

# CAR CONCIERGE PRO

• THE TRUSTED NEGOTIATOR •

the seamless car buying, leasing,  
selling & trade-in experience

## **Terms and Conditions - 30 Days Money Back Refund Policy**

Thank you for choosing Car Concierge Pro for your vehicle procurement needs.

Disclaimer : Car Concierge Pro is a consultancy and operates on a flat fee basis and does not charge based on billable hours. Negotiations varies on multiple factors such as month of the purchase, Geographic location, Vehicle Type and Mode of payment and money other factors.

Please review the following terms and conditions regarding refunds and our commitment to providing exceptional service:

- No refund shall be granted if you, the customer, are non-responsive to our inquiries or make a purchase without informing us beforehand.
- In the event that Car Concierge Pro is found to be non-responsive for over 7+ days, a refund may be claimed by the customer.
- No refund will be provided if Car Concierge Pro has curated, negotiated, and secured savings on a vehicle option according to the outlined preferences, in alignment with market standard pricing.
- Car Concierge Pro initiates negotiation efforts upon approval from the client, Upon receiving the negotiated quotes If the customer delays in procurement of the vehicle by utilizing the quotation provided by Car Concierge Pro to leverage a better deal elsewhere, no refunds will be processed.
- For vehicle appraisals, Car Concierge Pro commits to presenting the highest appraisal based on standard market prices. No refunds will be processed if the customer fails to sell the vehicle within the specified time frame, Car Concierge Pro cannot guarantee receiving a similar offer in the future.