

FORD REMARKETING

Ford Remarketing Fair Trading Policy

Transparency. Professionalism. Confidence.

About this document

This Fair Trading Policy describes the standards of conduct, disclosure and inspection expected of every participant in the Ford Remarketing Platform.

Tender simulation - illustrative document. This Ford-branded document is provided solely to demonstrate the proposed platform experience. Final contractual, policy and operator wording would be agreed with Ford prior to production use.

Ford Remarketing exists to create a trusted, transparent and efficient wholesale marketplace for professional automotive businesses.

Our goal is simple:

- Help sellers dispose of stock quickly and fairly.
- Help buyers purchase stock with confidence.
- Create a marketplace built on transparency and professionalism.
- Reduce friction throughout the wholesale disposal process.

Every participant using Ford Remarketing agrees to support these principles.

1. Our Fair Trade Commitment

Ford Remarketing is built on three simple principles:

- **Transparency** - Vehicles should be represented accurately and honestly.
- **Professionalism** - Participants should treat each other fairly and respectfully.
- **Accountability** - Buyers should inspect before collection and sellers should disclose what they know.

2. Seller Responsibilities

Sellers play a critical role in maintaining confidence across the marketplace. By listing a vehicle on Ford Remarketing, sellers confirm that information has been provided honestly and accurately to the best of their knowledge. This includes vehicle condition, mileage, known faults, known warning lights, known damage, known preparation requirements, vehicle imagery, and ownership and authority to sell. Where known issues exist, these should be disclosed clearly. Ford Remarketing is designed to reward transparency and long-term trust.

3. Understanding Listing Types

Ford Remarketing supports multiple listing types depending on the information available.

Retail Ready Listing - A vehicle that has already been prepared for retail sale and is considered retail-ready by the seller. The seller confirms the vehicle has been previously prepared for retail sale, no additional issues have been identified unless disclosed, and the vehicle remains suitable for retail sale.

Vehicle Summary - A disclosure-based listing. The seller provides known issues, preparation requirements and estimated preparation costs. This option is designed to support rapid wholesale disposal where a full appraisal is not required.

Quick Appraisal - A simplified appraisal process. The seller reviews key vehicle areas and updates any items that require disclosure. Suitable for vehicles where a high-level inspection has been completed.

Detailed Appraisal - The most comprehensive option. A structured inspection is completed across exterior, interior and mechanical areas. This provides the highest level of buyer transparency and confidence.

4. Buyer Responsibilities

Ford Remarketing is a trade-to-trade marketplace. Buyers are expected to review listing information carefully, review available images, make informed purchasing decisions, inspect vehicles before collection, and raise any concerns immediately. Buyers should assume responsibility for conducting appropriate due diligence before purchasing.

5. Vehicle Inspection & Collection

One of the most important principles of the Ford Remarketing marketplace is that vehicles should be inspected before they leave the collection location. Buyers should inspect vehicle condition, bodywork, interior, accessories, warning lights and documentation. Any concerns should be raised before the vehicle is removed from site. Once the vehicle has left the collection location, the transaction will generally be considered complete.

6. Vehicle Condition Disputes

Ford Remarketing does not inspect vehicles and does not provide vehicle condition guarantees. Ford Remarketing relies on seller disclosures and buyer inspection. Where a buyer believes a vehicle has been materially misrepresented, they should raise this directly with the seller before the vehicle leaves site. Ford Remarketing may assist communication where appropriate but does not act as an independent adjudicator.

7. Payment Protection

Ford Remarketing operates a secure payment process designed to protect both buyers and sellers. Buyer funds are held securely until the transaction has been completed. Seller payments are released once collection has been confirmed and Ford Remarketing is satisfied that the transaction has completed successfully. This process helps create confidence for both parties.

8. Professional Conduct

All participants are expected to behave professionally, treat other users respectfully, communicate honestly and act in good faith. Ford Remarketing has zero tolerance for fraud, misrepresentation, abusive behaviour, harassment, platform manipulation and circumvention of transactions.

9. Maintaining Marketplace Standards

Ford Remarketing continuously monitors marketplace performance. Participants may be contacted regarding listing quality, buyer feedback, seller feedback, transaction performance and platform conduct. Where necessary, Ford Remarketing may request additional information, restrict account activity, suspend access or permanently remove users from the platform. Our objective is always to maintain a trusted marketplace for all participants.

10. Our Shared Goal

Ford Remarketing succeeds when buyers and sellers trust the platform. By working together and maintaining high standards of transparency and professionalism, we can create a more efficient and effective wholesale marketplace for everyone. Thank you for helping us build that marketplace.