



Dealer Financial Services

REGIONAL
ACCEPTANCE CORPORATION

2019 Arbitration Guidelines

- All vehicles over 90,000 miles will be sold "AS IS" unless the BB&T Auction Representative verbally announces on the block "Ride and Drive".
- All salvage and towed units are NOT arbitratable for any reason.
- Missing items such as radios, spare tires, etc. are NOT arbitratable.
- All vehicles sold under \$2,500.00 will be sold "AS IS" and are NOT subject to any arbitration with the exception of:
 - Odometer issues
 - Title issues
 - Flood issues
 - Frame damage
 - Airbag missing or inoperable
- Mechanical repairs under \$500.00 per item are NOT arbitratable.
- Warning lights are NOT arbitratable except ABS and AIRBAG lights – Same Day Only.
- Visible defects are NOT arbitratable. For example:
 - Hail damage
 - Body damage
 - Glass damage
- Inoperable power windows, sunroofs, power locks and like items are NOT arbitratable.
- All arbitrations are sale day only. Extensions are allowed only as follows:
 - **5** days on unannounced frame, flood
 - **21** days on title issues
 - **5** days on odometer issues
- Chrysler, Dodge, Ford, Lincoln and Mercury products with front end, rear end or transfer case noise are NOT arbitratable if the noise is considered to be normal by the auction's arbitration department.
- BB&T/RAC does not guarantee the validity of any remaining warranty (manufacturers or others) that would appear to accompany the vehicle.
- Non-structural frame items such as 5th wheels, hitches, exhaust mounts, jack dents on the pinch rails, tie down damage with oblong holes are NOT arbitratable.
- Vehicles cannot be arbitrated for windshield or auction catalog information.
- BB&T/RAC makes no representation regarding the completion of any vehicle repairs performed pursuant to a manufacturer recall. It is the obligation of the buyer to investigate whether any such repair has been performed.
- There will be no price adjustments for arbitrations.
- BB&T/RAC will not reimburse for any transportation or vehicle relocation costs