

Manheim Digital Buyer Protection

Digital Buyer Protection provides **complimentary** additional protection for digital buyers on every vehicle with a Manheim Condition Report performed by Manheim employees, or its contractors or agents. Manheim wants buyers to have more comfort buying vehicles online and is offering additional coverage for the Covered Items listed below that are not eligible for arbitration under the Manheim Arbitration Policy. Manheim Digital Buyer Protection is multi-channel, meaning it is available for vehicles digital purchases on OVE.com, Simulcast and Manheim.com.

How it works:

Manheim Digital Buyer Protection applies to the Covered Items at the time of the inspection and is active during the arbitration window. The process for filing a claim under the Manheim Digital Buyer Protection will follow Section VII of the NAAA Policy, same vehicle exclusions apply with a limit of 200 miles from time of sale, unless included under Covered Items below, and subject to the Qualifications below. Claims should be submitted [here](#). Manheim reserves the right to buy back any vehicle at its discretion. Manheim Marketplace Policies apply. For more information, please visit Manheim Arbitration and Marketplace Policies. Vehicles inspected by Manheim Express Concierge may be eligible for additional coverage through the Manheim Express Concierge Inspection Guarantee.

Qualifications:

- To qualify for a claim, defects must be singularly \$150 or more and reach a cumulative total of \$600 within that line item/covered item to be eligible.

Covered Items (each bullet is considered a line item for the purposes of the cumulative total):

- Undocumented visible exterior damage, unacceptable undocumented paintwork, or missing exterior equipment
- Undocumented glass damage
- Undocumented visible interior damage or missing interior equipment
- Tire tread depth: gross misrepresentation – off by 2/32nds or higher (resulting in tread depth of 4/32nds or below)