

## **TERMS OF USE**

Thank you for visiting our Digital Platform. Cars Avenue LLC-FZ is a company incorporated pursuant to the laws of the United Arab Emirates, having its registered office at Meydan Grandstand, 6th Floor, Meydan Road, Nad Al Sheba, Dubai, United Arab Emirates (the “Company”). The Company is engaged in activities including New Automobile Trading for Export, Used Automobile Trading, and General Investments Management & Operation.

We provide the Cars Avenue Website and mobile-optimized website (individually and collectively, the “Digital Platform”). Our Digital Platform provides users with the opportunity to connect with buyers, sellers, and visitors, and to obtain information relating to vehicles listed on the Digital Platform.

Shopping for a pre-owned or used vehicle is now more convenient than ever. The Digital Platform allows users to explore vehicle listings, request details, arrange test drives, discuss trade-ins, and explore financing options where applicable.

These Terms of Use (the “Terms”) govern your access to and use of the Digital Platform. For the purposes of these Terms, the terms “user”, “you”, and “your” refer to any individual or legal entity accessing, browsing, registering, or using the Digital Platform in any manner whatsoever.

By accessing, browsing, registering, submitting information, or otherwise using the Digital Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree, you must immediately discontinue use of the Digital Platform.

In addition to these Terms, users may be subject to additional policies including the Privacy Policy, Cookie Policy, and other legal notices (collectively, the “Legal Policies”). These policies form an integral part of these Terms.

The Company reserves the right, at its sole discretion, to update or modify these Terms and Legal Policies at any time. Continued use of the Digital Platform following such changes constitutes acceptance of the revised Terms.

### **1. ABOUT THE DIGITAL PLATFORM AND DISCLAIMER**

1.1 The Digital Platform operates as an online marketplace and information platform facilitating the listing, promotion, and sale of vehicles. It may also include additional services such as trade-ins, financing facilitation, and other automotive-related services.

1.2 Any information provided on the Digital Platform, including vehicle images, descriptions, specifications, pricing, or availability, is for general informational purposes only and may not reflect the exact condition or specifications of the actual vehicle. The Company does not guarantee the accuracy, completeness, or reliability of listings, the quality, safety, or legality of vehicles, the ability of buyers to complete transactions, or the ability of sellers to fulfill their obligations.

1.3 The Company shall not be liable for any disputes arising between users and is under no obligation to resolve such disputes.

## **2. SELLING A VEHICLE**

2.1 Users wishing to sell a vehicle must provide accurate and complete information.

2.2 The Company reserves the right to review, edit, or reject any listing.

2.3 The Company may promote listings and display seller contact details to facilitate transactions.

## **3. TERMS FOR BUYING A VEHICLE**

### **3.1 Reservation & Deposits**

3.1.1 A deposit may be required to initiate purchase or financing procedures.

3.1.2 Unless explicitly confirmed, the vehicle is not reserved and may be sold to another buyer.

3.1.3 Reservation requests are subject to Company approval and may render deposits non-refundable.

3.1.4 Deposits are valid for a period of two (2) weeks from the date of payment.

3.1.5 The Company reserves the right, at its sole discretion, to deem any sale void and return the customer's deposit in accordance with applicable deposit refund terms.

### **3.2 Contact & Communication**

3.2.1 All official communication must be made via email to [info@carsavenue.ae](mailto:info@carsavenue.ae).

3.2.2 Any other form of communication shall not be considered binding.

### **3.3 Fees & Payments**

3.3.1 Payments may be made via card (subject to limits), bank transfer, or other approved methods.

3.3.2 All payments are subject to clearance.

3.3.3 The buyer is responsible for all associated costs including bank charges, registration, insurance, inspection, and related fees.

### **3.4 VAT (Value Added Tax)**

3.4.1 All prices are subject to Value Added Tax (VAT) in accordance with UAE law unless explicitly stated otherwise.

3.4.2 The buyer is responsible for all applicable taxes and government charges.

3.4.3 VAT refunds, where applicable, shall be processed strictly in accordance with UAE regulations.

### **3.5 Insurance**

3.5.1 The buyer is responsible for obtaining vehicle insurance.

3.5.2 All insurance-related costs shall be borne by the buyer.

### **3.6 Export**

3.6.1 VAT refunds for exported vehicles are subject to UAE regulations, including timely export and submission of valid documentation.

### **3.7 Accessories**

3.7.1 The Company does not guarantee the availability of accessories including spare keys.

### **3.8 Vehicle Condition**

3.8.1 Vehicles are sold on an “as is” basis.

3.8.2 Buyers are responsible for conducting inspections through authorized testing centers.

3.8.3 Buyers must independently verify all vehicle details.

### **3.9 Refund & Return Policy**

- 3.9.1 Deposits are generally non-refundable unless explicitly stated otherwise.
- 3.9.2 Refunds may be considered only in cases of major undisclosed defects confirmed through authorized RTA inspection centers in the United Arab Emirates.
- 3.9.3 All vehicle sales are final, and no returns shall be accepted.

### **3.10 Warranty & Servicing**

- 3.10.1 Vehicles are sold without warranties unless provided by third-party providers.
- 3.10.2 The Company is not responsible for third-party warranty services or claims.
- 3.10.3 Buyers must comply with all warranty provider requirements, terms, and conditions.

### **3.11 Bank Finance**

- 3.11.1 Financing approval is subject to bank policies.
- 3.11.2 The Company does not guarantee approval, interest rates, or financing terms.
- 3.11.3 Buyers must provide all required documentation within specified timelines.
- 3.11.4 The Company may coordinate financing with up to three (3) different banks, without guaranteeing approval.
- 3.11.5 Financing timelines may impact reservation validity.

### **3.12 Trade-Ins**

- 3.12.1 Trade-in transactions are subject to inspection and approval.
- 3.12.2 The Company reserves the right to adjust or reject trade-in offers.

### **3.13 Final Sale & Title Transfer**

- 3.13.1 All vehicle sales are considered final upon completion of payment.
- 3.13.2 Ownership transfers only upon successful registration with relevant UAE authorities.
- 3.13.3 The buyer is responsible for completing all transfer requirements.
- 3.13.4 The Company is not liable for delays caused by authorities or incomplete documentation.

### **3.14 Handover**

3.14.1 Vehicles will be handed over only after completion of all payments and required formalities.

3.14.2 Processing times may vary.

### **3.15 Consent**

3.15.1 Users agree that photos or videos may be taken and used for marketing purposes.

## **4. ADDITIONAL SERVICES**

### **4.1 Request a Car**

Users may submit requests which may be shared with third parties.

### **4.2 Warranty & Service Contracts**

Provided by third parties; the Company is not liable.

### **4.3 Service History**

May be assisted but not guaranteed.

### **4.4 Offers and Deals**

The Company is not liable for third-party offers.

### **4.5 Financing**

Submitting financial information does not guarantee approval.

### **4.6 Smart Services / Tenders**

Users may receive offers from third-party providers and must review them carefully.

## **5. GOVERNING LAW & DISPUTES**

5.1 These Terms shall be governed by the laws of the United Arab Emirates.

5.2 Any disputes shall be subject to the jurisdiction of the courts of Dubai or the Dubai International Financial Centre (DIFC) courts, as applicable.

## **6. FINAL ACKNOWLEDGMENT**

6.1 By using the Digital Platform, you confirm that you have read, understood, and agreed to these Terms of Use.

**Last Updated: March 2026**