



Consumer guide

New vehicle purchase

AMVIC recommends you choose products and services sold by AMVIC-licensed businesses. Licensed businesses commit to following the consumer protection rules set out in Alberta's *Consumer Protection Act*.

Before you go:

- **Check if the business is licensed** by going to AMVIC's portal: <https://amvic.ca.thentiacloud.net/webs/amvic/register/#>
- Take a photo or a copy of an ad you see to ensure the seller adheres to the advertised price,
 - which must include ALL fees and charges the seller intends to charge.
 - which the only fee that can be added to the advertised price is GST as well as any costs associated with financing. This is called '**all-in pricing**' and it's the law in Alberta.
- Decide on your budget. Focus on the total cost of the vehicle, not the affordability of the monthly payment.
- **Never be in a rush** when purchasing a vehicle. Take your time and include a trusted friend or relative in the process.

While you're there:

Deposits

- You should never have to give a deposit in order to test drive or negotiate a price for a vehicle. If there is no sales agreement, there should be no need for a deposit.
- Don't just assume the deposit is refundable. Read carefully and ask questions to ensure the deposit is refundable or non-refundable, and under what terms and conditions.
- Get a receipt for the deposit.
- AMVIC has a recommended deposit agreement form consumers can use available at amvic.org. AMVIC has the authority to create a mandatory deposit agreement and if it does so in the future, then it must be used by all business operators engaged in automotive sales.

Bill of sale

- Read every word in a document. If it requires a signature, it is important!
- Use the **bill of sale checklist available on the reverse** to capture all promises, as well as clarification on terms and conditions in writing that are not clear to you.
- Before signing, review the bill of sale to be sure all information is accurate and complete. Verify the details of the finance agreement and be sure all reported income and down payment amounts are correct.
- Stop shopping after you sign a purchase contract. When you buy a vehicle, there is no "cooling off" period. Even if you find a better deal or change your mind, a dealer can enforce the contract.

After you buy:

- Consumers who believe they were treated unfairly by a licensed seller can [file a complaint with AMVIC](#).
- The [Compensation Fund](#) may be available to the customers of a failed and closed AMVIC-licensed business. However, consumers are not eligible to apply to the Compensation Fund if they buy from a private seller or curber.

Beware of curbbers: sellers operating without a sales licence who typically sell stolen, damaged or odometer-tampered vehicles.

The following information must be included on a vehicle bill of sale in a clear and legible manner as per the Automotive Business Regulation (ABR) Sections 31.2(1) and (2):

✓	[Check to ensure everything was included on the bill of sale]
	Consumer's name and address.
	Number found on consumer's government-issued identification (such as a driver's licence).
	Business name, address and AMVIC licence number.
	Salesperson name and AMVIC registration number.
	Vehicle make, model, year, colour, body type and VIN.
	Date of the bill of sale.
	Vehicle delivery date to the consumer.
	All fees and charges including: any delivery/freight/transportation charges, any inspection fees, any licensing fees, charges for warranties and all taxes and levies, including GST; and the timing for payment of each fee and charge.
	A list of all extra equipment or options and the cost of each.
	The total cost of the vehicle including all fees, charges and costs of the extra equipment and options.
	If down payment or deposit amount is paid: the amount of the deposit or down payment and the balance remaining to be paid.
	Trade-in: identifying information on the traded in vehicle and the value of the trade-in allowance incorporated into the cost of purchase of the vehicle being sold to the consumer.
	Trade-in with loan still on it: the remaining loan balance incorporated into the cost of purchase.
	Credit agreement: a disclosure statement regarding the credit agreement must be provided on or attached to the bill of sale.
	Any and all promises, offers or inducements at no extra charge made to the consumer individually listed.
	Current odometer reading if vehicle is available and the maximum odometer reading at the time of vehicle delivery to the consumer.
	Attach copies of any reports, documents and disclosure statements regarding the previous use, history or condition of the vehicle including those required under the laws of another province or country.
	A written declaration that all vehicle history information from ABR Section 31.1 was provided to the consumer.
	All restrictions, limitations and conditions the business has the right to enforce in the purchasing agreement are written in a clear and comprehensible manner.

*This guide is not a substitute for legal advice and is not designed as a substitute for advice from qualified independent legal counsel. This guide is not intended to be an exhaustive list of applicable legislation.