

3. Breakdown of aftermarket accessories or non-original equipment, components and systems not installed by the manufacturer (examples include: anti-theft systems, radio/speaker equipment, telephones, cruise control and sunroof).
4. Reduced operation/performance due to normal wear and tear of Covered Parts, including, but not limited to, valve grind(s) and/or piston ring replacement(s) designed to improve engine compression or reduce oil consumption.
5. Preventative maintenance services or parts replacement as suggested by the manufacturer in its maintenance schedule.

CarMax will not repair or replace any part or item, whether or not it is a Covered Part, unless it is required in conjunction with the repair or replacement of a Covered Part being serviced under this Limited Warranty. In the event a manufacturer's warranty or an extended service plan applies to a Covered Part, coverage under the warranty or plan shall be exhausted prior to being covered by this Limited Warranty.

Claim Procedure

In the event of a mechanical breakdown, Customer must follow these instructions:

- A. Unless prior authorization is given, repair or replacement of Covered Parts must be performed at a CarMax store. Contact the CarMax store nearest you.
- B. If a breakdown occurs within the Warranty Period and Customer is not within a reasonable distance from a CarMax store, Customer must contact CarMax immediately for the name and location of the nearest authorized repair facility. A prior authorization number will be assigned. This number is necessary to obtain reimbursement of payment of authorized repairs performed to the vehicle. Failure to obtain an authorization number may result in claim rejection. For Warranty information or authorizations, Customer may write or call CarMax at the address and phone number listed on your Buyer's Order.
- C. Noncompliance with the above requirements will invalidate your ability to submit a claim for repair or replacement or to obtain any other remedy under this Warranty.
- D. CarMax reserves the right to inspect any vehicle prior to authorization.
- E. It shall be your sole responsibility for repairs to be made to Customer's satisfaction, in accordance with the provisions of this Warranty.

Miscellaneous

- A. In the event CarMax elects to accept return of the vehicle, Customer will receive a refund of the purchase price paid less the Use Fee and other costs described in the Buyer's Order, and the cost of repairing the vehicle for any damage or other injury unrelated to the breakdown of a Covered Part covered by this Limited Warranty.
- B. In the event CarMax elects to accept return of the vehicle, if a vehicle was sold to CarMax as a trade-in in connection with Customer's purchase of the vehicle, Customer agrees to receive the value of the trade-in equity in cash or a cash equivalent, except as prohibited by applicable law.