

Arbitration Policy

Steps to filing an Arbitration Claim:

- 1) Enter the arbitration claim through the AVC Dealer App
- 2) See Front Office to pay the \$200 arbitration fee
- 3) Provide a copy of the receipt for the \$200 to Arbitration Manager to start the Arbitration process
- 4) If the buyer's claim is valid, the \$200 will be refunded to the buyer and charged to the seller
- 5) If the buyer's claim is invalid, the buyer forfeits the \$200 fee and retains the vehicle