

What to ask a used car dealer before buying your next used car

In today's environment, it pays to be an educated consumer. When buying a used car, most people look at the car only. We encourage you to also consider the used car dealer, what they do to examine the car they are selling and all of the warranties and guaranties that come with the purchase.

Buying a car is the second biggest investment most people make, which means you want to choose a dealer who will be your partner the entire time you own your car. Ask these questions as you visit various dealers when looking for your next car.

Used Car Price:

- Is it a haggle-free price?

Some used car dealers set the prices high, knowing that there is room for negotiation. Of course, they are going to push for the top used car price they believe you are prepared to pay, which could be different than what they think the person next to you will pay. Other dealers offer a no-haggle price, which means everyone pays the same price, which is great because it takes away one of the frustrations of buying a car.

At Enterprise Car Sales, our prices are haggle-free prices, so the price you see is the price you pay⁶ (not every used car dealer can say that).

- Will they meet or beat the Kelley Blue Book[®] suggested retail value for retail used cars?

Not all used car dealers are willing to match or beat the Kelley Blue Book value for retail used cars.

Before you buy, come visit Enterprise Car Sales where we set our used car prices below Kelley Blue Book suggested retail value¹.

Vehicle Certification:

- Who certifies the car?

Who certifies the car makes a difference. Ideally, the used car certification will be performed by an *independent* ASE-Certified technician because it means an unbiased technician, not the dealer's employees, is making the decision on which items, if any, need to be repaired or replaced.

Meet Enterprise Car Sales

Enterprise Car Sales is the retail division of Enterprise Rent-A-Car, the largest rental car company in North America, and is committed to bringing a new level of professionalism and an unparalleled level of customer service to used car sales.

- 40+ years in business
- 120 makes and models of used cars, trucks, vans and SUVs
- 170+ locations across the U.S.
- 9 out of 10 customers **completely** satisfied⁵

All Enterprise cars, trucks, vans and SUVs are priced below Kelley Blue Book[®] suggested retail value¹ and are backed by our exclusive Perfect Used Car Package[®]:

- 12 /12 Limited Powertrain Warranty²
- 7-Day Repurchase Agreement³
- 1-year Roadside Assistance⁴
- Trade-Ins Welcomed
- Financing Assistance



Search for used cars online, our nationwide inventory is updated daily.

Shop at www.enterprisecarsales.com or call 1 888 car sales (1-888-227-7253)

Each and every used car sold by Enterprise Car Sales goes through a 109-point certification process performed by an independent ASE-Certified technician.

Return Policy:

- Do they offer a return policy?

Return policies are important because they tell how much the dealer stands behind the value of their used cars and believes in satisfying their customers. A good used car dealer will offer a return policy, allowing you to return the car after your purchase, for any reason, if you so desire.

Enterprise Car Sales offers a 7-day repurchase agreement³, and you can return your used car for any reason. Our philosophy is "if you change your mind for any reason, we'll buy it back, no questions asked".

Protection After the Sale:

- Does your purchase include a warranty?

Most late model, low-mileage used vehicles carry the balance of their factory warranties. Some dealers even offer additional warranties for added protection.

Note that not all warranties are created equal. Be sure to compare those offered by the used car dealers you are considering.

Enterprise Car Sales offers a 12-month/12,000-mile limited powertrain warranty².

- Do you offer a service contract?

Most dealers offer vehicle service contracts that address mechanical repairs beyond the warranty period or that are not covered by their warranty. It is important to understand what is or is not covered as programs vary by provider. It is also important that your provider is a reputable and stable company that has nationwide coverage to ensure you have coverage when you need a repair.

The Enterprise Mechanical Repair Program, known as eMRP, offers you extensive mechanical coverage. If a part breaks, even if it results from wear and tear, and it's not on the very short list of excluded items, then it's covered. eMRP also includes roadside assistance and alternate transportation. eMRP is administered and backed by the Insurance People of General Motors, which means you have nationwide coverage and a company that you can count on to be there for your repair needs.

- What if I have a problem while on the road?

At some time, we all have problems on the road – whether it's a flat tire, lost key or an empty gas tank, you'll need help at some point.

As an added benefit, some used car dealers, such as Enterprise Car Sales, include one year of roadside assistance⁴ to put you at ease as you drive your used car.

Search for used cars online, our nationwide inventory is updated daily.

Shop at www.enterpriseCarsales.com or call 1 888 car sales (1-888-227-7253)

Trade-ins:

- Do you take trade-ins?

To ensure a convenient car buying experience, you should ensure that your dealer accepts trade-ins.

Enterprise Car Sales accepts trade-ins to make driving home in an Enterprise vehicle as easy as possible.

You can estimate the trade-in value of your vehicle at: <http://www.kbb.com>

¹© 2006 by Kelley Blue Book Co., Inc. All Rights Reserved. Blue Book is a trademark of Kelley Blue Book Co., Inc. The specific information required to determine the value for each vehicle is supplied by the dealer (or by a third party on behalf of the dealer). Vehicle valuations are approximations and vary by vehicle, region, mileage, condition and vehicle options. Kelley Blue Book assumes no responsibility for errors or omissions.

²Limited warranty begins on vehicle purchase date and extends for 12 months or 12,000 miles, whichever comes first. Restrictions apply. For details, see an Enterprise Car Sales manager.

³ For seven days or 1,000 miles from the purchase date, whichever comes first, the vehicle may be returned minus a \$200 documentation and cleansing fee. Restrictions apply. For details, see an Enterprise Car Sales manager.

⁴ Enterprise 12-month Unlimited Mileage Roadside Assistance Package is provided by the American Automobile Association (AAA) and its affiliate clubs in the United States and Canada.

⁵ Customer satisfaction data based on survey of Enterprise Car Sales customers.

⁶ Price does not include tax, title, tags, document processing fees of \$149 or less as required by state law, governmental fees, any emissions testing charges, and any finance charges (if applicable).

The Perfect Used Car Package and Haggle-Free Buying and Worry-Free Ownership are service marks of the Enterprise Rent-A-Car Company.

© 2006 Enterprise Rent-Car Company

Search for used cars online, our nationwide inventory is updated daily.
Shop at www.enterpriseCarsales.com or call 1 888 car sales (1-888-227-7253)