

Career Car Information

Taking Delivery of Your Career Car

We will make every effort to deliver your Career Car to the dealership closest to your home. The Pontiac Grand Am and Pontiac Vibe usually are delivered 8 to 10 weeks after qualification. All other cars usually are delivered 12 to 14 weeks after qualification. An additional two weeks may be required for qualifiers taking delivery of a new model year car. Cars shipped to Alaska, Puerto Rico, Guam and the Virgin Islands will take additional time.

Here's how it works:

- You will receive delivery notice by mail from the leasing company.
- The dealership will contact you when the car is ready for delivery.
- When the delivery is taken, the dealer will ask you to sign the delivery receipt. (The car will not be issued to a family member.) The receipt is your acknowledgement that you received the car in satisfactory condition.

Before You Accept the Car

This is the moment you've dreamed about and worked for! However, **before you sign the delivery receipt**, you'll want to follow these instructions:

- Inspect the car thoroughly with the dealer representative. If the car does not meet the specifications you'll find in the information you'll receive from the leasing company, or if it is damaged, do not accept it. Call Career Car Services immediately.
- Make sure the serial number, date of delivery, license plate number and expiration date have been recorded by the dealer and are correct on the delivery receipt.
- Make sure you receive a Manufacturer's Warranty and Owner's Assistance Manual from the dealership. It's helpful to keep the manual in the glove department of the car.

A Note About Working With the Dealership

Receiving your new Career Car is bound to be exciting! Remember that you represent Mary Kay. A good relationship with the dealer is important for your car delivery and future car deliveries to other qualifiers. To make the experience the best it can be, we offer these tips for working with the dealership representative:

- If you have a question about the delivery status of your car, call Career Car Services. Please do not call the dealership.
- You may want to turn the delivery of your car into an event that your entire team or unit can enjoy. You'll want to work closely with your dealership representative to make sure he/she is in full agreement with your plans.
- Understand that the dealership is a place of business. Other customers and dealership personnel also may be conducting business.
- Carpool to the dealership to ensure parking for other customers.
- Be on time for your delivery appointment and never show up unannounced.

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Your Vehicle Maintenance Responsibilities

Proper vehicle maintenance of the Career Car is your responsibility. All preventative maintenance must be performed as scheduled, and in the case of corrective maintenance, when it is needed. Do not neglect required maintenance, as it usually becomes more expensive.

Any maintenance cost not covered by the manufacturer's warranty or incurred after such warranty has expired will be your responsibility. *Any warranty from the manufacturer may be invalidated by vehicle abuse or by not following the manufacturer's maintenance requirements.*

Warranty

Every car is provided with a Vehicle Warranty Policy that identifies the car as being entitled to warranty service. The warranty book you receive with your car outlines the services that are performed at no charge and should be kept in the car at all times. All warranty work can be completed at the nearest authorized dealership. If you have questions about your warranty, call your local dealership, Pontiac Customer Service (800) 762-2737, or Cadillac Customer Service (800) 458-8006.

Scheduled Preventive Maintenance

To assist you with the maintenance of your car, refer to the operator's manual and follow the recommended maintenance guidelines for best performance of your car. Scheduled preventive maintenance may be performed at any dealership or local garage.

License Plates and Titles

New Car Registration

For purposes of licensing, titling, and license renewal, the leased car must be registered in the leasing company's name. The delivering dealer will usually register the car for you. The cost will be paid by the leasing company and passed on to Mary Kay Inc.

Sometimes state regulations or situations such as out-of-state deliveries make it impossible for the dealer to register the car. In the event the delivering dealer cannot supply you with the initial license plates, please call Career Car Services.

License Plate and Registration Renewal

It is your responsibility to renew your license plates as required by your state. The license plate renewal papers are mailed to you from the leasing company. In some cases, the renewal form may be mailed to you directly from your state Department of Motor Vehicles. For reimbursement, please mail a clearly marked copy of your paid receipts and registration to Career Car Services, Attn: Reimbursement. We will reimburse all costs except those for personalized license plates and penalty fees.

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Personalized Plates

If you wish to obtain personalized (“vanity”) license plates, please follow the steps below:

- Allow the dealer to license the car as instructed by the leasing company.
- Call Career Car Services to request an authorization letter.
- Original plates should be turned into the Department of Motor Vehicles at the time personalized plates are transferred. If they do not accept them, return the original plates to the leasing company.

If you have questions regarding applying for the use of personalized license plates, please call your local Department of Motor Vehicles. You should refrain from using the Mary Kay trade name on any personalized license plates. Although Mary Kay will reimburse the cost of purchasing or renewing regular license plates, we will not reimburse the cost of personalized license plates.

State Inspections, Relocating, Violations

State Inspections

We will reimburse you for annual state safety inspections and emissions testing if you live in a state where one or both are required by law. Please mail a clearly marked copy of your paid receipts to Career Car Services, Attn: Reimbursements.

Relocating to a New State

If you move to a new state, please call Career Car Services as soon as possible. We will provide you with instructions and paperwork to register your car in your new state. Former residents of Massachusetts, Connecticut, Rhode Island, New Jersey, Kentucky, Maryland, North Carolina, Virginia and New York must return the old license plates to the leasing company for removal from the tax rolls.

Most states require you to register your car within 30 to 60 days. It is your responsibility to pay any expenses incurred when moving from one state to another. However, we will reimburse you for registration and inspection of your car.

Traffic and Parking Violations

All traffic and parking violations are your responsibility. If these are not paid promptly and/or to the proper authorities, the leasing company will notify you that the violation amount, along with an administrative fee, will be deducted from your next commission check.

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Purchasing Your Career Car

If you (or a friend or family member) wish to purchase your car, call Career Car Services for a price quote. The quotes are based on mileage and current used car wholesale values.

Sale paperwork and instructions will be mailed to you upon request. Please note: The pink Cadillac may be purchased only by the qualifier. In the event the qualifier later wishes to sell her purchased Career Car, we ask cooperation in repainting pink cars and removing the striping/medallion packages prior to the sale. Please keep in mind that pink paint and striping/medallion packages are exclusive to Mary Kay for use by current Career Car qualifiers.

Return of a Career Car

Requalified Selecting Another Career Car

Leave your current Career Car with the dealership when you are picking up your new Career Car. Remember to leave the keys with the dealership representative.

Requalified Selecting Cash Compensation

Career Car Services will notify the leasing company and leasing company will make arrangements to pick up the Career Car. Within a few days, a towing service will contact you to set up an appointment to pick up the Career Car.

Returning Career Car Early or Not Requalified

Career Car Services will notify the leasing company and the leasing company will make arrangements to pick up the Career Car. Within a few days, a towing service will contact you to set up an appointment to pick up the Career Car.

Condition Of Career Car When Returned

You are responsible for the condition of the Career Car when it is returned. Costs incurred by Mary Kay for unrepaired damage or maintenance work will be deducted from your commission check. The areas listed below should be checked and in good condition before returning the Career Car:

- Body – There should be no body damage (including molding, chrome, etc.) except for normal wear and tear.
- Glass – Glass damage is not considered normal wear and must be repaired.
- Interior – Any damage to the interior fabric or headliner (including unusual soiling) must be repaired. Any damage to dash/console components must be repaired.
- Tires – Tires that do not reflect the car mileage must be replaced.
- General Mechanical Condition – Motor, transmission, heating/air conditioning, brakes, and exhaust system must be in satisfactory operating condition.
- Miscellaneous – Any damage to headlights, interior lights, wheel covers, etc., must be repaired.

Repairs to many of the items listed above may be covered by the vehicle warranty and/or automobile insurance.