covered part" listed below for the engine, transmission, and drive axle provided that such repairs are done by the Dealer or his agent, and that such repairs do not qualify for coverage under any new vehicle warranty or manufacturer's defects including manufacturer's recalls.

Limit of Liability (Aggregate) • The aggregate total of all repairs and benefits paid or payable while this Limited Warranty Agreement is in force shall not exceed the lesser of the following aggregate amounts: (1) the Vehicle Purchase Price or (2) the NADA retail value of the COVERED VEHICLE at time of current repair or (3) $5,000. This agreement is inclusive of the manufacturer's warranty: it does not replace the manufacturer's warranty. losses covered by the manufacturer during the manufacturer's warranty period are not covered under this agreement nor are losses covered by any warranty or service contract Issued to lhe customer by another administrator, dealer or repair facility.

Duration: 30 Year/300k Mile, whichever comes first, provided that you adhere to the maintenance requirements and all other provisions stated within this limited warranty. This agreement is not transferable, renewable or cancelable. This agreement is not a service contract. It is provided to the customer by the issuing dealer at no additional charge. This llmlled warranty terminates In the event of a total loss, repossession, vehicle ownership transfers to a new owner or if the maintenance requirements as outlined in this agreement are not adhered to.

Maintenance requirements

All maintenance on Your Vehicle must be performed at the location of the SELLING DEALERSHIP. It is your responsibility to maintain and service your vehicle according to the service and maintenance schedule published by the manufacturer of your vehicle. NOTE: Oil changes must be completed the lesser of; your manufacturer's requirement or within every 4 months or 5,000 miles. These requirements must be followed in order for this limited Warranty to be valid. You must perform all scheduled maintenance for this limited Warranty to remain in effect. If you fail to maintain your vehicle according to the service and maintenance schedule published by the manufacturer of your vehicle and/or the additional oil change requirements herein, your claim will be denied and this Limited Warranty will be terminated.

The Clement Advantage

When you purchase a vehicle from Clement, you're not just buying a car! You're joining the Clement family. And with family comes real, everyday benefits designed to save you money, time, and stress long after you drive off the lot. Your Clement Advantage is our commitment to making ownership easier through complimentary services, service-lane perks, and added peace of mind.

Ownership Savings

Owning a vehicle comes with regular maintenance - and those costs add up. Clement Advantage helps offset those expenses with complimentary services and value-added benefits that can equal **long-term savings.**

What this means for you:

1. Complimentary services during routine visits help reduce out-of-pocket maintenance costs
2. Added value every time you return for service - not just the day you buy
3. Long-term financial benefit that continues well beyond the initial purchase
4. Peace of mind knowing your vehicle upkeep is more affordable over time

Complimentary Shuttle Service

Life doesn't stop just because your vehicle needs service. With Clement Advantage, you're never stranded or forced to rearrange your entire day.

What this means for you:

1. Drop your vehicle off and still get to work, home, or appointments on time
2. No need to coordinate rides or rely on friends or family
3. Convenient transportation provided by the dealership at no cost
4. Less disruption to your schedule and daily routine
5. Convenient appointment availability with shuttle service provided

Multi-Point Vehicle Inspections

Preventive care is the key to avoiding unexpected repairs. Clement Advantage includes **complimentary multi-point inspections** during service visits so you always know the condition of your vehicle.

What this means for you:

1. Early detection of potential issues before they become costly problems
2. Greater safety and reliability for you and your passengers
3. Transparent insight into your vehicle's health with no hidden surprises
4. Confidence every time you hit the road

Why Clement Advantage Matters

Clement Advantage isn't a coupon or limited-time promotion. It's an ownership experience upgrade. From financial savings and convenience to safety and long-term vehicle care, these benefits are designed to make every mile you drive more rewarding.

When you choose Clement, you're choosing:

1. **Ongoing value instead of one-time incentives**
2. **Convenience instead of inconvenience**
3. **Confidence instead of uncertainty**

Because buying a vehicle should feel like the start of something better - not the end of support. Clement will not refund any early car payments made.