Terms and Conditions of the At-Home Car Selling Service

1. Service Overview

HGrégoire offers you the opportunity to sell your vehicle directly from the comfort of your home, without having to visit a dealership.

This service is currently available in the Greater Montreal area, subject to the eligibility of your address and vehicle, as well as the availability of our teams.

The process includes an online estimate, a remote appraisal, a conditional purchase offer, an in-person vehicle inspection at your home and, provided all conditions are met, the signing of the purchase agreement, vehicle pickup and payment.

2. Online Estimate Request

To get started, you must complete the estimate form available on the HGrégoire website, providing the requested information about your vehicle and your contact details.

An initial estimate of your vehicle's value may be provided. This estimate is for informational purposes only and does not constitute a firm purchase offer or a commitment by HGrégoire to purchase your vehicle at the indicated amount.

3. Information Collection and Remote Appraisal

Following your request, an HGrégoire representative will contact you, generally within 24 hours, to obtain additional information about your vehicle, including:

- Its specifications, Vehicle Identification Number (VIN) and mileage.
- Its overall condition, any damage, defects and modifications.
- Its accident history and any major repairs.
- Any outstanding loan or lease.

You will then receive a text message allowing you to continue the conversation with our Appraisal Centre, which may request photos of your vehicle's exterior, interior, odometer and any damage or imperfections.

All information provided must be complete, accurate and up to date. Photos must be recent, clear and accurately reflect the vehicle's current condition.

HGrégoire reserves the right to request any additional information, documents or photos necessary to complete the appraisal.

4. Conditional Purchase Offer

After reviewing the information and photos provided, our Appraisal Centre may present you with a purchase offer based on your vehicle's specifications, its reported condition and current market conditions.

This offer is valid for 10 days from the date it is prepared. It remains conditional upon an in-person vehicle inspection, a test drive where possible, and verification that all conditions required to complete the sale have been met.

After this period, a new appraisal may be required, and the offer amount may change.

No transaction is considered finalized at this stage.

5. Documents and Items Required for the Sale

To facilitate the transaction, you must have the following documents and items available, as applicable to your situation.

Required documents:

- A valid government-issued photo ID.
- The vehicle registration certificate.
- Documents establishing your legal authority to sell the vehicle.
- Information and documents relating to any outstanding financing, including the loan payoff amount.
- Any documents required to transfer ownership through the Société de l'assurance automobile du Québec (SAAQ).

Items to be provided with the vehicle:

- All available keys.
- Accessories and equipment included in the sale.
- Additional tires and wheels, if included in the agreement.
- Any other items agreed upon at the time of the offer.

Additional documents may be required, particularly if the vehicle is jointly owned, owned by a business or an estate, or subject to financing or a lease.

The sale remains conditional upon verification of the required documents and the ability to legally transfer ownership of the vehicle.

6. Vehicles with Outstanding Financing

If you have an outstanding loan on your vehicle, you must inform HGrégoire during the appraisal process and provide the information necessary to verify the loan payoff amount and any liens, security interests or other rights affecting the vehicle.

As part of the transaction, HGrégoire will pay the agreed amount directly to your financial institution. The net amount payable to you will be determined before the purchase agreement is signed.

If the outstanding loan balance exceeds the agreed purchase price, additional arrangements must be made before proceeding with the sale.

It may take up to 21 days following the transaction for your financial institution to close your loan. During this period, certain automatic withdrawals, including your weekly or biweekly payments, may continue to be processed.

We recommend maintaining sufficient funds to cover these payments and contacting your financial institution for information regarding the loan closure process and the reimbursement of any overpayments, where applicable.

HGrégoire reserves the right to suspend or decline the transaction if financing or ownership transfer requirements cannot be met, subject to any existing contractual commitments and applicable laws.

7. At-Home Inspection and Offer Confirmation

If you wish to proceed with the sale based on the conditional purchase offer presented, an appointment will be scheduled for an in-person inspection of your vehicle.

At-home inspections are available Monday through Friday, from 9:30 a.m. to 5:00 p.m., subject to our team's availability.

You must be present or, with HGrégoire's authorization, be represented by a duly authorized individual. The vehicle must be accessible and available for a complete inspection and a safe test drive, where possible. HGrégoire reserves the right to reschedule or cancel the inspection if these conditions are not met.

During the inspection, our representative will verify, among other things, the vehicle's identity, mileage, overall condition, functionality and consistency with the information provided. This inspection does not constitute a comprehensive mechanical certification.

If the vehicle matches the information and photos provided, HGrégoire may confirm the purchase offer.

If the inspection reveals discrepancies that may affect the vehicle's value, HGrégoire may revise or withdraw its offer. You are free to accept or decline any revised offer. If you decline, no sale will be concluded.

8. Signing of the Purchase Agreement, Vehicle Pickup and Payment

Once the purchase offer has been confirmed and accepted, and all conditions required for the sale have been met, a written purchase agreement will be signed specifying, among other things, the vehicle being sold, the agreed purchase price and the terms of the transaction.

Vehicle pickup and payment may take place during the inspection appointment or at a subsequent appointment, depending on the arrangements made with our team.

At the time of pickup, you must hand over the vehicle, its keys, the required documents and all accessories and equipment included in the transaction.

Payment of the agreed net amount will be made by cheque when HGrégoire takes possession of the vehicle.

The terms governing the transfer of ownership, payment and possession of the vehicle will be specified in the purchase agreement. You must not hand over your vehicle until the conditions of the transaction and payment arrangements have been confirmed.

9. Seller Responsibilities and General Conditions

By using the at-home car selling service, you confirm that:

- The information and documents provided are accurate and complete to the best of your knowledge.
- You have disclosed any known damage, defects, modifications or other factors that may affect the vehicle's value.
- You are legally authorized to sell the vehicle and have disclosed any outstanding loan, lease, security interest or other rights that may affect it.
- You agree to inform HGrégoire of any significant changes to the vehicle's condition or legal status between the initial appraisal and vehicle pickup.
- You will hand over the vehicle in the condition agreed upon at the time the purchase agreement is signed, subject to any changes accepted in writing.

Before the purchase agreement is signed, any inaccurate statement, material omission or change in the vehicle's condition may result in the revision or withdrawal of the offer.

HGrégoire reserves the right to decline to appraise or purchase a vehicle when its condition, legal status, available information or the terms of the transaction prevent HGrégoire from proceeding with its acquisition.

Once the purchase agreement has been signed, the rights and obligations of both parties are governed by that agreement and applicable laws.

HGrégoire may modify the terms of its service for future requests, subject to any existing contractual commitments.

Nothing in this document is intended to limit any rights or remedies provided under applicable laws.

10. Protection of Personal Information

Personal information, documents and photos collected as part of your request will be used to process your request, appraise your vehicle, communicate with you and, where applicable, complete the transaction.

This information will be handled in accordance with applicable laws and HGrégoire's Privacy Policy, available on our website.