

Seller: YOUR COMPANY NAME HERE
ATTENTION CONSUMERS OF USED CARS

The Massachusetts Used Car Warranty Law, M.G.L. c. 90, section 7N1/4 protects consumers who have problems with their used vehicle.

UNDER THE LAW, YOU HAVE A RIGHT TO A REFUND IF:

- (a) a defect that impairs safety or use arose during the warranty period; AND
- (b) the defect continued to exist or has recurred during the warranty period after either:

- 1. Three or more repair attempts for the same defect, or
- 2. Being out of service after being returned for repair for any defect for a cumulative total of 10 or more business days.

IF THE DEALERSHIP DOES NOT ISSUE A REFUND, YOU HAVE THE RIGHT TO HAVE YOUR CASE DECIDED BY A STATE-CERTIFIED ARBITRATOR IF YOU APPLY WITHIN SIX MONTHS AFTER DELIVERY OF THE VEHICLE FOR MORE INFORMATION, REFER TO THE USED CAR WARRANTY LAW INFORMATION PROVIDED WITH YOUR OWNERSHIP MATERIALS OR CONTACT:

Executive Office of Consumer Affairs and Business Regulations
10 Park Plaza Suite 5170
Boston, Massachusetts 02116

SAMPLE

Used Car Warranty Information 617-973-8787 1-888-283-3757 Department of the Attorney General 617-727-8400

Form #867P Supplied By: Auto Dealer Marketing Solutions 781-910-0869 * Fax 877-599-7244 Email: d.hurd@adm1.org

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“REFUND RIGHTS”

ATTENTION PURCHASER: For your own protection, if you have purchased this vehicle or personal or family use, you should have the vehicle inspected within 7 days after purchase, even if it already has an inspection sticker on it. If the vehicle fails Massachusetts safety inspection, you may return it to the dealer and receive a full refund or the purchase price, pursuant of Massachusetts General Law’s chapter 90, Section 7N If:

- (1)The car is inspected within seven days after purchase at an authorized Massachusetts inspection station:**
- (2)The estimate cost of repairs necessary for the car to pass inspection is more than 10% of the purchase price of the car;**
- (3)The defects which cause the vehicle to fail inspection were not caused by abusive or negligent operation of the vehicle or by damage resulting from an accident occurring after the date of sale;**
- (4)You obtain from the inspection station a signed written statement of the reasons why the car failed inspection and an estimate of the cost of repairs necessary for it to pass inspection; and**
- (5)You return the car to the dealer within ten days from the date of purchase and give him a copy of the statement and estimate prepared by the inspection station.**

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