

# IMPORTANT INFORMATION REGARDING YOUR PURCHASE — MANUFACTURER RECALLS AND ACKNOWLEDGMENT



2012 MAZDA MAZDA3

JM1BL1L37C1632522

This form is to alert you of the manufacturer safety recalls on your vehicle as reported by the National Highway Traffic Safety Administration (NHTSA) VIN Look-Up Report or directly from the manufacturer's website. This information was reviewed with you by a CarMax Associate and is shown on the copy of the NHTSA Report or the image of the manufacturer's website that was provided to you. Based on your VIN, the NHTSA VIN Look-Up website or manufacturer's website reported the following information on your vehicle:

- ☒ No Unrepaired Safety Recalls Reported by NHTSA or Manufacturer
- ☐ Unrepaired Safety Recall(s) Reported by NHTSA or Manufacturer
- ☐ Unable to Retrieve Safety Recall Information

A CarMax Associate also reviewed an AutoCheck Report with you. AutoCheck provides recall information for some manufacturers:

No Unrepaired Recall(s) Reported by AutoCheck

NHTSA, the vehicle manufacturer, and AutoCheck are independent from CarMax. CarMax does not warrant, guarantee, or make any assurances about information from NHTSA, the vehicle manufacturer, or AutoCheck.

CarMax also recommends that you immediately contact an authorized manufacturer's repair facility to confirm whether there are any unrepaired safety recalls on your vehicle.

If your vehicle is affected by a manufacturer's safety recall, CarMax urges you to have any recall work done by the manufacturer's authorized repair facility immediately following your purchase.

CarMax assumes no responsibility to implement recalls.

You acknowledge that you have read and understand the information on this page.

Thank you for being a CarMax customer.

MATTHEW DAVID SPITTLE  
BUYER SIGNATURE

\_\_\_\_\_  
CO-BUYER SIGNATURE

08/31/2025  
Date

\_\_\_\_\_  
Date



Language: English

# Check for Recalls

Search vehicles, car seats, tires and other equipment for safety recalls, investigations, complaints and manufacturer communication.

Vehicle

Car Seat

Tire

Equipment

State

Vehicle Identification Number (VIN)

or

License Plate Number

VIN Lookup: 17/17

Providing your VIN and/or license plate number is voluntary. ?

Search

Looking for more information on this vehicle?

NHTSA offers more safety information based on a vehicle's year, make and model. Check safety ratings

recommended technologies and other safety issues.

[Learn More →](#)

2012

**MAZDA**  
**MAZDA3**



VIN: JMIBL1L37C1632522

Recall data refreshed on Aug 30, 2025

## 0 Unrepaired Recalls

associated with this VIN

**What if my car isn't recalled now? Could it be recalled later?**

Yes. Whether a manufacturer independently conducts a safety recall or NHTSA orders one, the manufacturer must file a public report describing the safety-related defect or noncompliance. Manufacturers are also required to notify owners by mail within 60 days of notifying NHTSA of a recall decision.



Look for this distinct label to distinguish critical safety recall information from other marketing material.

### Where's my VIN?

Every vehicle has a unique **vehicle identification number**, often referred to as a VIN. Look on the lower left of your car's windshield for your 17-character VIN. Your VIN is also located on your car's registration card, and it may be shown on your insurance card.

### What information will display in the search results?

- When searching by license plate or VIN, you'll learn if a specific vehicle needs to be repaired as part of a recall.
- When searching by a vehicle's year, make and model, or for car seats, tires or equipment, you'll get general results for recalls, investigations, complaints and manufacturer communications.

### What will the license plate and VIN search show?

- An unrepaired recall for a vehicle from certain manufacturers.





- If the vehicle has no unrepaired recalls, you will see the message: "0 unrepaired recalls associated with this VIN."

## What won't the license plate and VIN search show?

- A safety recall that has already been repaired.
- Some recently announced safety recalls for which not all VINs have been identified. VINs are added continuously so please check regularly.
- Safety recalls that are more than 15 years old (except where a manufacturer offers more coverage).
- Safety recalls conducted by small vehicle manufacturers, including some ultra-luxury brands and specialty applications.
- Manufacturer customer service or other non-safety recall campaigns.
- A recall involving an international vehicle.

## Why is the license plate search result showing a different vehicle?

License plate information is generated from state department of motor vehicles. If the search result shows a vehicle you previously owned, rather than your new vehicle with the same license plate, contact your state DMV to request your vehicle information be updated. In the meantime, you can search for recalls using your vehicle's VIN.

## Other search options, including by NHTSA ID

You can also search for recalls and safety issues information by NHTSA ID and complaints by keyword.

## Get Recall Alerts

Download NHTSA's free SaferCar app. When SaferCar discovers a safety recall for the vehicle or equipment you entered, it will send you an alert on your phone.

SAFERCAR FOR IOS

SAFERCAR FOR ANDROID

## Report a Safety Problem

by filing a complaint with NHTSA

**Have you experienced a vehicle, tire, car seat, or equipment safety problem that could be a safety defect?**

If so, you can file a complaint that we will carefully review — like we do with every safety problem submitted to NHTSA. Complaints like yours help us investigate possible defects, which could lead to a safety recall.

[Report a Safety Problem →](#)

## From complaints to recall

NHTSA issues vehicle safety standards and requires manufacturers to recall vehicles and equipment that have safety-related defects. Learn about NHTSA's recall process.

# 01

## Complaints

**Reporting your problem is the important first step.**

Your complaint will be added to a public NHTSA database after personally identifying information is removed.

If the agency receives similar reports from a number of people about the same product, this could indicate that a safety-related defect may

## 02

### Investigations

#### **NHTSA conducts an investigation from reported complaints.**

##### **A. SCREENING**

NHTSA reviews filed complaints from vehicle owners and other information related to alleged defects to decide whether to open an investigation.

##### **B. ANALYSIS**

NHTSA conducts an analysis of any petitions calling for defect investigations. If the petition is denied, the reasons for the denial are published in the Federal Register.

##### **C. INVESTIGATION**

NHTSA opens an investigation of alleged safety defects. It is closed when they notify the manufacturer of recall recommendations or they don't identify a safety-related defect.

##### **D. RECALL MANAGEMENT**

NHTSA monitors the effectiveness and management of recalls, including the filing of recall notices with NHTSA, communicating with owners regarding the recalls and tracking the completion rate of each recall.

## 03

#### **Initiated safety recalls require a manufacturer's action to announce and remedy the defects.**

A recall is issued when a manufacturer or NHTSA determines that a vehicle, equipment, car seat, or tire creates an unreasonable safety risk. Safety recalls are initiated by the manufacturer or NHTSA.

# Recalls

risk or fails to meet minimum safety standards. Most decisions to conduct a recall and remedy a safety defect are made voluntarily by manufacturers prior to any involvement by NHTSA.

Manufacturers are required to fix the problem by repairing it, replacing it, offering a refund, or in rare cases repurchasing the vehicle.

Using our VIN lookup tool, you can access recall information provided by the manufacturer conducting the recall which may be not posted yet on NHTSA's site.

[Go to search by VIN or license plate →](#)

## Recall Spotlight

Recalls Spotlight monitors high-profile recalls and offers consumers resources to find and address vehicle recalls.

[Tens of millions of vehicles with Takata air bags under recall. →](#)

## Defects Investigation and Recalls Resources

Quick links to databases, resources and reports related to defects investigations and recalls.

[RESOURCES](#)

# Roles in the Recall Process

Manufacturer



Manufacturers will notify registered owners by first class mail within 60 days of notifying NHTSA of a recall decision. Manufacturers should offer a proper remedy to the owner.



**NHTSA**

NHTSA will monitor each safety recall to make sure owners receive safe, free, and effective remedies from manufacturers according to the Safety Act and Federal regulations.

**You (owner)**



You'll be notified via mail from the manufacturer. When you receive a notification, follow any interim safety guidance provided by the manufacturer and contact your local dealership to fix the recalled part for free.

**Tips For Your Safety**

Register your vehicle, tires, car seats & equipment and check recalls twice a year.

## **Motor Vehicle Safety Defects And Recalls - What Every Vehicle Owner Should Know**

Download this brochure to get more information about how and why recall campaigns are initiated, and to know

[VIEW BROCHURE](#)



your rights and responsibilities when a vehicle or item of motor vehicle equipment is recalled.

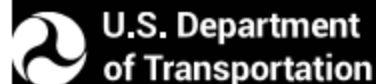


## National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE  
Washington, D.C. 20590

888-327-4236

888-275-9171 (TTY)



### NHTSA Information

[About NHTSA](#)

[Careers & Internships](#)

[Contact Us](#)

[Recall Information](#)

[Report a Safety Problem](#)

### Information For

[Vehicle Manufacturers](#)

[State Governments](#)

[Enforcement & Justice](#)

### NHTSA Sites

[SaferCar App](#)

[TrafficSafetyMarketing.gov](#)

[EMS.gov](#)

[911.gov](#)

### Website Information

[Web Policies & Notices](#)

[Accessibility](#)

[FOIA](#)

[Privacy Policy](#)

[Information Quality](#)

[Vulnerability Disclosure Policy](#)

[No Fear Act Data](#)

[Ethics](#)

[Civil Rights](#)

[Office of Inspector General](#)

[OIG Hotline](#)

[BusinessUSA](#)

[USA.gov](#)

[WhiteHouse.gov](#)

[Submit Feedback](#)



10510 CADILLAC STREET  
PINEVILLE, NC 28134

Buyer MATTHEW DAVID SPITTLE

Name

13443 NORSEMAN LN

Address

HUNTERSVILLE, NC 28078

Zip Code

Co-Buyer N/A

Name

N/A

Address

N/A

Zip Code

You are purchasing the following used vehicle (the "Vehicle"):

Year: 2012 Make: MAZDA  
Model: MAZDA3 Body Style: 4D HATCHBACK  
Stock No.: 27661035 Mileage: 149,951  
VIN: JM1BL1L37C1632522

NO LIABILITY INSURANCE INCLUDED

Liability insurance is not included in this Contract. You attest that you currently maintain or have arranged for at least the minimum motor vehicle liability insurance required by state law with the insurance company identified by you below:

Insurance Co. PROGRESSIVE  
Policy No. 991773516 Eff. Date 01/03/2025  
Agent Name PROGRESSIVE Phone (877) 246-7814  
Address N/A  
City/State/Zip N/A

A Trade-In Credit is being credited for the following vehicles ("Trade-In"):

Year: N/A Make: N/A  
Model: N/A Body Style: N/A  
VIN: N/A Mileage: N/A

Year: N/A Make: N/A  
Model: N/A Body Style: N/A  
VIN: N/A Mileage: N/A

AS IS: THIS MOTOR VEHICLE IS SOLD "AS IS" WITH ALL FAULTS AND WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE BUYER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR THAT MAY OCCUR IN THE VEHICLE.

To the extent permitted by law, CarMax shall not be liable for any damages relating to the loss of use of the Vehicle or products, loss of time, inconvenience or commercial loss, or any other incidental or consequential damages.

SOME STATES DO NOT ALLOW LIMITATIONS ON AN IMPLIED WARRANTY, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

BY SIGNING BELOW, YOU AFFIRM THAT YOU QUALIFY TO PURCHASE A VEHICLE THROUGH THE CARMAX ASSOCIATE DISCOUNT POLICY AND HAVE READ AND UNDERSTAND THE TERMS OF THE POLICY.

SAFETY RECALLS: YOU ACKNOWLEDGE THAT YOU HAVE REVIEWED THE SAFETY RECALL STATUS BEFORE PURCHASE OF THE VEHICLE. CARMAX URGES BUYER TO HAVE ANY SAFETY RECALL WORK DONE IMMEDIATELY FOLLOWING PURCHASE. CARMAX ASSUMES NO RESPONSIBILITY TO INSPECT FOR, REPAIR OR IMPLEMENT RECALLS.

You acknowledge that you have reviewed a vehicle history report for the Vehicle. You also acknowledge that the Vehicle has the following prior uses, as known at the time of delivery, as:

N/A

ASSOCIATE WHOLESALE BUYER'S ORDER

In this Associate Wholesale Buyer's Order ("Contract"), the words "you" and "your" means anyone signing this Contract as a Buyer or Co-Buyer. The words "CarMax," "we," "us," and "our" means the Seller, CarMax Auto Superstores, Inc.

ITEMIZATION OF PURCHASE	
1. Base Price of Vehicle	\$ 2,815.00
2. Accessories (see Accessories Addendum, attached hereto and incorporated herein)	\$ 0.00
3. Additional Charges	
a. NC Temp Tag Fee	\$ 1.00
b. NC Sales Tax	\$ 84.45
c. NC Title Fee	\$ 66.75
d. NC Registration Fees	\$ 46.25
e. N/A	\$ 0.00
f. N/A	\$ 0.00
g. N/A	\$ 0.00
h. N/A	\$ 0.00
i. N/A	\$ 0.00
j. N/A	\$ 0.00
k. N/A	\$ 0.00
l. N/A	\$ 0.00
m. N/A	\$ 0.00
n. N/A	\$ 0.00
o. N/A	\$ 0.00
Total Additional Charges	\$ 198.45
4. Total Contract Price (1 + 2 + 3)	\$ 3,013.45
5. Trade-In Allowance	
a. Total Trade-In Credit Amount	\$ 0.00
b. Amount of Trade-In to Buyer	\$ 0.00
c. Discharge of Lien on Trade-In	\$ 0.00
To: N/A	\$ 0.00
To: N/A	\$ 0.00
d. Applied Equity to Purchase (5a - 5b - 5c)	\$ 0.00
e. Remaining Liability for Trade-In to CarMax where 5c is greater than 5a	\$ 0.00
6. Total Contract Amount Due ((4 + 5e) - 5d)	\$ 3,013.45
7. Payments Made Toward Purchase	
a. Down Payment	\$ 3,013.45
b. N/A	\$ 0.00
c. N/A	\$ 0.00
Total Payments Made Toward Purchase (a + b - c)	\$ 3,013.45
8. Other Incentives, Rebates, or Credits	
a. N/A	\$ 0.00
b. N/A	\$ 0.00
9. Net Balance Due from the Buyer (6 - (7 + 8a + 8b))	\$ 0.00

BY SIGNING BELOW, YOU ACKNOWLEDGE THAT CARMAX HAS NOT INSPECTED THE VEHICLE FOR QUALITY, INCLUDING BUT NOT LIMITED TO ANY 125-POINT INSPECTION, AND THAT CARMAX IS NOT PROVIDING ANY CLEAN TITLE, FRAME DAMAGE, OR FLOOD DAMAGE GUARANTEE.

By signing, you acknowledge reading the entire Contract (three pages), including any incorporated agreements and the Arbitration Provision, and agree to be bound by all of this Contract's terms and conditions. You certify to being 18 years of age or older and to receiving a fully completed copy of this Contract. This Contract is not binding upon either CarMax or you until signed by an authorized CarMax representative.

MATTHEW DAVID SPITTLE  
BUYER SIGNATURE 08/31/2025  
DATE

CO-BUYER SIGNATURE DATE

Chuong D Hong  
CARMAX AUTHORIZED REP. NAME

Chuong D Hong  
CARMAX AUTHORIZED REP. SIGNATURE 08/31/2025  
DATE



## ASSOCIATE WHOLESALE BUYER'S ORDER

**RELEASE AND WAIVER OF LIABILITY:** To the extent not prohibited by law, you release, acquit, and forever discharge CarMax and all its affiliates, agents, employees, officers, and directors from any and all claims and/or damages which you have or might have against CarMax or entities released herein, arising now or in the future, relating in any manner to the Vehicle. This Release and Waiver of Liability is made in consideration of your opportunity to purchase the Vehicle under CarMax's Associate Discount Policy. This Release and Waiver of Liability supersedes the Arbitration Provision, which shall apply only to claims outside the scope of this Release and Waiver of Liability or in the event this Release and Waiver of Liability is determined by a court or arbitrator to be invalid and/or unenforceable.

**7-DAY RETURN POLICY:** You may return the Vehicle to CarMax for a refund within seven (7) days assuming the condition of the Vehicle does not change. If you return the Vehicle, CarMax will refund any money paid to CarMax as reflected on this Contract, but will not refund any costs or charges not reflected in this Contract, including, but not limited to, finance company charges.

**ODOMETER:** Unless otherwise indicated, the odometer mileage listed on the Odometer Disclosure Statement on the title (or separate Odometer Disclosure Statement) to the Vehicle is based on the best knowledge and belief of CarMax. You agree that CarMax shall have no liability to you under the Contract or otherwise if the odometer is determined to be inaccurate for reasons beyond the control of CarMax and without CarMax's actual knowledge.

**PAYMENTS MADE TOWARD PURCHASE OF THE VEHICLE:** If you do not meet your contract obligations, you may lose the Vehicle you purchased from us. If any payment made by you toward the purchase of the Vehicle (for example, the down payment or a voucher or a CarMax draft) is returned or voided, you agree that you will pay CarMax the amount of that payment within 24 hours of receiving notice. Notice may be written or oral. Payments must be in cash or certified funds. You will be required to pay the amount of the returned check, voided voucher, and/or voided draft plus the maximum NSF fee (if applicable). Alternatively, CarMax may, at its sole discretion, permit you to return the vehicle within 24 hours of giving you written or oral notice. In either event, if return or payment does not occur within 24 hours of written or oral notice to you, you agree that CarMax may choose to exercise one of two options: (1) CarMax may hold you immediately liable for the full unpaid amount or (2) CarMax may cancel this Contract, immediately retake possession of the Vehicle, and collect from you any and all reasonable costs and expenses incurred by CarMax in retaking the Vehicle. Upon return or retaking the Vehicle, you agree to pay for any damage to the Vehicle that occurred while it was in your possession or control. You also agree to pay a use fee of \$0.20 per mile based on the difference between the mileage on the Vehicle as stated on the first page of this Contract and the mileage shown on the Vehicle at the time of return or retaking.

**AUTHORIZATION TO COPY DRIVER'S LICENSE:** You consent to CarMax making and retaining a copy of your driver's license by photocopier, electronic scanner, or otherwise.

**PRIVACY POLICY:** By purchasing the Vehicle you acknowledge and agree to the terms of CarMax's privacy policy found at <https://www.carmax.com/privacy-policy>, as it may be revised by CarMax from time to time. You acknowledge you have access to and an opportunity to read the privacy policy.

**COMMUNICATIONS:** You agree that we may monitor and record telephone calls between you and CarMax. You expressly consent that we may contact you (by calls, emails, text messages, or other electronic messages) by any means, including but not limited to the use of prerecorded/artificial voice messages or automatic telephone dialing devices. Your express consent applies to any email addresses or telephone numbers we obtain or you provide in any manner and at any time, including email addresses, residential or cellular telephone numbers for which you may incur voice, data, or other charges.

**USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.**

**SPANISH TRANSLATION: GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.**

**ARBITRATION PROVISION:** This Arbitration Provision describes when and how a Claim (defined below) shall be arbitrated. Arbitration is a way of resolving disputes before one or more neutral persons, instead of having a trial in court before a judge and/or jury. **By signing this Contract, you and we agree to be bound by the terms of this Arbitration Provision.**

For purposes of this Arbitration Provision, references to “we,” “us” and “our” mean the Seller, including its respective subsidiaries, affiliates, agents, employees and officers, or anyone to whom the Seller transfers its rights under the Contract.

**IF YOU OR WE CHOOSE ARBITRATION, THEN ARBITRATION SHALL BE MANDATORY, AND:**

- **ANY CLAIM WILL BE DECIDED BY ARBITRATION AND NOT IN COURT OR BY A JURY TRIAL.**
- **DISCOVERY AND RIGHTS TO APPEAL ARE LIMITED BY THE ARBITRATION RULES OF THE ARBITRATION ADMINISTRATOR.**
- **YOU GIVE UP YOUR RIGHT TO PARTICIPATE AS A REPRESENTATIVE OR MEMBER OF A CLASS IN A CLASS ACTION (“CLASS ACTION WAIVER”).**
- **OTHER RIGHTS THAT YOU OR WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

**a. What Claims are Covered.** A “Claim” is any claim, dispute or controversy between you and us that in any way arises from or relates to this sale and/or this Contract or the Vehicle and related goods and services that are the subject of the purchase and this Contract or the collection or servicing of this Contract, including but not limited to:

- Initial claims, counterclaims, cross-claims and third-party claims;
- Disputes based on contract, tort, consumer rights, fraud and other intentional torts (at law or in equity, including any claim for injunctive or declaratory relief);
- Disputes based on constitutional grounds or on laws, regulations, ordinances or similar provisions; and
- Disputes about the validity, enforceability, arbitrability or scope of this Arbitration Provision or this Contract, subject to paragraph (f) of this Arbitration Provision.

**b. Commencing Arbitration.** Either you or we may require any Claim to be arbitrated by first sending to the other party, by certified mail, a written notice of dispute (“Notice”). This Notice shall (1) describe the nature and basis of the Claim and (2) set forth the specific relief sought. If we do not reach an agreement to resolve the Claim within 30 days after the Notice is received, you or we may commence an arbitration proceeding.

Arbitration of a Claim must comply with this Arbitration Provision and the applicable rules and procedures of the arbitration Administrator. Arbitration is not mandatory for an individual Claim that you or we may choose to bring in small claims court or the

ASSOCIATE WHOLESALE BUYER'S ORDER

state's equivalent court, if any. If that Claim is transferred, removed or appealed to a different court, you or we then may choose arbitration.

**c. Choosing the Administrator.** If you initiate the arbitration proceeding, you may choose either of the following arbitration Administrators: (1) American Arbitration Association, 120 Broadway, New York, NY 10271, [www.adr.org](http://www.adr.org), (800) 778-7879 or (2) JAMS, 1920 Main Street, Suite 300, Irvine, CA 92614, [www.jamsadr.com](http://www.jamsadr.com), (800) 352-5267. The Administrator you choose will have rules that apply to the proceeding. Important information regarding the arbitration process and more complete information regarding arbitration procedures may be found at either Administrator's website. If the Administrator you choose is unable or unwilling or ceases to serve as the Administrator, you or we may choose the other Administrator. If both Administrators are unable or unwilling or cease to serve as the Administrator, you or we may choose another Administrator, subject to the other's approval. In all cases, any arbitrator must be a lawyer or a retired judge with at least 10 years of legal experience. If we initiate the arbitration proceeding, we will give you 20 days to choose the Administrator. If you do not choose the Administrator within that time, we will choose one for you. No matter which Administrator is chosen, you shall have the right to be represented by an attorney of your own choosing, subject to any limitations in the Administrator's rules.

**d. Choosing the Location.** Any arbitration hearing that you attend must take place at a location reasonably convenient to your residence.

**e. Paying for Arbitration.** Each Administrator charges fees to administer an arbitration proceeding. This may include fees not charged by a court. When you choose an Administrator, you should carefully review the fees charged by the Administrator. The fees and costs of any arbitration, including any initial filing fees, shall be paid in accordance with the rules and procedures of the Administrator. Each party must pay the expense of that party's attorneys, experts, and witnesses, regardless of which party prevails in the arbitration, unless applicable law or the Administrator's rules, procedures or standards provide otherwise.

**f. Class Action Waiver.** You give up your right to participate in a class action. This means that you may not be a representative or member of any class of claimants or act as a private attorney general in court or in arbitration with respect to any Claim. Further, unless both you and we agree otherwise, the arbitrator may not consolidate more than one person's Claim or Claims. Notwithstanding any other part of this Arbitration Provision, the validity and effect of the Class Action Waiver must be determined only by a court and not by an arbitrator. If a court limits or voids the Class Action Waiver, then this entire Arbitration Provision (except for this paragraph) will be null and void.

**g. Right to Discovery.** The parties shall have the right to discovery of non-privileged information and documents relevant to the Claim, subject to the rules and procedures of the Administrator.

**h. Arbitration Result and Right of Appeal.** Judgment upon the award given by the arbitrator may be entered in any court having jurisdiction. In response to a timely request from either party, the arbitrator must provide a brief written explanation of the basis for any award. The arbitrator's decision is final and binding, except for any right of appeal provided by the Federal Arbitration Act. Any party can appeal the award to a three-arbitrator panel administered by the Administrator, which must reconsider any aspect of the initial award requested by the appealing party. Reference in this Arbitration Provision to the "arbitrator" means the panel of arbitrators if an appeal of the arbitrator's decision has been taken. Subject to applicable law, costs of such an appeal will be borne by the appealing party regardless of the outcome of the appeal, unless applicable law or the Administrator's rules provide otherwise. However, we will consider any good faith, reasonable request for us to pay all or any part of those fees if you are the appealing party.

**i. Governing Law.** This Arbitration Provision is governed by the Federal Arbitration Act and not by any state arbitration law. The arbitrator must apply applicable statutes of limitations and claims of privilege recognized at law, and applicable substantive law consistent with the Federal Arbitration Act. The arbitrator is authorized to award all individual remedies permitted by the substantive law that would apply if the action were pending in court.

**j. Rules of Interpretation.** This Arbitration Provision survives the repayment of all amounts owed to us, the transfer of the Contract, and any bankruptcy by you, to the extent not inconsistent with applicable bankruptcy law. Except as provided in paragraph (f), if any part of this Arbitration Provision is determined to be invalid or unenforceable, this Arbitration Provision and the Contract will remain enforceable. In the event of a conflict or inconsistency between this Arbitration Provision and the applicable arbitration rules or the other provisions of this Contract or any other contract between you and us, this Arbitration Provision will govern.

**ENTIRE AGREEMENT:** This Contract along with any Vehicle Purchase/Trade-In Agreement and/or Retail Installment Contract and the privacy policy contains the entire agreement between you and CarMax relating to this Contract. Any other change to this Contract must be in a writing signed by CarMax. No oral modifications to this Contract are binding. Prior written or oral statements, negotiations, communications, or representations about the Vehicle or other products you purchased with this Contract are merged into or superseded by this Contract. Prior written or oral statements, negotiations, communications, or representations about the Vehicle or other products you purchased with this Contract are not binding, unless they are included in this Contract. You acknowledge that CarMax, including its officers, employees, and agents acting on its behalf, has made no promises or representations concerning this Contract other than those that are written in this Contract.

**APPLICABLE LAW:** The Federal Arbitration Act governs the Arbitration Provision of this Contract. Federal law and the law of the State of North Carolina apply to the rest of this Contract. Except as provided in the Arbitration Provision, if any provision of this Contract is held invalid, such invalidity shall not invalidate the entire contract.

CarMax Store #: 7197

END OF CONTRACT

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# 10-DAY MONEY BACK GUARANTEE



Year: 2012 Make: MAZDA Model: MAZDA3

Stock No.: 27661035 VIN: JM1BL1L37C1632522 ("the Vehicle")

This 10-Day Money Back Guarantee means that you may return the Vehicle to the CarMax location where it was purchased for a refund within ten (10) calendar days of your purchase. To qualify for a refund, the condition of the Vehicle must not have changed, except for ordinary wear and tear. If you return the Vehicle, CarMax will refund any money paid to CarMax as reflected in your Contract. This 10-Day Money Back Guarantee is part of your Contract with CarMax, and replaces in its entirety CarMax's 7-Day Return Policy that is stated elsewhere in your Contract. All other terms of the Contract apply to this 10-Day Money Back Guarantee, including, among other terms, the Arbitration Provision.

<u>MATTHEW DAVID SPITTLE</u>	<u>08/31/2025</u>		
BUYER SIGNATURE	DATE	CO-BUYER SIGNATURE	DATE
<u>Chuong D Hong</u>		<u>Chuong D Hong</u>	<u>08/31/2025</u>
CARMAX AUTHORIZED REP. NAME		CARMAX AUTHORIZED REP. SIGNATURE	DATE

# Vehicle Information



Buyer: MATTHEW DAVID SPITTLE

Co-Buyer: \_\_\_\_\_

Year 2012 Make MAZDA Model MAZDA3 VIN JM1BL1L37C1632522

Stock No: 27661035

I / We acknowledge the following information regarding the above vehicle, as known at the time of delivery:

**MAJOR ENGINE DEFECT**

Buyer's Signature: MATTHEW DAVID SPITTLE Date: 08/31/2025

Co-Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# North Carolina Division of Motor Vehicles

## ODOMETER DISCLOSURE STATEMENT

**ALTERATIONS OR ERASURES VOID THIS FORM**

**Federal and State law require that you state the mileage upon transfer of ownership.  
Failure to complete or providing a false statement may result in fines and/or imprisonment.**

### VEHICLE SECTION

YEAR	MAKE	BODY STYLE	SERIES MODEL	VEHICLE IDENTIFICATION NUMBER	LAST PLATE NUMBER ON VEHICLE
2012	MAZDA	4D HATCHBACK	MAZDA3	JM1BL1L37C1632522	

### DISCLOSURE SECTION

I, (seller's printed name) CarMax state that the odometer now reads (miles, no tenths) 149,951 miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described above, unless one of the following statements is checked.

- ☐ (1) I hereby certify that the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (2) I hereby certify that the odometer reading is **not** the actual mileage. **WARNING – ODOMETER DISCREPANCY.**

### SELLER SECTION

SELLER'S SIGNATURE <u>CERTIFYING ODOMETER READING</u> <u>Chuong D Hong</u>		SELLER'S PRINTED NAME <u>CarMax</u>	
SELLER'S ADDRESS <u>10510 CADILLAC STREET</u>			
CITY <u>PINEVILLE</u>		STATE <u>NC</u>	ZIP CODE <u>28134</u>
DATE OF CERTIFICATION	<u>08/31/2025</u>		

### BUYER SECTION

BUYER'S SIGNATURE <u>ACKNOWLEDGING ODOMETER READING AS CERTIFIED</u> <u>MATTHEW DAVID SPITTLE</u>		BUYER'S PRINTED NAME <u>MATTHEW DAVID SPITTLE</u>	
BUYER'S ADDRESS <u>13443 NORSEMAN LN</u>			
CITY <u>HUNTERSVILLE</u>		STATE <u>NC</u>	ZIP CODE <u>28078</u>
DATE OF CERTIFICATION	<u>08/31/2025</u>		

**The provisions of this disclosure statement section shall not apply to the following transfers:**

- (1) A vehicle having a gross vehicle weight rating of more than 16,000 pounds.
- (2) A vehicle that is not self-propelled.
- (3) A vehicle that is 10 years old or older until December 31, 2020. As of January 1, 2021, all vehicles that are 20 years old or older starting with year model 2010.
- (4) A new vehicle prior to its first transfer for purposes other than resale.
- (5) A new vehicle sold directly by the manufacturer to any agency of the United States in conformity with contractual specifications.



# BUYERS GUIDE

**IMPORTANT:** Spoken promises are difficult to enforce. Ask the dealer to put all promises in writing. Keep this form.

MAZDA

MAZDA3

2012

JM1BL1L37C1632522

VEHICLE MAKE

MODEL

YEAR

VEHICLE IDENTIFICATION NUMBER (VIN)

**WARRANTIES FOR THIS VEHICLE:****STOCK# 27661035**

## ☒ **AS IS - NO DEALER WARRANTY**

THE DEALER DOES NOT PROVIDE A WARRANTY FOR ANY REPAIRS AFTER SALE.

## ☐ **DEALER WARRANTY**

☐ FULL WARRANTY.

☐ LIMITED WARRANTY. The dealer will pay \_\_\_\_ % of the labor and \_\_\_\_ % of the parts for the covered systems that fail during the warranty period. Ask the dealer for a copy of the warranty, and for any documents that explain warranty coverage, exclusions, and the dealer's repair obligations. *Implied warranties* under your state's laws may give you additional rights.

**SYSTEMS COVERED:****DURATION:**

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## **NON-DEALER WARRANTIES FOR THIS VEHICLE:**

☐ MANUFACTURER'S WARRANTY STILL APPLIES. The manufacturer's original warranty has not expired on some components of the vehicle.

☐ MANUFACTURER'S USED VEHICLE WARRANTY APPLIES.

☐ OTHER USED VEHICLE WARRANTY APPLIES.

Ask the dealer for a copy of the warranty document and an explanation of warranty coverage, exclusions, and repair obligations.

☐ SERVICE CONTRACT. A service contract on this vehicle is available for an extra charge. Ask for details about coverage, deductible, price, and exclusions. If you buy a service contract within 90 days of your purchase of this vehicle, *implied warranties* under your state's laws may give you additional rights.

**ASK THE DEALER IF YOUR MECHANIC CAN INSPECT THE VEHICLE ON OR OFF THE LOT.**

**OBTAIN A VEHICLE HISTORY REPORT AND CHECK FOR OPEN SAFETY RECALLS.** For information on how to obtain a vehicle history report, visit [ftc.gov/usedcars](http://ftc.gov/usedcars). To check for open safety recalls, visit [safecar.gov](http://safecar.gov). You will need the vehicle identification number (VIN) shown above to make the best use of the resources on these sites.

**SEE OTHER SIDE** for important additional information, including a list of major defects that may occur in used motor vehicles.

Si el concesionario gestiona la venta en español, pídale una copia de la Guía del Comprador en español.



Here is a list of some major defects that may occur in used vehicles.

**Frame & Body**

Frame-cracks, corrective welds, or rusted through  
Dog tracks-bent or twisted frame

**Engine**

Oil leakage, excluding normal seepage  
Cracked block or head  
Belts missing or inoperable  
Knocks or misses related to camshaft  
lifters and push rods  
Abnormal exhaust discharge

**Transmission & Drive Shaft**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged case which is visible  
Abnormal noise or vibration caused by faulty transmission or drive shaft  
Improper shifting or functioning in any gear  
Manual clutch slips or chatters

**Differential**

Improper fluid level or leakage, excluding normal seepage  
Cracked or damaged housing which is visible  
Abnormal noise or vibration caused by faulty differential

**Cooling System**

Leakage including radiator  
Improperly functioning water pump

**Electrical System**

Battery leakage  
Improperly functioning alternator, generator, battery, or starter

**Fuel System**

Visible leakage

**Inoperable Accessories**

Gauges or warning devices  
Air conditioner  
Heater & Defroster

**Brake System**

Failure warning light broken  
Pedal not firm under pressure (DOT spec.)  
Not enough pedal reserve (DOT spec.)  
Does not stop vehicle in straight line (DOT spec.)  
Hoses damaged  
Drum or rotor too thin (Mfr. Specs)  
Lining or pad thickness less than 1/32 inch  
Power unit not operating or leaking  
Structural or mechanical parts damaged

**Air Bags**

**Steering System**

Too much free play at steering wheel (DOT specs.)  
Free play in linkage more than 1/4 inch  
Steering gear binds or jams  
Front wheels aligned improperly (DOT specs.)  
Power unit belts cracked or slipping  
Power unit fluid level improper

**Suspension System**

Ball joint seals damaged  
Structural parts bent or damaged  
Stabilizer bar disconnected  
Spring broken  
Shock absorber mounting loose  
Rubber bushings damaged or missing  
Radius rod damaged or missing  
Shock absorber leaking or functioning improperly

**Tires**

Tread depth less than 2/32 inch  
Sizes mismatched  
Visible damage

**Wheels**

Visible cracks, damage or repairs  
Mounting bolts loose or missing

**Exhaust System**

Leakage  
Catalytic Converter

CarMax Auto Superstores, Inc.

DEALER NAME

10510 CADILLAC STREET, PINEVILLE, NC 28134

ADDRESS

(704) 553-7333

TELEPHONE

7197-omt@carmax.com

EMAIL

OPERATIONS MANAGER

FOR COMPLAINTS AFTER SALE, CONTACT:

I hereby acknowledge receipt of the Buyer's Guide at the closing of this sale.

MATTHEW DAVID SPITTLE

CUSTOMER SIGNATURE

**IMPORTANT:** The information on this form is part of any contract to buy this vehicle. Removing this label before consumer purchase (except for purpose of test-driving) violates federal law (16 C.F.R. 455).



08/31/2025 01:17 PM

March 2022

## FACTS

### WHAT DOES CARMAX DO WITH YOUR PERSONAL INFORMATION?

<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>• Social Security Number and Income</li> <li>• Account Balances and Payment History</li> <li>• Credit Score and Credit History</li> </ul> <p>When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p>
<b>How?</b>	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons CarMax chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does CarMax share?	Can you limit this sharing?
<b>For our everyday business purposes -</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes -</b> To offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	No	We don't share
<b>For our affiliates' everyday business purposes -</b> Information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes -</b> Information about your creditworthiness	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

## Questions?

Call (800) 519-1511

**Who we are**

<b>Who is providing this notice?</b>	CarMax and its related entities in the CarMax family of companies.
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**What we do**

<b>How does CarMax protect my personal information?</b>	<p>To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.</p> <p>We also maintain other physical, electronic and procedural safeguards to protect this information and we limit access to information for those employees for whom access is appropriate.</p>
<b>How does CarMax collect my personal information?</b>	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> <li>• apply for financing</li> <li>• give us your income information</li> <li>• give us your employment history</li> <li>• give us your contact information</li> <li>• show your driver's license</li> </ul> <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> <li>• sharing for affiliates' everyday business purposes - information about your creditworthiness</li> <li>• affiliates from using your information to market to you</li> <li>• sharing for nonaffiliates to market to you</li> </ul> <p>State laws and individual companies may give you additional rights to limit sharing.</p>

**Definitions**

<b>Affiliates</b>	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• CarMax, Inc., CarMax Auto Superstores, Inc., Edmunds Holding, LLC, Edmunds.com, Inc., CarMax Enterprise Services, LLC, CarMax Business Services, LLC, CarMax Properties, LLC, CarMax Funding Services, LLC, CarMax Funding Services II, LLC, CarMax Auto Funding, LLC, CarMax Funding II, LLC, CarMax Funding III, LLC, CarMax Funding IV, LLC, CarMax Funding V, LLC, CarMax Funding VI, LLC, CarMax Funding VII, LLC, and Glen Allen Insurance Ltd.</li> </ul>
<b>Nonaffiliates</b>	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> <li>• CarMax does not share with nonaffiliates so they can market to you.</li> </ul>
<b>Joint marketing</b>	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> <li>• CarMax doesn't jointly market.</li> </ul>

**Other important information**

CarMax includes, CarMax, Inc., CarMax Auto Superstores, Inc., Edmunds Holding, LLC, Edmunds.com, Inc., CarMax Enterprise Services, LLC, CarMax Business Services, LLC, CarMax Properties, LLC, CarMax Funding Services, LLC, CarMax Funding Services II, LLC, CarMax Auto Funding, LLC, CarMax Funding II, LLC, CarMax Funding III, LLC, CarMax Funding IV, LLC, CarMax Funding V, LLC, CarMax Funding VI, LLC, CarMax Funding VII, LLC, and Glen Allen Insurance Ltd.

# Purchase Details

MATTHEW DAVID SPITTLE



08/31/2025

## Vehicle



**Vehicle:** 2012 MAZDA MAZDA3

**Odometer:** 149,951

**VIN #:** JM1BL1L37C1632522

## Store



CARMAX - SOUTH BOULEVARD  
10510 CADILLAC STREET  
PINEVILLE, NC 28134  
(704) 553-7333  
**Sales:** GEORGE PETTIT

## Financing



You did not finance this order with a CarMax finance source.

## Service



10510 Cadillac Street  
Pineville, NC 28134  
Mon-Fri 7:30-6  
(704) 553-7333  
Learn More at [carmax.com/service](http://carmax.com/service)

## Appraisal Information



You did not trade a vehicle on this order.

## MaxCare Extended Service Plan

You did not select an Extended Service Plan with this order.



### Make your car your own

- Contact the manufacturer so you can be registered as the new owner of your vehicle. Links to manufacturer websites are available at [carmax.com/car-buying-process/recall-faq](http://carmax.com/car-buying-process/recall-faq).
- If your vehicle didn't come with an Owner's Manual, please visit the manufacturer's website to view or download one.
- If you'd like a paper copy, we will gladly reimburse you. Just bring us the receipt! Helm, Inc. is one option for some paper manuals. Visit their website at [helminc.com](http://helminc.com) or call (800) 782-4356.

### Download our free CarMax app to get the most out of your car

- Save with exclusive discounts at a growing list of merchants.
- Easily add your car's service records, insurance, and other vehicle paperwork for instant access.
- Stay on top of oil changes and other key maintenance.
- Stay on top of manufacturer recalls with the NHTSA Recall Look-Up.

### Access your documents electronically

- If you electronically signed documents, you will receive an email link to download those documents. You may access the documents at that link for 90 days.

Buyer's Initials MDS

Co-Buyer's Initials \_\_\_\_\_

Order #: 1417292  
MIS ID: 10002

08/31/2025 01:17 PM  
DMS Tracking #: 5163064

Reprint #: 0



PFF500  
Rev. Date 8/25

## Certificate Of Completion

Envelope Id: AD6BC50F-6D00-4A0A-8393-D8E01A0636A0

Status: Completed

Subject: 1417292-7197-MATTHEW D SPITTLE

FinCoAppID:

FinanceCompany: CASH

CustomerName: MATTHEW D SPITTLE

OriginatingStore: 7197

OrderNumber: 1417292

StockNumber: 27661035

VIN: JM1BL1L37C1632522

Trade1Vin:

Trade2Vin:

CobuyerName:

Source Envelope:

Document Pages: 20

Signatures: 9

Envelope Originator:

Certificate Pages: 4

Initials: 1

CarMax\_Documents\_Non\_Vault\_Principal

AutoNav: Enabled

carmax\_documents\_non\_vault@carmax.com

Envelopeld Stamping: Disabled

IP Address: 20.75.218.99

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

## Record Tracking

Status: Original

Holder: CarMax\_Documents\_Non\_Vault\_Principal

Location: DocuSign

8/31/2025 10:17:46 AM

carmax\_documents\_non\_vault@carmax.com

## Signer Events

### Signature

### Timestamp

Chuong D Hong

chuong\_d\_hong@carmax.com

Security Level:

.SingleSignOn\_SAML

ID: ed51ae90-93ff-4a36-986b-21ddf98236e5

8/31/2025 10:21:29 AM

*Chuong D Hong*

Signature Adoption: Pre-selected Style

Using IP Address: 65.229.1.239

Sent: 8/31/2025 10:17:48 AM

Resent: 8/31/2025 10:21:26 AM

Viewed: 8/31/2025 10:23:47 AM

Signed: 8/31/2025 10:24:16 AM

## Electronic Record and Signature Disclosure:

Accepted: 8/31/2025 10:23:47 AM

ID: f5c09229-6e9f-43a5-803d-a0e63ef96051

MATTHEW DAVID SPITTLE

mdspittl@gmail.com

Security Level:

.PaperDocuments

ID: 615ea270-e6b8-4484-abb1-17417a9db448

8/31/2025 10:24:22 AM

*MATTHEW DAVID SPITTLE*

Signature Adoption: Pre-selected Style

Using IP Address: 65.229.1.239

Sent: 8/31/2025 10:17:48 AM

Viewed: 8/31/2025 10:24:28 AM

Signed: 8/31/2025 10:24:45 AM

## Electronic Record and Signature Disclosure:

Accepted: 8/31/2025 10:24:28 AM

ID: e079c178-b239-4f12-87ae-d6f408aea72f

## In Person Signer Events

### Signature

### Timestamp

## Editor Delivery Events

### Status

### Timestamp

## Agent Delivery Events

### Status

### Timestamp

## Intermediary Delivery Events

### Status

### Timestamp

## Certified Delivery Events

### Status

### Timestamp

Carbon Copy Events	Status	Timestamp
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	8/31/2025 10:17:48 AM
Envelope Updated	Security Checked	8/31/2025 10:21:26 AM
Envelope Updated	Security Checked	8/31/2025 10:21:26 AM
Envelope Updated	Security Checked	8/31/2025 10:21:26 AM
Certified Delivered	Security Checked	8/31/2025 10:24:28 AM
Signing Complete	Security Checked	8/31/2025 10:24:45 AM
Completed	Security Checked	8/31/2025 10:24:45 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

## **E-Sign Consent and Agreement**

This E-Sign Consent and Agreement (this “Consent”) applies to all aspects of your transactions with CarMax. In this Consent, the words “we,” “us,” and “our” refer to CarMax Auto Superstores, Inc., and any of its affiliates, agents, independent contractors, designees, service providers or assignees.

Please read this document carefully and retain a copy for your reference.

## **Your Legal Rights Regarding Electronic Communications**

Various laws require us to give you information in written paper form or to obtain your formal signed agreement or direction on certain matters. We may provide certain information to you electronically and obtain certain of your agreements electronically, if we first provide you this Consent and obtain your agreement to receive this Consent and other communications electronically and to enter into agreements electronically.

## **Types of Electronic Communications You May Receive**

You agree and consent to receive electronically all communications, agreements, documents, notices, statements and disclosures (each a “Communication” and collectively the “Communications”) that we provide in connection with your transactions with CarMax. Categories of communications may include, but are not limited to, the following:

- agreements and policies you agree and consent to (e.g., this Consent, Test Drive Agreements, Vehicle Purchase Agreements, Buyers’ Orders and Bills of Sale, and Retail Installment Sales Contracts) and updates to such agreements and policies;
- notices, receipts and confirmations related to your transactions with CarMax, including authorizations for receipt of telephonic or text outreach;
- any notices and disclosures required by state or federal law, such as our Privacy Policy;
- marketing information and preferences;
- any other transaction notices and information from us.

## **Electronic Agreements and Updates**

Any Communication that you accept or agree to receive electronically will be enforceable without your signature on a paper form.

## **Paper Communications**

We will not be obligated to provide any Communication to you in paper form unless you specifically request us to do so. We may send Communications to you in paper form because we are legally required to do so or because we determine in our sole discretion that you should receive the Communication in paper rather than electronic form.

## **Copies of Electronic Communications**

We will email you a link to access copies of the Communications. You may retain a copy of any electronic Communication by using your print function or downloading and saving an electronic copy for your records. If, after you receive a Communication electronically, you would like a paper copy of a Communication previously provided to you, you may request a copy during the period we retain your documentation by contacting us at 804-747-0422 ext. 3312. We will send your paper copy to you by U.S. mail. In order for us to send you a paper copy, you must have a current mailing address on file with us. We currently do not charge a fee to send you a paper copy of any electronic Communication, but reserve our ability to do so.

## **Withdrawal of Consent**

You can withdraw this Consent by calling 804-747-0422 ext. 3312 or e-mailing [esign\\_consent@carmax.com](mailto:esign_consent@carmax.com) and asking that Communications be sent to you in paper or other non-electronic form. Your withdrawal of this Consent is effective only after we have had a reasonable period of time to act upon your withdrawal.

## **Your Contact Information**

You agree to provide us with your current email address so that we may communicate with you electronically. You must promptly notify us of any change to your email address by e-mailing [esign\\_consent@carmax.com](mailto:esign_consent@carmax.com). If you give us an incorrect email address or fail to update or correct your email address, an electronic Communication will be deemed provided to you if we use the email address in our records for the electronic Communication.

## **Hardware and Software Requirements**

In order to receive access and retain electronic Communications, you will need the following hardware and software:

- a computer, mobile device, tablet or similar device with an internet connection;
- a current web browser that supports HTTPS connectivity;
- a current version of a software program that can open and display PDF files (such as an Adobe Acrobat reader);
- a valid email address with email software to communicate with us electronically; and
- an installed printer or sufficient storage space to save, store, print or otherwise retain electronic Communications

By giving your consent, you are confirming that you have access to the necessary software and hardware, and can receive, open, print, download a copy or otherwise retain a copy of any electronic Communication for your records. You are advised to retain a copy of all electronic Communications as they may not be accessible online or in paper form at a later date.