



Cars.com 90-Day Premium Listings Money Back Guarantee Refund Request Form



Please provide the *following information so Cars.com can locate your ad.*
All information must be completed in order to process your refund request.

Contact Information

Name:

Address:

Phone number:

E-mail address:

Vehicle Information

Online Ad ID:

Ad Start Date:

Vehicle Year:

Vehicle Make:

Vehicle Model:

VIN:

(17 digits found on the driver's side of the dashboard where it meets the windshield)

Payment Information

Please indicate payment type by marking the appropriate check box:

Credit Card

Circle Credit Card Type: Master Card Visa Discover American Express

Last 4 Digits of Credit Card Number: ____ ____ ____ ____

(Note: Do not provide your complete credit card number)

Expiration Date: ____ ____ / ____ ____ ____ ____

(Format: MM/YYYY)

Paypal

Paypal Login/Email Address:

Terms and Conditions

By signing below, I hereby represent, warrant and affirm, under penalty of perjury, that I have read and satisfied all requirements for a refund under Cars.com's 90-Day Premium Listings Money Back Guarantee Terms (which are set forth on Page 2 of this form). Specifically, I hereby represent, warrant, and affirm, under penalty of perjury, that (a) my advertised vehicle has not been sold or traded in, and continues to be available for sale, (b) the advertised vehicle's title remains in my possession or in the possession of a lienholder on my behalf, and (c) I am not in the business of selling vehicles and have not listed more than 4 vehicles for sale on Cars.com in the past year.

Signature:

Date:

Refund requests must be postmarked 91 to 104 days after the listing date and **sent via postal mail to: Cars.com, Attn: Money Back Guarantee, 175 W. Jackson Blvd., Suite 800, Chicago, IL 60604**

SIY 90-Day Premium Listings Money Back Guarantee Terms

As described below, Individual Sellers who purchase or upgrade to an SIY Premium Listing are eligible for cars.com's 90-Day Premium Listings Money Back Guarantee (the "Guarantee"). Listings that meet all of the following Eligibility/Limitations and Refund Process terms and conditions are eligible for a full refund of the Premium Listing purchase price.

Eligibility/Limitations

To be eligible for the Guarantee, each of the following conditions must be met:

- a) The listing must be a Premium Listing purchased on the cars.com website. The Guarantee only applies to Premium Listings and does not apply to Enhanced and Basic Listings or to any listings that are purchased from one of cars.com's newspaper or other affiliates or partners as part of a print/online bundled package, even if such listings appear on the cars.com site.
- b) The Premium Listing must have been on the cars.com site for 90 consecutive days without interruption following the ad start date. You must activate at least one renewal (at no charge) to accomplish this. If you upgrade to a Premium Listing, the 90 day period commences on the date that the Premium Listing first appears on the cars.com site, not the date the original listing went live on the cars.com site.
- c) The advertised vehicle must still be for sale as of the date the refund request is submitted and the vehicle's title must be in your possession or the possession of a lien holder on your behalf. Listings for vehicles that have been sold (as the result of the listing or any other online or offline source) or traded in, or for vehicles that are otherwise no longer available for sale, are not eligible.
- d) The Premium Listing must have been purchased on or after May 13, 2005. The Guarantee does not apply to Premium Listings purchased prior to this date.
- e) The Premium Listing must have been purchased by an Individual Seller and not a Dealer. A "Dealer" is any individual or entity that is in the business of selling vehicles or who has had 4 or more vehicles for sale on the cars.com site within the previous 12 months of the listing start date; anyone that does not meet the definition of a Dealer is an "Individual Seller".
- f) The Premium Listing must satisfy all provisions of the SIY Terms and Conditions available on the cars.com site.
- g) Only one Guarantee refund per household per calendar year.

Refund Process

Individual Sellers who meet the Guarantee Eligibility/Limitation requirements may request a refund by following the process described below. Refunds will be granted only if all of the instructions below are followed.

- a) Refund requests must be sent via postal mail to cars.com, Attn: Money Back Guarantee, 175 W. Jackson Blvd., Suite 800, Chicago, IL 60604. No requests via e-mail, fax or in person will be accepted.
- b) Refund requests must be postmarked no earlier than 91 days after the listing first appeared on cars.com and no later than 104 days after the date the listing first appeared on cars.com.
- c) Refund request must include a completed and signed copy of the attached Refund Request Form. Incomplete or unsigned refund request forms will not be accepted.
- d) The refund will be credited to the credit card used for the ad purchase.
- e) The listing will be removed from the cars.com site when the refund is issued.

Cars.com shall, in its sole discretion, determine whether all requirements for the Guarantee have been satisfied and may terminate or modify the Guarantee program on a prospective basis at any time. The act of submitting a refund request does not ensure that a refund will be issued.