

# Announcing New Rapid Refund Policy and No Payment Processing Fees

## OPENLANE changes to improve your experience

OPENLANE is always working to make your wholesale buying and selling experience the best in the industry! That's why we're excited to announce the following two major changes:

### RAPID REFUNDS

If there is a problem with your purchase, we've implemented the following Rapid Refund policy effective immediately:

- Immediate refund on unwound/ voided sales. Buyers will be refunded upon receipt of title by OPENLANE.
- Immediate refund on adjusted sales/ sales with a concession. Buyers will receive their concession amount once the price adjustment has been agreed to.

This Rapid Refund policy also applies to purchases on the following closed auctions managed by OPENLANE:

Chrysler Remarketing - [www.chrysleronlinesales.com](http://www.chrysleronlinesales.com)

Ford Credit Accelerate for purchases not made with Ford Signature Plan

- [www.fcaccelerate.com](http://www.fcaccelerate.com) (FLM)
- [www.lrpmaccelerate.com](http://www.lrpmaccelerate.com) (Land Rover)
- [www.vcfride.com](http://www.vcfride.com) (Volvo)
- [www.jpmaccelerate.com](http://www.jpmaccelerate.com) (Jaguar)
- [www.macaccelerate.com](http://www.macaccelerate.com) (Mazda)

Mitsubishi Motors Credit of America – [www.mmcadealerdirect.com](http://www.mmcadealerdirect.com)

Porsche Financial Services – [www.porschedrive.com](http://www.porschedrive.com)

Southeast Toyota Finance – [www.setfdealerdirect.com](http://www.setfdealerdirect.com)

Subaru Motors Finance and Subaru Auto Leasing – [www.subarusold.com](http://www.subarusold.com)

*NOTE: Refunds on unwound/voided sales and adjusted sales/sales with a concession will be mailed on the first business day after the unwound/voided sales notification (and receipt of title from purchaser) or adjusted sales/sales with a concession decision.*

### No more check processing fees.

OPENLANE understands you want to manage your cash flow without penalties for your choice. Effective immediately, we're waiving check payment fees on OPENLANE.com Open Auction. So now, if you pay using a floorplan provider, check, check by fax, ACH or wire transfer, there will no longer be a payment processing fee. OPENLANE still strongly encourages dealers to use electronic payments like ACH to obtain gate releases immediately upon sale along with other benefits and obtain even faster refunds.