

DOCUMENTATION / ADMINISTRATION FEES

Reasons Why They are Charged

- 1. PREPARATION OF VEHICLE PURCHASE CONTRACT**
 - a) Accuracy of contract preparation ensures proper registration of a vehicle by the licencing authorities.
- 2. PREPARATION AND HANDLING OF ALL REQUIRED PAPERWORK**
 - a) Bill of sale and/or lease vehicle contract
 - b) Tax forms (i.e.) GST, Tire Fee, AMVIC Fee
 - c) Safe vehicle forms, as required by provincial authorities
 - d) NVIS form preparation for vehicle registration
 - e) Transfer of ownership documents, as required by the province
 - f) Rebate forms, as required by vehicle manufacturers or financial institutions
- 3. COMPUTER CHARGES**
 - a) Programs that eliminate mathematical errors, thereby ensuring accuracy of all contracts and forms
- 4. LIEN CHECKS**
 - a) All vehicles are checked to ensure there are no unpaid liens, thereby protecting customers
- 5. FINANCING & LEASING**
 - a) All available sources are shopped; best available rates determined
 - b) Remittance of lien payouts
 - c) Transfer of equity and lease assumptions
 - d) Completion of paperwork to terminate finance/lease contracts
- 6. WARRANTY FORMS**
 - a) All factory or extended service plan documents are accurately prepared and registered with the suppliers
 - b) Administration of transfers and cancellations
 - c) All terms of warranties/service contracts are clearly explained to customers
- 7. INSURANCE**
 - a) All available credit life, sickness and accident insurance programs are fully explained to customers
 - b) All forms required by insurers are accurately prepared and registered
 - c) Administration of claims and cancellations
- 8. VEHICLE DELIVERIES**
 - a) Coordination of vehicle deliveries, ensuring customer vehicles are professionally detailed at time of delivery
 - b) CarProof Reports
 - c) Fuel costs in vehicle
- 9. DIRECT COSTS**
 - a) All courier, fax, postage and phone charges related to above
- 10. DEALERSHIP FOLLOW-UP**
 - a) All customers are followed-up by both sales and service personnel, to ensure total satisfaction

