



7-Day / 500 km Return or Exchange Policy

DriveAxis.ca is the online way to buy your next used car. To provide you complete peace of mind, we have created this 7-Day / 500 km exchange or return policy.

You can return or exchange the vehicle you acquired through DriveAxis.ca (the "Vehicle") given that the following conditions are met:

1. Advise DriveAxis.ca of a return or exchange by 5:00 p.m. (ET) by the 7th calendar day after you receive the Vehicle (Day 1 begins the day you receive your Vehicle regardless of time), OR before the Vehicle is driven 500 kilometers whichever comes first.

2. Returns: You will drop the vehicle off at a location determined by DriveAxis.ca if it is a return. If you require us to pick up the Vehicle, you are subject to an additional pick-up fee which will be determined at the time of arranging the return.

Exchange: DriveAxis.ca can pick up your vehicle when delivering your new one.

3. At the time the vehicle is picked up or dropped off for return or exchange, the Vehicle MUST:

- i. be in the same condition as when it was received from DriveAxis.ca;
- ii. not have been modified or altered in any way since it has been received;
- iii. not have been in an accident or damaged in any way since it has been received;
- iv. not have any liens or other encumbrances other than a PPSA registration from the lender financing the vehicle purchase;
- v. not have been driven for more than 500 kilometers since it has been received.

4. If there are minor broken or worn items on the Vehicle from the time the Vehicle was delivered or picked up, you will be responsible for the costs to fix those items;

5. There will not be a refund on any inspection, delivery or finance fees paid;

6. Returns are allowed once per customer, while Exchanges could be done up to 3 times, with the third vehicle ineligible for a return or exchange;



7. If you traded in a vehicle when you acquired the Vehicle from DriveAxis.ca and you qualify to return the Vehicle to DriveAxis.ca in accordance with this Policy:

a. in cases where the trade-in value determined by DriveAxis.ca at the time of acquisition was higher than any lien, loan or encumbrances (“**Payoff Amount**”) DriveAxis.ca was required to pay out on the traded-in vehicle, you will receive the net difference between the trade-in value and the Payoff Amount minus any other non-refundable fees/costs according to this Policy;

b. in cases where the trade-in value determined by DriveAxis.ca at the time of acquisition was **lower** than the Payoff Amount, otherwise known as negative equity, the vehicle you have purchased from DriveAxis.ca is not eligible for a return and is subject to an exchange only, according to this Policy.

8. If there were any accommodations by DriveAxis.ca to pay any outstanding fines on your behalf (e.g. at time of licensing) or any other costs incurred by DriveAxis.ca on your behalf that were added to your vehicle loan, your Vehicle is ineligible for a return and will only qualify for an exchange; and

9. Any dispute regarding the return or exchange of your Vehicle that cannot be resolved between you and DriveAxis.ca by 5:00 p.m. (ET) on the 3rd day after the intention to return or exchange the Vehicle has been made known to DriveAxis.ca in accordance with this Policy, shall be resolved or determined by DriveAxis.ca, in its sole discretion.

If you have any questions relating to this Policy, please contact DriveAxis.ca at:

Tel: 1-888-994-0036

E-mail: info@driveaxis.ca