ALL USERS, BUYERS, SELLERS & DEALERSHIPS

Cararri Legal & Policy Pack

Every agreement and policy governing buyers, private sellers and dealerships on cararri.com, in one document.

01	**Terms of Use** The master agreement that governs every visitor, buyer, private seller and dealer who uses Cararri.	All Users
02	**Privacy Policy** How Cararri collects, uses, shares and protects personal information, including state privacy rights.	All Users
03	**Cookie Policy** What cookies and tracking technologies Cararri uses and how to control them.	All Users
04	**Data Deletion & Privacy Rights Policy** How to request access, correction, deletion or opt-out, and what happens to your data.	All Users
05	**Acceptable Use & Community Guidelines** The rules every buyer, seller and dealer must follow, including prohibited listings and conduct.	All Users
06	**Safety & Fraud Prevention Policy** Practical safety rules and how Cararri handles scams, fraud and unsafe behavior.	All Users
07	**Communications & SMS Consent Policy** How Cararri and dealers may contact you by email, phone and text, and how to opt out.	All Users
08	**Reviews & Ratings Policy** Rules for writing, publishing and moderating dealer and vehicle reviews.	All Users
09	**Copyright & DMCA Policy** How to report content that infringes your copyright, and how to file a counter-notice.	All Users
10	**Marketplace Disclaimer** Important limits on what Cararri listings, prices, estimates and tools represent.	All Users
11	**Buyer Agreement** What buyers agree to when they search, enquire, book test drives and buy through Cararri.	Buyers
12	**Credit Request Disclosure & Consent** The disclosure and authorization buyers accept before sending a credit request to a dealership.	Buyers

13	**Test Drive & Appointment Policy** Rules for booking, attending, rescheduling and conducting test drives arranged through Cararri.	Buyers, Sellers & Dealers
14	**Private Seller Listing Agreement** Terms for individuals listing their own vehicle for sale on Cararri.	Private Sellers
15	**Dealer Services Agreement** The commercial agreement between Cararri and a dealership for listings, leads, credit requests and subscriptions.	Dealerships
16	**Dealer Advertising & Listing Standards** The pricing, disclosure and listing rules every dealer listing on Cararri must meet.	Dealerships
17	**Dealer Data Protection Addendum** How dealers must protect and use consumer data, leads and credit requests received through Cararri.	Dealerships
18	**Dealer Billing, Cancellation & Refund Policy** Subscription billing, renewals, cancellations, refunds and disputes for dealer accounts.	Dealerships

Highlighted text in [brackets] marks details Cararri must fill in before publishing.

ALL USERS | LEGAL & POLICY

Terms of Use

The master agreement that governs every visitor, buyer, private seller and dealer who uses Cararri.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Who we are and what these Terms cover

These Terms of Use ("Terms") are a binding agreement between you and [Cararri Legal Entity Name] ("Cararri", "we", "us", "our"), the operator of cararri.com, its mobile experiences, emails, messaging tools and related services (together, the "Service"). By accessing or using the Service, creating an account, publishing a listing, sending an enquiry, booking a test drive or submitting a credit request, you agree to these Terms and to the policies referenced in them.

If you use the Service on behalf of a dealership or other business, you confirm that you are authorized to bind that business, and "you" includes that business.

2. Related policies and agreements

These Terms incorporate the following documents, which also apply depending on how you use Cararri:

- Privacy Policy, Cookie Policy and Data Deletion & Privacy Rights Policy
- Acceptable Use & Community Guidelines and the Prohibited Listings rules within them
- Safety & Fraud Prevention Policy
- Communications & SMS Consent Policy
- Buyer Agreement, Credit Request Disclosure & Consent and Test Drive & Appointment Policy (buyers)
- Private Seller Listing Agreement (private sellers)
- Dealer Services Agreement, Dealer Advertising & Listing Standards, Dealer Data Protection Addendum and Dealer Billing, Cancellation & Refund Policy (dealers)
- Reviews & Ratings Policy, Copyright & DMCA Policy and Marketplace Disclaimer

If a dealer or seller agreement conflicts with these Terms on a subject it specifically addresses, that more specific agreement controls for that subject.

3. Cararri is a marketplace, not a party to vehicle sales

Cararri provides an online venue where buyers, private sellers and licensed dealers can discover each other, compare vehicles and communicate. Unless we expressly state otherwise in writing:

- Cararri does not own, inspect, possess, sell, buy, broker, finance, lease, insure, title, register or deliver any vehicle listed on the Service.
- Cararri is not a motor vehicle dealer, broker, lender, loan arranger, credit reporting agency or insurer.
- Any contract for the purchase, sale, trade, financing or lease of a vehicle is solely between the buyer and the seller or dealer (or their chosen lender).
- Listings, prices, photos, specifications, vehicle history, availability and other listing content are provided by sellers and dealers, not by Cararri.

4. Eligibility

You must be at least 18 years old and able to form a legally binding contract to use the Service. The Service is intended for users in the United States. Dealers must hold every license, bond and registration required to sell vehicles in the jurisdictions where they operate.

5. Accounts and security

- Provide accurate, current and complete information when you register and keep it updated.
- Keep your password confidential and do not share your account. You are responsible for all activity under your account.
- Notify us immediately at support@cararri.com if you suspect unauthorized access.
- We may require identity, business or license verification at any time and may suspend features until verification is complete.

6. Listings, enquiries and user content

"User Content" means anything you submit to the Service, including listings, photos, descriptions, prices, messages, reviews and profile information. You are solely responsible for your User Content and represent that it is accurate, lawful and that you have the rights needed to post it.

You grant Cararri a worldwide, non-exclusive, royalty-free, transferable and sublicensable license to host, store, reproduce, modify (for formatting and display), publish, display and distribute your User Content in connection with operating, improving and promoting the Service, including on partner sites and social channels. For listings, this license continues for a reasonable period after removal to allow caches and syndicated copies to clear. You retain ownership of your User Content.

7. Prices, payment estimates and tools

Monthly payment figures, affordability tools, price ratings, comparisons and similar features are estimates provided for general information only. They are not an offer of credit, a loan approval, a quote or a guarantee of any price, rate or term. Actual terms depend on the seller, the lender, your credit profile, taxes, title, registration, dealer fees and other factors. Always confirm final terms in writing with the seller or lender before you commit.

8. Credit requests and financing enquiries

If you submit a credit request or financing enquiry through the Service, it is sent to the dealership you choose. Cararri is not a lender and does not make credit decisions. Your submission is governed by the Credit Request Disclosure & Consent, which you must accept before submitting.

9. Fees

Browsing and contacting sellers is free for buyers. Dealers and certain private sellers may pay fees for subscriptions, listings or promotional products as described at the point of purchase and in the applicable agreement. All fees are in U.S. dollars and exclusive of applicable taxes unless stated otherwise.

10. Prohibited conduct

You agree not to misuse the Service. Without limitation, you will not post false or misleading information, list a vehicle you are not authorized to sell, engage in fraud or bait-and-switch practices, harass other users, scrape or harvest data, circumvent security or rate limits, introduce malware, use the Service to send spam, or violate any

law. The full rules are in our Acceptable Use & Community Guidelines.

11. Moderation, suspension and termination

We may, at our discretion and without liability, review, edit for formatting, decline, remove or demote any User Content, and may suspend or terminate any account that we reasonably believe violates these Terms, creates risk for users or Cararri, or is required by law. Where practical, we will tell you why. You may close your account at any time. Sections that by their nature should survive termination will survive.

12. Third-party services

The Service may link to or integrate with third-party websites, lenders, history report providers, maps, payment processors and other services. We do not control and are not responsible for third-party services; their own terms and privacy policies apply.

13. Intellectual property

The Service, including the Cararri name and logo, design, software, databases and content we create, is owned by Cararri or our licensors and protected by law. We grant you a limited, revocable, non-transferable license to use the Service for its intended purpose. You may not copy, frame, reverse engineer, or create derivative works from the Service except as permitted by law.

14. Disclaimers

THE SERVICE IS PROVIDED "AS IS" AND "AS AVAILABLE." TO THE FULLEST EXTENT PERMITTED BY LAW, CARARRI DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. CARARRI DOES NOT WARRANT THE CONDITION, HISTORY, LEGALITY, SAFETY, TITLE OR VALUE OF ANY VEHICLE, OR THE ACCURACY OF ANY LISTING, OR THE CONDUCT OF ANY USER.

15. Limitation of liability

TO THE FULLEST EXTENT PERMITTED BY LAW, CARARRI AND ITS OWNERS, OFFICERS, EMPLOYEES AND AGENTS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, OR FOR LOST PROFITS, DATA OR GOODWILL, ARISING FROM OR RELATED TO THE SERVICE OR ANY VEHICLE TRANSACTION. OUR TOTAL LIABILITY FOR ANY CLAIM WILL NOT EXCEED THE GREATER OF (A) THE AMOUNTS YOU PAID TO CARARRI IN THE 12 MONTHS BEFORE THE CLAIM AROSE OR (B) ONE HUNDRED U.S. DOLLARS ($100).

Some jurisdictions do not allow certain exclusions or limitations, so some of the above may not apply to you.

16. Indemnification

You will defend, indemnify and hold harmless Cararri from any claims, losses, liabilities, damages, costs and expenses (including reasonable attorneys' fees) arising from your User Content, your vehicle transactions, your violation of these Terms or applicable law, or your infringement of any third-party right.

17. Dispute resolution and arbitration

PLEASE READ THIS SECTION CAREFULLY. IT REQUIRES MOST DISPUTES TO BE RESOLVED BY INDIVIDUAL ARBITRATION AND WAIVES CLASS ACTIONS AND JURY TRIALS.

- Informal resolution first: before filing a claim, you and Cararri agree to try to resolve the dispute informally for at least 30 days by written notice to support@cararri.com or to us at **[Business Mailing Address]**.
- Binding arbitration: any unresolved dispute arising from these Terms or the Service will be resolved by binding individual arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules (or Commercial Rules for business users). The Federal Arbitration Act governs this section.
- Exceptions: either party may bring an individual claim in small claims court, or seek injunctive relief for intellectual property misuse.
- Class action waiver: claims may be brought only in an individual capacity and not as a plaintiff or class member in any purported class, collective or representative proceeding.
- Opt-out: you may opt out of this arbitration agreement by emailing support@cararri.com with the subject "Arbitration Opt-Out" within 30 days of first accepting these Terms.

18. Governing law and venue

These Terms are governed by the laws of the State of **[Governing State]**, without regard to conflict-of-law rules. Subject to Section 17, the state and federal courts located in **[County, Governing State]** have exclusive jurisdiction.

19. Changes to these Terms

We may update these Terms from time to time. We will post the updated version with a new "Last updated" date and, for material changes, give reasonable notice by email or on the Service. Continued use after the effective date means you accept the changes.

20. General

These Terms are the entire agreement between you and Cararri about the Service. If any provision is unenforceable, the rest remains in effect. Our failure to enforce a provision is not a waiver. You may not assign these Terms without our consent; we may assign them in connection with a merger, acquisition or sale of assets. Notices to Cararri must be sent to support@cararri.com.

ALL USERS | LEGAL & POLICY

Privacy Policy

How Cararri collects, uses, shares and protects personal information, including state privacy rights.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Scope

This Privacy Policy explains how [Cararri Legal Entity Name] ("Cararri") handles personal information when you use cararri.com and related services. It applies to buyers, private sellers, dealer staff and visitors. Dealers who receive your information through Cararri handle it under their own privacy policies.

2. Information we collect

Information you provide:

- Account details: name, email, phone number, password, ZIP code, account type (buyer, private seller or dealer).
- Enquiries and messages you send to sellers and dealers, test drive and appointment bookings.
- Listing information: vehicle details, VIN, photos, price, location and seller contact preferences.
- Credit request information you choose to submit, which may include your address, date of birth, housing, employment and income details, and (where the form requests it) your Social Security number.
- Dealer business information: legal name, licenses, addresses, staff users, billing details.
- Reviews, survey responses and support communications.

Information collected automatically:

- Device and usage data: IP address, browser type, device identifiers, pages viewed, searches, saved and compared vehicles, referring URLs and timestamps.
- Approximate location derived from IP address or ZIP code, and precise location only if you allow it in your browser or device.
- Cookies, pixels and similar technologies, described in our Cookie Policy.

Information from others:

- Dealers and sellers (for example, follow-up on your enquiry), vehicle data and history providers, identity and fraud-prevention services, advertising and analytics partners, and social networks if you choose to connect them.

3. How we use information

- To operate the marketplace: create accounts, publish listings, route enquiries, test drive requests and credit requests to the seller or dealer you choose, and power search, saved vehicles and comparisons.
- To keep the Service safe: verify users and dealers, detect and prevent fraud, scams, spam and abuse, and enforce our policies.
- To communicate with you: transactional messages, alerts you request, service notices and, with your consent where required, marketing.
- To improve and personalize the Service, including analytics and recommendations.

- To keep records of enquiries and credit requests submitted through the Service, as required for dispute handling, dealer quality control and legal compliance.
- To comply with law, respond to lawful requests and protect our rights.

4. How we share information

- With the seller or dealer you contact: when you send an enquiry, book a test drive or submit a credit request, we share the information you submit with that seller or dealer so they can respond. Dealer contact details are kept private within the messaging tool, but your submitted details are shared with the dealer you select.
- With service providers who process data on our behalf (hosting, email and SMS delivery, analytics, customer support, fraud prevention, payment processing) under contracts that restrict their use of it.
- With advertising and analytics partners, as described in the Cookie Policy, subject to your opt-out choices.
- For legal reasons, to protect safety, or in connection with a merger, acquisition or sale of assets.
- With your consent or at your direction.

We do not sell credit request information, and we do not share it with anyone other than the dealer you select, our service providers and as required by law.

5. "Sale" and "sharing" under state law

Some U.S. state laws treat certain advertising cookies as a "sale" or "sharing" of personal information. You may opt out using the "Your Privacy Choices" link on our site, by enabling a Global Privacy Control (GPC) signal in your browser, which we honor, or by emailing support@cararri.com. We do not knowingly sell or share personal information of anyone under 16.

6. Your privacy rights

Depending on where you live (including California, Virginia, Colorado, Connecticut, Utah, Texas, Oregon and other states with comprehensive privacy laws), you may have the right to:

- Know and access the personal information we hold about you.
- Correct inaccurate information.
- Delete your personal information, subject to legal exceptions.
- Obtain a portable copy of your information.
- Opt out of sale, sharing, targeted advertising and certain profiling.
- Limit use of sensitive personal information.
- Appeal our decision on your request.

To exercise these rights, see our Data Deletion & Privacy Rights Policy or email support@cararri.com. We will not discriminate against you for exercising your rights.

7. Sensitive information

Credit request data such as Social Security numbers, date of birth and financial information is sensitive. We use it only to deliver your request to the dealer you choose, to keep a secure record of the request, to prevent fraud and to meet legal obligations. Access is restricted to personnel who need it.

8. Data retention

We keep personal information for as long as your account is active and as needed for the purposes above. Typical periods: account data for the life of the account plus up to 24 months; enquiry and message records up to 36 months; credit request records up to **[Credit Record Retention Period, e.g. 25 months]** or longer where law requires; billing records up to 7 years. Retention may be extended for legal holds, disputes or fraud investigations.

9. Security

We use administrative, technical and physical safeguards, including encryption in transit, access controls and monitoring. No system is perfectly secure; please use a strong unique password and contact us if you suspect misuse.

10. Children

The Service is not directed to children under 18 and we do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact us and we will delete it.

11. California notice at collection

Categories collected in the past 12 months: identifiers; customer records (including financial information in credit requests); commercial information (vehicles viewed, enquiries); internet activity; approximate geolocation; professional information (dealer staff); and inferences. Sensitive categories: Social Security number and financial information (credit requests only), precise geolocation (only with permission). Purposes, sources, recipients and retention are described above. California residents may also request information about disclosures for direct marketing under the "Shine the Light" law.

12. Changes and contact

We may update this policy and will post the new effective date. Contact: support@cararri.com, **[Business Mailing Address]**.

ALL USERS | LEGAL & POLICY

Cookie Policy

What cookies and tracking technologies Cararri uses and how to control them.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. What are cookies?

Cookies are small text files placed on your device when you visit a website. Similar technologies include pixels, local storage and SDKs. We refer to all of them as "cookies".

2. Types of cookies we use

- Strictly necessary: sign-in, security (including CSRF protection), load balancing and remembering your privacy choices. These cannot be switched off.
- Functional: remembering saved searches, recently viewed vehicles, comparison lists, ZIP code and display preferences.
- Analytics: understanding how visitors use the site so we can improve it (for example, page views, search usage and error rates).
- Advertising and social media: measuring campaigns and showing relevant Cararri ads on other sites and social platforms such as Meta, TikTok, Google, Pinterest, Reddit and X.

3. Your choices

- Use our cookie banner or "Your Privacy Choices" link to accept or reject non-essential cookies.
- We honor Global Privacy Control (GPC) signals as an opt-out of sale/sharing for that browser.
- You can block or delete cookies through your browser settings; some features may not work without them.
- Industry opt-outs are available at optout.aboutads.info and youronlinechoices.com.

4. Retention

Session cookies expire when you close your browser. Persistent cookies last from a few days up to 13 months, after which we ask for consent again where required.

5. Contact

Questions: support@cararri.com.

ALL USERS | LEGAL & POLICY

Data Deletion & Privacy Rights Policy

How to request access, correction, deletion or opt-out, and what happens to your data.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. How to submit a request

- Signed-in users: Account Settings > Privacy > Delete account or Download my data.
- Email: support@cararri.com with the subject "Privacy Request" and the email address on your account.
- Social login users (for example Facebook): you may also remove Cararri from your social account's app settings, then email us to delete the data we hold.
- Authorized agents may submit requests with written permission signed by you.

2. Verification

To protect you, we verify requests by confirming control of the email or phone number on the account and, for sensitive requests, may ask for additional information. We will not ask for more information than necessary.

3. Timelines

We confirm receipt within 10 business days and respond within 45 days, which may be extended once by 45 days when reasonably necessary. We will tell you if an extension applies.

4. What deletion means

- Your account, profile, saved vehicles and searches are deleted.
- Your listings are removed from public view.
- Messages you sent to sellers or dealers are removed from your account, but copies already delivered to a dealer or seller are held by them under their own policies.
- We may retain limited information where required or permitted by law, such as billing records, credit request records required for compliance, records of fraud or policy violations, and records needed to honor your opt-out.
- Backups are overwritten on a rolling schedule, typically within 90 days.

5. Appeals

If we deny your request, you may appeal by replying to our decision email within 60 days. We will respond within 60 days of receiving your appeal. If you remain unsatisfied, you may contact your state Attorney General.

6. Contact

support@cararri.com, [Business Mailing Address].

ALL USERS | LEGAL & POLICY

Acceptable Use & Community Guidelines

The rules every buyer, seller and dealer must follow, including prohibited listings and conduct.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Purpose

These guidelines keep Cararri trustworthy and safe. They apply to every listing, message, review and account. Violations may lead to content removal, feature limits, suspension or permanent bans, without refund where permitted by law.

2. Prohibited listings

- Vehicles you do not own or are not authorized to sell.
- Stolen vehicles, vehicles with altered or removed VINs, or vehicles with odometer tampering.
- Undisclosed salvage, rebuilt, flood, lemon-law buyback, fire or other branded titles.
- Vehicles subject to an open safety recall that is not disclosed where disclosure is required.
- Fake, placeholder, duplicate or "bait" listings for vehicles that are not actually available at the stated price.
- Listings for anything other than a vehicle for sale (for example, rentals, parts-only, services or "wanted" ads) unless a specific category exists.
- Listings that discriminate on the basis of race, color, religion, national origin, sex, marital status, age or any other protected characteristic.

3. Listing accuracy

- Use real, current photos of the actual vehicle. Stock images must be labeled.
- Provide the correct year, make, model, trim, mileage, VIN and condition.
- Price must be the price a buyer can actually pay, consistent with the Dealer Advertising & Listing Standards.
- Remove or mark listings as sold promptly.

4. Conduct

- Be respectful. No harassment, threats, hate speech or sexual content.
- No spam, chain messages, unsolicited bulk marketing or off-topic promotions.
- No requests for unusual payment methods (gift cards, wire transfers to unknown parties, cryptocurrency) to "hold" a vehicle.
- No phishing, impersonation of Cararri or another dealer, or requests for passwords or verification codes.
- Do not move a conversation off Cararri to evade our safety tools for fraudulent purposes.

5. Technical misuse

- No scraping, crawling or bulk downloading of listings or user data without written permission.
- No attempts to probe, scan or breach our systems, or interfere with the Service.
- No automated account creation or fake reviews.

6. Reporting

Use the "Report" button on any listing or message, or email support@cararri.com. We review reports and may share relevant information with law enforcement.

ALL USERS | LEGAL & POLICY

Safety & Fraud Prevention Policy

Practical safety rules and how Cararri handles scams, fraud and unsafe behavior.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Our commitment

We screen dealers, monitor listings and messages for known scam patterns, and act quickly on reports. No screening is perfect, so please follow the tips below.

2. Tips for buyers

- Never pay a deposit or full price for a vehicle you have not seen in person or verified through a trusted dealer.
- Never pay with gift cards, wire transfers to individuals, peer-to-peer apps to strangers or cryptocurrency.
- Check the VIN with a vehicle history report and the NHTSA recall lookup.
- Get an independent pre-purchase inspection.
- Meet in a public, well-lit place, ideally a police "safe trade" zone or the dealership.
- Confirm the seller's name matches the title and photo ID.

3. Tips for sellers

- Watch for overpayment scams and fake cashier's checks. Confirm funds with the issuing bank directly.
- Do not release the title or keys until payment has fully cleared.
- Accompany test drives, check the driver's license and confirm insurance.
- Never share verification codes sent to your phone or email.

4. Cararri will never

- Ask you for your password or a one-time verification code.
- Hold money in escrow or "protect" a payment unless clearly offered in a feature we have announced.
- Ask you to pay a Cararri employee directly for a vehicle.

5. What we do when fraud is reported

We may remove listings, suspend accounts, preserve records, warn affected users and cooperate with law enforcement. Report suspected fraud to support@cararri.com, and to the FTC at ReportFraud.ftc.gov and the FBI at ic3.gov.

ALL USERS | LEGAL & POLICY

Communications & SMS Consent Policy

How Cararri and dealers may contact you by email, phone and text, and how to opt out.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Transactional messages

By creating an account or sending an enquiry, you agree to receive service messages about your account, listings, enquiries, test drives and credit requests by email and in-app notification. These are not marketing and cannot be fully turned off while your account is active.

2. Consent to calls and texts

> **By checking the consent box and submitting a form on Cararri, you agree that Cararri and the dealer or seller you contact may call or text you at the number you provide, including with automated technology and prerecorded messages, about your enquiry and related offers. Consent is not a condition of purchase. Message frequency varies. Message and data rates may apply.**

Each consent applies only to Cararri and the specific seller or dealer named in that form, not to unrelated third parties.

3. Marketing emails

We may send newsletters, price alerts and promotions. Every marketing email includes an unsubscribe link, and we honor requests within 10 business days. Our postal address appears in each email.

4. How to opt out

- Text STOP to any Cararri text message to stop texts; text HELP for help.
- Click "unsubscribe" in any marketing email.
- Update Account Settings > Notifications.
- Ask a dealer directly to stop contacting you; dealers must honor your request under the Dealer Services Agreement.

5. Recording

Calls with Cararri or dealers through tracked phone numbers may be recorded for quality and training, with notice where required by law.

6. Contact

support@cararri.com.

ALL USERS | LEGAL & POLICY

Reviews & Ratings Policy

Rules for writing, publishing and moderating dealer and vehicle reviews.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Who may review

Reviews must reflect a genuine experience with the dealer, seller or vehicle being reviewed. One review per customer per transaction.

2. What is not allowed

- Fake reviews, reviews written by the business or its staff, family or competitors.
- Reviews in exchange for payment, discounts or gifts unless the incentive is clearly disclosed and offered regardless of whether the review is positive or negative.
- Profanity, hate speech, personal information, threats or content unrelated to the experience.

3. Dealer obligations

Dealers may not suppress, gate or selectively solicit only positive reviews, threaten reviewers, or use non-disparagement terms to prevent honest reviews. These practices may violate the FTC Rule on the Use of Consumer Reviews and Testimonials and will lead to account action.

4. Moderation

We may remove reviews that violate this policy. We do not remove reviews simply because they are negative. Dealers may post one public response per review.

5. Ratings

Vehicle ratings and "match" scores are based on data and methods we choose and may change. They are opinions, not guarantees.

ALL USERS | LEGAL & POLICY

Copyright & DMCA Policy

How to report content that infringes your copyright, and how to file a counter-notice.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Notice of infringement

If you believe content on Cararri infringes your copyright (for example, someone copied your vehicle photos), send a notice to our designated agent containing:

- Your physical or electronic signature.
- Identification of the copyrighted work.
- The URL or location of the infringing material.
- Your contact information.
- A statement that you have a good-faith belief the use is not authorized.
- A statement, under penalty of perjury, that the information is accurate and you are authorized to act for the owner.

2. Designated agent

[DMCA Agent Name], [Cararri Legal Entity Name], [Business Mailing Address], support@cararri.com (subject: "DMCA Notice"). [Register agent with the U.S. Copyright Office]

3. Counter-notice

If your content was removed by mistake, you may send a counter-notice with your signature, identification of the removed material, a statement under penalty of perjury that removal was a mistake, and consent to federal court jurisdiction. We may restore the content in 10 to 14 business days unless the complainant files suit.

4. Repeat infringers

We terminate accounts of repeat infringers in appropriate circumstances.

ALL USERS | LEGAL & POLICY

Marketplace Disclaimer

Important limits on what Cararri listings, prices, estimates and tools represent.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Listing information

All vehicle information, including price, mileage, equipment, condition, history, photos and availability, is provided by the seller or dealer. Cararri does not verify every detail and is not responsible for errors. Verify everything with the seller and with an independent inspection before purchase.

2. "Verified" labels

Labels such as "Verified Dealer" or "Verified Listing" mean that we completed the specific check described for that label (for example, confirming a dealer license or VIN format). They are not an endorsement, warranty or guarantee of the vehicle or seller.

3. Payments, rates and estimates

Monthly payments shown are estimates based on assumed down payment, term, APR and other factors that may not apply to you. They exclude taxes, title, registration and dealer fees unless stated. They are not an offer of credit.

4. Market data and ratings

Price ratings, deal ratings and comparisons are our opinions based on available data and may not reflect local market conditions.

5. No professional advice

Content on Cararri, including blog articles and guides, is general information and not legal, financial, tax or mechanical advice.

6. Recalls and safety

Check open recalls at nhtsa.gov/recalls using the VIN before buying.

BUYERS | LEGAL & POLICY

Buyer Agreement

What buyers agree to when they search, enquire, book test drives and buy through Cararri.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Agreement

This Buyer Agreement supplements the Cararri Terms of Use and applies when you use Cararri to research, contact sellers, book test drives, submit credit requests or purchase a vehicle found on Cararri. Capitalized terms not defined here have the meaning in the Terms of Use.

2. Your relationship with sellers

Any purchase is a contract between you and the seller or dealer, not Cararri. Cararri does not set prices, negotiate on your behalf, hold deposits or guarantee any vehicle or seller.

3. Your responsibilities

- Provide accurate contact information and only submit enquiries you genuinely intend.
- Independently verify the vehicle: VIN, title status, liens, history report, open recalls and mechanical condition, ideally with a pre-purchase inspection by a mechanic you choose.
- Read and understand every document before signing, including the FTC Buyers Guide on used vehicles sold by dealers, the purchase agreement, any warranty and any financing contract.
- Confirm the out-the-door price in writing, including taxes, title, registration, documentation fees and add-ons.
- Comply with the seller's reasonable test drive requirements, including showing a valid driver's license and proof of insurance.

4. Enquiries and dealer contact

When you send an enquiry, your name, email, phone (if provided) and message are delivered to the selected seller or dealer, who may contact you about that vehicle and similar vehicles as described in the Communications & SMS Consent Policy. You may ask any dealer to stop contacting you at any time.

5. Deposits and payments

Cararri does not process vehicle payments. If a seller asks for a deposit, get a written receipt stating whether it is refundable and under what conditions. Never pay by gift card, wire to an individual, or cryptocurrency. See the Safety & Fraud Prevention Policy.

6. "As is" sales and warranties

Many used vehicles are sold "as is" with no warranty from the seller. Any warranty, return or cancellation right comes only from the seller, the manufacturer or applicable law, not Cararri. Note that most states do not provide an automatic "cooling-off" period for vehicle purchases.

7. Reviews

If you review a dealer, follow the Reviews & Ratings Policy and describe your genuine experience.

8. Problems with a seller

Contact the seller first. If you believe a listing was misleading or fraudulent, report it to support@cararri.com. We may investigate and act on the account, but we cannot unwind a sale or compensate you for a transaction between you and a seller. You may also contact your state Attorney General, Department of Motor Vehicles or dealer licensing board.

9. Account closure

You may close your account at any time from Account Settings or by emailing support@cararri.com.

BUYERS | LEGAL & POLICY

Credit Request Disclosure & Consent

The disclosure and authorization buyers accept before sending a credit request to a dealership.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. What a credit request is

A Cararri credit request lets you send your financing information to a dealership you select so that the dealership can review it and, if you wish, help arrange financing with its lending partners. It is similar to a pre-qualification or credit application submitted directly to a dealer.

2. Cararri is not a lender

CARARRI IS NOT A LENDER, LOAN BROKER OR CREDIT REPORTING AGENCY. CARARRI DOES NOT MAKE CREDIT DECISIONS, DOES NOT GUARANTEE APPROVAL AND DOES NOT ARRANGE OR OFFER LOANS. SUBMITTING A CREDIT REQUEST IS NOT AN APPLICATION FOR CREDIT WITH CARARRI.

3. Who receives your information

Your credit request is sent only to the dealership you select on the form. Cararri also keeps a secure record of every credit request submitted through the Service, including the information you provided, the dealership it was sent to, and the date and time, for record-keeping, dispute resolution, fraud prevention, dealer quality control and legal compliance. We do not sell your credit request information.

4. Authorization

By submitting a credit request, you:

- Certify that the information you provide is true, complete and your own (or that of a co-applicant who has authorized you to submit it).
- Authorize Cararri to transmit your information to the selected dealership and to keep a record of it as described above.
- Understand that the selected dealership, and lenders the dealership works with, may obtain your consumer credit report and verify the information you provided, including employment and income, under the Fair Credit Reporting Act, using the authorization the dealership obtains from you. A credit inquiry may affect your credit score. Ask the dealership whether it will use a "soft" or "hard" inquiry before proceeding.
- Agree that the dealership may contact you by phone, text and email about your request, as described in the Communications & SMS Consent Policy.

5. Your rights

- Equal Credit Opportunity Act notice: the federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status or age (provided the applicant has the capacity to contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act.
- If credit is denied or offered on less favorable terms based on your credit report, the lender must give you an adverse action notice explaining your rights, including your right to a free copy of your report.
- You may withdraw a pending credit request by contacting the dealership and emailing support@cararri.com. Withdrawal does not undo a credit check already performed.

6. Security

Credit request data is encrypted in transit and stored with restricted access. Dealers that receive credit requests must protect them under the FTC Safeguards Rule and our Dealer Data Protection Addendum.

7. Consent language shown on the form

> **"By clicking Submit, I certify the information I provided is accurate and I authorize Cararri to send my credit request to [Dealership Name] and keep a secure record of it. I understand Cararri is not a lender and does not make credit decisions. I authorize [Dealership Name] and its lending partners to obtain my credit report and verify my information to evaluate my request, and to contact me by call, text (including automated technology) and email about it. Consent to contact is not a condition of purchase. I agree to the Credit Request Disclosure & Consent, Terms of Use and Privacy Policy."**

BUYERS, SELLERS & DEALERS | LEGAL & POLICY

Test Drive & Appointment Policy

Rules for booking, attending, rescheduling and conducting test drives arranged through Cararri.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Booking

Test drive and appointment requests made through Cararri are requests, not guaranteed reservations, until the seller or dealer confirms them. A booking does not reserve or hold the vehicle unless the seller confirms that in writing.

2. Buyer requirements

- Bring a valid driver's license and proof of current auto insurance.
- Arrive on time and give at least 2 hours' notice to cancel or reschedule.
- Follow traffic laws and the seller's reasonable route and time limits.
- You are responsible for traffic violations, tolls and, to the extent permitted by law and your insurance, damage you cause during the drive.

3. Seller and dealer requirements

- Confirm or decline requests promptly (dealers within one business day).
- Ensure the vehicle is available, legally registered, insured and safe to drive.
- Inform the buyer of any material change (for example, the vehicle has sold) before the appointment.
- Private sellers should meet in a safe public location and accompany the drive.

4. No-shows

Repeated no-shows by buyers or repeated unconfirmed appointments by sellers may result in booking restrictions.

5. Liability

Cararri does not own or control any vehicle and is not responsible for accidents, injuries, damage, or loss arising from a test drive. Insurance coverage is between the buyer, the seller and their insurers.

PRIVATE SELLERS | LEGAL & POLICY

Private Seller Listing Agreement

Terms for individuals listing their own vehicle for sale on Cararri.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Agreement

This agreement supplements the Terms of Use and applies when you list a vehicle on Cararri as a private (non-dealer) seller.

2. Eligibility and authority

- You are at least 18, the legal owner of the vehicle (or have written authority from the owner), and the name on the title matches yours or the authorizing owner.
- You are not in the business of selling vehicles. Many states limit how many vehicles an individual may sell per year without a dealer license. If you exceed that limit, you must register as a dealer. Unlicensed dealing ("curbstoning") is prohibited.

3. Listing accuracy and disclosures

You must accurately disclose:

- Year, make, model, trim, mileage and VIN.
- Title status, including any salvage, rebuilt, flood, lemon or other brand.
- Any outstanding loan or lien and how it will be satisfied at sale.
- Known mechanical problems, accident history and open safety recalls.
- Real, current photos of the vehicle.

4. Price and listing management

List the actual price you will accept and keep it current. Mark the vehicle as sold or remove the listing within 48 hours of sale or if it becomes unavailable.

5. Fees

Basic listings are **[Free / $[amount] per listing]**. Optional promotions such as featured placement are charged as shown at checkout and are non-refundable once the promotion has started, except where required by law or the listing is removed due to our error.

6. Completing the sale

You are responsible for the sale, including verifying payment, signing over the title, providing a bill of sale and odometer disclosure statement where required, removing license plates where required, and notifying your state DMV of the transfer. Cararri is not a party to the sale.

7. Safety

Follow the Safety & Fraud Prevention Policy. Do not release the title or keys until funds have fully cleared.

8. Removal

We may remove a listing or suspend an account for inaccurate information, suspected fraud, unlicensed dealing or other violations.

9. Indemnity

You will indemnify Cararri from claims arising from your listing, your vehicle or your sale.

DEALERSHIPS | LEGAL & POLICY

Dealer Services Agreement

The commercial agreement between Cararri and a dealership for listings, leads, credit requests and subscriptions.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Parties and scope

This Dealer Services Agreement ("Agreement") is between [Cararri Legal Entity Name] ("Cararri") and the dealership identified in the Dealer Account or Order Form ("Dealer"). It governs Dealer's use of Cararri dealer features, including inventory listings, inventory feeds, lead and enquiry delivery, test drive bookings, credit requests, the dealer dashboard and paid products. The Terms of Use, Dealer Advertising & Listing Standards, Dealer Data Protection Addendum and Dealer Billing, Cancellation & Refund Policy are part of this Agreement.

2. Dealer eligibility and verification

- Dealer represents that it holds and will maintain all motor vehicle dealer licenses, bonds, permits and registrations required where it does business, and will provide copies on request.
- Dealer will promptly notify Cararri of any suspension, revocation or lapse of a license or of material enforcement action.
- Cararri may verify Dealer's identity, licensing, business address and authorized users, and may suspend services until verification is complete.

3. Services

Cararri will make the subscribed services available as described in the Order Form or plan page, which may include:

- Publishing Dealer inventory manually or through a feed or integration.
- Delivering buyer enquiries, test drive requests and credit requests to Dealer's designated users and email addresses.
- Dealer profile page, reviews, analytics and reporting.
- Optional promotional products such as featured listings.

Cararri may modify, improve or discontinue features, provided it does not materially reduce paid services during a paid term without a pro-rated credit.

4. Dealer obligations

- Comply with all applicable laws, including the FTC Act, FTC Used Car Rule, Truth in Lending Act, Equal Credit Opportunity Act, Fair Credit Reporting Act, Gramm-Leach-Bliley Act and FTC Safeguards Rule, TCPA, CAN-SPAM, federal odometer law, state advertising and dealer laws, and privacy laws.
- Follow the Dealer Advertising & Listing Standards for every listing.
- Respond to buyer enquiries in good faith and within one business day.
- Honor the advertised price of an available vehicle, subject to the Standards.
- Obtain any credit report or financing only with the consumer's proper authorization and in compliance with law.

- Honor any consumer's request to stop contacting them.
- Keep user credentials secure and remove access for departing staff promptly.

5. Leads and credit requests

- Leads and credit requests are delivered for Dealer's use solely to respond to that consumer about vehicles, financing and related products. Dealer will not sell, rent or transfer them to third parties, except to lenders and service providers as needed to serve the consumer.
- Cararri keeps a record of every enquiry and credit request delivered to Dealer and may use those records for dispute handling, quality monitoring, billing, fraud prevention and compliance.
- Cararri does not guarantee lead volume, lead quality, sales or that a consumer's information is accurate.

6. Fees and payment

Dealer will pay the fees in the Order Form or selected plan. Billing, renewals, cancellation and refunds are governed by the Dealer Billing, Cancellation & Refund Policy.

7. Content license

Dealer grants Cararri a license to use Dealer's name, logo, inventory data, photos and descriptions to display listings on Cararri, partner sites and Cararri marketing and advertising. Dealer represents that it owns or has licensed all photos and content it provides.

8. Data protection

Each party will comply with the Dealer Data Protection Addendum. Dealer is an independent controller of consumer information it receives through Cararri and is responsible for its own privacy notices and practices.

9. Term and termination

- This Agreement starts on the date Dealer accepts it or activates a dealer account and continues until terminated.
- Paid plans renew as described in the Billing Policy.
- Either party may terminate for material breach not cured within 15 days of written notice.
- Cararri may suspend or terminate immediately for suspected fraud, license problems, serious consumer harm, legal requirement or repeated policy violations.
- On termination, Dealer listings are removed and access to the dashboard ends. Dealer may export its lead data for 30 days where the feature is available.

10. Warranties and disclaimers

Each party represents it has authority to enter this Agreement. EXCEPT AS STATED, SERVICES ARE PROVIDED "AS IS" AND CARARRI DISCLAIMS ALL OTHER WARRANTIES.

11. Indemnification

Dealer will defend and indemnify Cararri against third-party claims arising from Dealer's vehicles, listings, advertising, sales, financing, consumer communications, data handling or violation of law or this Agreement.

12. Limitation of liability

EXCEPT FOR DEALER'S PAYMENT AND INDEMNITY OBLIGATIONS AND EITHER PARTY'S BREACH OF DATA OBLIGATIONS, NEITHER PARTY IS LIABLE FOR INDIRECT, CONSEQUENTIAL OR LOST-PROFIT DAMAGES, AND CARARRI'S TOTAL LIABILITY IS LIMITED TO THE FEES DEALER PAID IN THE 12 MONTHS BEFORE THE CLAIM.

13. Confidentiality

Each party will protect the other's non-public business information and use it only to perform this Agreement.

14. General

Governing law is the State of **[Governing State]**; disputes are resolved as stated in the Terms of Use. Dealer is an independent business, and nothing creates a partnership, agency or franchise. Notices to Cararri: support@cararri.com and **[Business Mailing Address]**.

Accepted and agreed

Dealers may accept this Agreement electronically when activating a dealer account, which has the same effect as signing below.

CARARRI	DEALER
Signature: _____	Signature: _____
Name: _____	Dealership legal name: _____
Title: _____	Name / Title: _____
Date: _____	Dealer license #: _____
	Date: _____

DEALERSHIPS | LEGAL & POLICY

Dealer Advertising & Listing Standards

The pricing, disclosure and listing rules every dealer listing on Cararri must meet.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Purpose

These standards help buyers trust Cararri listings and help dealers comply with federal and state advertising law. They are part of the Dealer Services Agreement.

2. Pricing

- The listed price must be the price at which any consumer can buy the vehicle, excluding only taxes, government title and registration fees, and any documentation fee where your state allows it to be excluded and it is disclosed.
- Do not list prices that require a trade-in, specific financing, dealer-arranged financing, loyalty, military, college or other conditional rebates unless the conditions are clearly disclosed in the listing and the base price without them is also shown.
- Mandatory add-ons (for example, protection packages, nitrogen, window etching or market adjustments) must be included in the listed price or the vehicle must not be listed.
- Do not charge for add-ons the consumer did not knowingly agree to.

3. Availability

- List only vehicles in your inventory or in transit with a confirmed arrival date, which must be stated.
- Remove sold vehicles within 24 hours (48 hours for manual uploads).
- No bait-and-switch: do not advertise a vehicle to attract buyers and then refuse to sell it or disparage it to push another vehicle.

4. Vehicle disclosures

- Accurate VIN, year, make, model, trim, mileage, condition and equipment.
- Title brands (salvage, rebuilt, flood, lemon buyback), prior rental or fleet use where material, and known frame or structural damage.
- Open safety recalls where required by law, and in any case where known.
- Display and provide the FTC Buyers Guide on used vehicles as required.
- "Certified" may only be used for vehicles certified under a manufacturer or clearly described dealer program.

5. Financing advertising

- Payment and APR claims must comply with the Truth in Lending Act and Regulation Z, including required disclosures when triggering terms are used.
- Do not advertise "guaranteed approval" or similar claims you cannot honor.

6. Photos and content

- Use photos of the actual vehicle; label stock photos clearly.
- No misleading watermarks, competitor marks or contact information designed to bypass Cararri lead routing where prohibited by your plan.

7. Enforcement

Cararri may remove listings, correct obvious errors, suspend inventory feeds, or terminate dealers for violations. Repeated pricing complaints confirmed by Cararri may result in a listing quality warning on your profile.

DEALERSHIPS | LEGAL & POLICY

Dealer Data Protection Addendum

How dealers must protect and use consumer data, leads and credit requests received through Cararri.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Roles

For consumer information Cararri delivers to Dealer (enquiries, test drive requests and credit requests, "Consumer Data"), Cararri and Dealer each act as independent businesses responsible for their own compliance. Where state law requires, this Addendum serves as the contract governing disclosure of personal information between the parties.

2. Permitted use

Dealer will use Consumer Data only to respond to the consumer about the vehicle, financing, trade-ins and related products the consumer asked about, and as required by law. Dealer will not sell, rent, share for cross-context behavioral advertising, or use Consumer Data to build lists for unrelated marketing.

3. Safeguards

Dealer will maintain a written information security program meeting the FTC Safeguards Rule, including:

- A qualified individual responsible for the program.
- Access controls, multi-factor authentication for systems containing customer information, and encryption in transit and at rest.
- Staff training and prompt removal of access for departing staff.
- Secure disposal of Consumer Data when no longer needed.

4. Credit requests

Dealer will obtain a consumer's written authorization before requesting a credit report, will have a permissible purpose under the Fair Credit Reporting Act, and will provide adverse action notices and other disclosures where required.

5. Consumer requests

Dealer will honor opt-out, deletion and other privacy requests it receives directly as required by law, and will cooperate reasonably with Cararri on requests that involve both parties.

6. Security incidents

Dealer will notify Cararri at support@cararri.com within 72 hours of discovering unauthorized access to Consumer Data received from Cararri, and will cooperate in investigation and any required notifications.

7. Cararri's obligations

Cararri will deliver Consumer Data through secure channels, protect its copy of Consumer Data with reasonable safeguards and keep records of what it delivers.

8. Audit

On reasonable notice, Dealer will provide a summary of its safeguards or answer a security questionnaire no more than once per year, or after a security incident.

DEALERSHIPS | LEGAL & POLICY

Dealer Billing, Cancellation & Refund Policy

Subscription billing, renewals, cancellations, refunds and disputes for dealer accounts.

Last updated: October 17, 2026 **Operator:** [Cararri Legal Entity Name] **Contact:** support@cararri.com

1. Plans and pricing

Dealer plans, prices and included features are shown on the plan page or Order Form at signup. Prices are in U.S. dollars and exclude applicable taxes.

2. Billing

- Subscriptions are billed in advance on a **[monthly / annual]** basis to the payment method on file.
- One-time products (for example, featured listings) are billed at purchase.
- Invoices are available in the dealer dashboard.

3. Automatic renewal

SUBSCRIPTIONS RENEW AUTOMATICALLY AT THE END OF EACH BILLING PERIOD AT THE THEN-CURRENT PRICE UNLESS CANCELLED BEFORE THE RENEWAL DATE. We will notify you at least 30 days before any price increase and before annual renewals.

4. Free trials

If you start a free trial, you will be charged when it ends unless you cancel beforehand. We will remind you before the trial ends.

5. How to cancel

Cancel online from Dealer Dashboard > Billing > Cancel plan, or email support@cararri.com. Cancellation takes effect at the end of the current billing period, and your listings remain live until then.

6. Refunds

- Monthly fees are non-refundable for partial periods.
- Annual plans cancelled within 14 days of initial purchase receive a full refund; after that, no refund for the remaining term unless required by law.
- Started promotions are non-refundable.
- If Cararri suspends the service due to our error or a significant outage longer than 72 consecutive hours, we will issue a pro-rated credit.
- Accounts terminated for policy violations are not eligible for refunds.

7. Failed payments

If a payment fails, we will retry and notify you. Services may be suspended after 10 days of non-payment. Overdue amounts may incur a late fee of **[1.5% per month or the maximum allowed by law, whichever is lower]**.

8. Disputes

Contact support@cararri.com within 60 days of an invoice to dispute a charge. Please contact us before filing a chargeback so we can resolve it quickly.