

# Common Questions for Car Dealerships

---

## General Dealership Services

- What types of vehicles do you sell?
- Do you offer new, used, or certified pre-owned vehicles?
- Can I test drive a vehicle before making a decision?
- Do you offer financing options for purchasing a car?
- Can you help me trade in my old vehicle?

## Buying a Vehicle

- How do I know if I'm getting a fair price for a car?
- What should I look for when buying a used car?
- Do you offer vehicle history reports for used cars?
- Can you help me find a specific make or model of vehicle?
- Do you offer vehicle customization options?

## Financing and Leasing

- What financing options are available for buying a car?
- Do you offer lease deals on vehicles?
- How does the car financing process work?
- Can I get pre-approved for financing before I visit?
- What are the terms for your financing plans?

## Trade-In and Vehicle Valuation

- How do I get an estimate for my vehicle's trade-in value?
- What factors affect the trade-in value of my car?
- Do you accept all types of vehicles for trade-in?
- Can I trade in my car even if I still owe money on it?

- How do I know if I'm getting a fair trade-in offer?

### **Vehicle Maintenance and Service**

- Do you offer service and maintenance for the vehicles you sell?
- Can I bring my car in for repairs even if I didn't buy it from you?
- What types of maintenance services do you provide?
- How often should I schedule maintenance for my car?
- Do you offer any warranties or service packages?

### **Vehicle Delivery and Pickup**

- Do you offer home delivery for purchased vehicles?
- Can I have my car delivered to my workplace?
- How long does it take to process a car purchase and schedule delivery?
- Do you provide pickup and drop-off services for maintenance appointments?
- How do I schedule vehicle delivery or pickup?

### **Car Warranty and Protection Plans**

- Do you offer warranties for the vehicles you sell?
- What types of protection plans do you offer for new and used vehicles?
- What is covered under the vehicle warranty?
- How long does the car warranty last?
- Do you offer extended warranty options for vehicles?

### **Special Offers and Discounts**

- Do you have any ongoing promotions or discounts on vehicles?
- Can I apply for discounts or incentives if I'm a first-time buyer?
- Are there special financing rates available for military personnel or students?
- How do I find out about seasonal or holiday sales events?
- Do you offer any loyalty discounts for repeat customers?

### **Car Dealership Policies**

- What is your return policy for vehicles?
- Can I cancel a vehicle purchase after signing the contract?
- What is the process for resolving issues with my car purchase?
- Do you offer price matching for vehicles?
- How do you handle customer complaints or concerns?

### **Car Dealership Location and Hours**

- What are your dealership hours of operation?
- Do you offer weekend hours for test drives or car purchases?
- Where are you located?
- Can I schedule an appointment outside of regular hours?
- Do you have multiple locations or a flagship store?