

Things you should know...

Please Read Carefully and Retain For Reference

If you have any questions regarding this information, please contact your Regional Sales & Service Administration Team Member at the telephone number or e-mail address shown on the Order Acceptance cover letter.

General Information — All Customers

A. FINANCIAL ARRANGEMENTS

If you are financing your vehicle, make certain your finance source gives you an immediate decision so you can advise your sales agent. This will insure an on-time delivery.

For your protection, and to insure all your money is credited to your account, please follow these instructions:

1. Payment in full at least 30 days before delivery is recommended for Stateside deliveries, and 21 days **is required** for overseas deliveries. This will eliminate any chance of delaying your delivery because funds are still in transit. It will also guarantee that lien and title documentation information is accurate for necessary paperwork to register your vehicle.

2. All payments must be made payable to Overseas Military Sales Corp. (OMSC) in U.S. funds, drawn on banks located in the United States, and must be in the form of money order, bank cashier's check, certified bank check, credit union or other finance institution funds. **CASH IS NOT ACCEPTABLE. Also, OMSC cannot accept drafts or checks from internet loan sources.**

3. Personal checks up to \$300 will be accepted toward the balance of any C.O.D. monies.

B. INSURANCE

Insurance is not included with your purchase. Whether taking delivery in the United States or overseas, you will be required to obtain insurance on your vehicle. Finance institutions usually require proof of collision and comprehensive coverage prior to delivery, so be sure you arrange your insurance coverage prior to your delivery date. If you need assistance, talk to your sales agent.

C. WARRANTY SERVICE

1. **Factory Warranty** — All customers receive the Manufacturer's Limited Factory Warranty. A Warranty Booklet and Owner's Manual will be provided upon delivery of your vehicle.

2. **Owner's Protection Plan** — If you purchased the "Owner's Protection Plan" (see your Order Acceptance) for extended service contract coverage, a copy of your contract and claim procedure will be provided to you approximately 30 days after delivery. If you did not purchase the Plan, and you wish to do so, please call 1-800-323-4291 or 1-800-347-7019.

3. **Vehicle Protection Packages** — If you purchased the Vehicle Protection Package (see your Order Acceptance) which provides the finest bumper-to-bumper rust protection available, a copy of the warranty and claim procedure will be provided upon delivery of your vehicle.

CUSTOMERS TAKING STATESIDE DELIVERY (Those inside CONUS)

A. Approximately 30 days before your requested delivery date, we will confirm your delivery location (dealer) and date, and remind you of any unpaid balance that may be due. We will also remind you to contact the delivering dealer to schedule an appointment. This is essential to insure a smooth, trouble-free, on-time delivery.

B. Your vehicle will be delivered in the area you have selected, by the authorized dealer whose name and address appears on your Order Acceptance and in our confirmation letter to you. Approximately 15 days before your requested delivery date, we will forward to the dealer all the documents necessary to deliver your vehicle. **You must call the delivering dealer at least 7 days before you expect to pick up your vehicle to schedule a delivery appointment**, so your vehicle can be prepared for delivery and you can get under way as quickly as possible. The dealer will help you obtain license plates and registration, and may charge a fee for processing your registration and vehicle title. You may elect to make the trip to the Motor Vehicle office yourself, and avoid these dealer-imposed fees.

NOTE: You are responsible for any and all state and city taxes, registration, and license fees at the time you pick up or register the vehicle. These taxes and fees are NOT included in your purchase price.

Service members are not automatically exempt from state and local taxes and/or other fees which may be due upon registration of their vehicles. Please check with your local DMV for more information. See our website www.encs.com to connect with states' DMV sites.

C. Payment in full (payable to OMSC) is required at time of delivery. (OMSC cannot accept drafts or checks from internet loan sources.) The delivering dealer will forward all final payments to us. In order to eliminate delivery delays, **it is imperative that our New York office be notified of any changes of lienholder, or co-purchaser at least 30 days prior to your scheduled delivery date.**

When taking delivery, be sure to have proof of insurance, your driver's license, as well as a copy of your finance contract or security agreement with you. Many states require these documents for you to take delivery and register your vehicle.

REMEMBER: You are purchasing your vehicle from Overseas Military Sales Corporation, not the delivering dealer.

CUSTOMERS TAKING OVERSEAS DELIVERY

(Those Outside CONUS)

A. If you are taking delivery of a vehicle overseas, the following information is very important:

1. DELIVERY DATE — The delivery date you've selected is the date your vehicle will be delivered to the Port of Embarkation.

2. OPERATING A VEHICLE OVERSEAS — The vehicle you are purchasing can only be operated with unleaded fuel. Use of leaded fuel may void the factory warranty. Check your local Transportation Office for official guidance regarding current requirements, and again at least sixty (60) days prior to your scheduled rotation for requirements to ship a POV to CONUS.

B. Approximately thirty (30) days before your requested delivery date, you will be reminded, in writing, of any unpaid balance that may be due.

C. We must receive your payment in full and all documentation at least twenty-one (21) days prior to your scheduled delivery date, or shipment of your vehicle will be delayed.

1. VIA MTMC (Military Traffic Management Command)

The following documents must be approved by your Commanding Officer or Transportation Officer:

a. An unlimited Power of Attorney authorizing OMSC, 100 Crossways Park West, Woodbury, NY 11797-2084, Attn: Overseas Dept., to deliver your vehicle to port and to sign all necessary documents in connection with the shipment. To avoid delay, the expiration date should be dated ninety (90) days after your scheduled delivery date. You must also indicate "CONUS" as the Port of Embarkation.

b. A Commander's approval must read "Shipment from CONUS at government expense is approved" by your Commanding Officer and must be dated.

c. Original PCS (Permanent Change of Station) orders or true extracts of orders assigning you overseas must be obtained.

d. A statement as to why you did not bring a vehicle overseas at the time of transfer must be completed. Acceptable reasons are:

1. You did not own a vehicle at that time.
2. Your vehicle was too old or in too poor condition to warrant bringing it overseas.
3. You intended to buy a vehicle through the Exchange Program.

For further clarification of requirements, ask your sales representative for a reference sheet titled "Checklist for Military Shipping Documents" or access the "Customer Information" section on our website: www.encs.com. Completed documents should then be turned over to your sales representative or mailed directly to:

**OMSC
100 Crossways Park West
Woodbury, NY 11797-2084
Attn: Overseas Dept.**

2. VIA COMMERCIAL FREIGHT — Upon receipt of payment in full, your vehicle is scheduled for shipment on the first available ship to coincide with your requested delivery date.

Payment in full must be made to our New York office or our local Exchange New Car Sales Agent at least twenty-one (21) days prior to your requested delivery date. Failure to do so may cause your vehicle to be delayed in its delivery to Port, or delay arrangements to schedule your vehicle for shipment.

D. Once you've satisfied the requirements for the type of shipment you have selected, your vehicle will be turned over to the shipper — Vehicle Processing Center for MTMC shipments and Commercial Carrier for commercial shipments. You will be notified when this occurs.

E. Upon arrival of your vehicle in country, you will be contacted by:

1. The local Vehicle Processing Center or local MTMC office
or
2. The local OMSC representative to set up an appointment for the delivery of your vehicle.

F. Importation duties, customs fees, and taxes, if any, are the buyer's responsibility.

G. The vehicle you purchased has been manufactured to meet U.S. Government specifications and may not meet the emission/registration requirements of other countries. Additionally, performance of sound systems, voice communication equipment and navigational equipment may not be compatible with similar foreign telecommunications systems when vehicles are driven outside CONUS.

H. RETURNING TO CONUS — If you take delivery overseas and ship your car stateside at some future date, you will be required to pay applicable taxes when you register the car at your new location. Before you rotate, inquire in your state-of-residence and the state to which you are being reassigned in order to plan your finances accordingly.

Service members are not automatically exempt from state and local taxes and/or other fees which may be due upon registration of their vehicles. Please check with your local DMV for more information. See our website www.encs.com to connect with states' DMV sites