



Ride-Away Transfer Process FAQ

1. How does the whole process work?

Here's how it works:

Step 1: Find a Car

Search hundreds of cars in our inventory.
A Sales Consultant can also help you find the car that perfectly fits your needs.

Step 2: Contact your local Sales Consultant

Our Sales Consultants can answer any questions about the car prior to you committing to the transfer.
You can also review your financing options.
If a (non-refundable) fee applies, your Sales Consultant will collect your information.

Step 3: Your car ships to your local Ride-Away

We handle all the arrangements, and use professional carriers.
Shipping time takes 1 to 31 days, depending on distance between the stores.
Your Sales Consultant will notify you when your car arrives.

Step 4: Test-drive your car

Come in at your earliest convenience.
There is no obligation for you to buy the car once it arrives.

2. How does the transfer process work?

Call a Sales Consultant at your nearest store for details on the vehicle you are interested in transferring. A Sales Consultant will be able to answer any questions about the vehicle; help arrange financing and/or trade-in; arrange for the vehicle to be shipped to your nearest store; and keep in contact with you throughout the process.

3. Is the transfer fee non-refundable?

The transfer fee is non-refundable. This is because the fee helps cover the cost of moving the vehicle from one location to another. If you do purchase a vehicle, the fee will be credited towards the sale. So there is no risk to you. If you like a vehicle and it works for you, move it and the fee is credited back to you upon purchase.

4. Do I have to commit to purchasing the vehicle?

No. Ride-Away never obligates you to purchase the vehicle once it arrives, but the transfer fee is non-refundable. If the vehicle is not everything we described it to be you can walk away with no further obligation. However, as an additional benefit if you do decide to purchase a vehicle, any transfer fee paid in advance will be credited back to the sale. Contact a Sales Consultant prior to and during the transfer process with questions.



5. What does the fee cover?

The fee covers the cost of the transportation. It is a separate cost that is not included in the vehicle's price, and cannot be included in the financing of your vehicle.

6. Can I include the transfer fee in my loan?

No. The transfer fee must be paid at the time the transfer is requested.

7. When do I have to pay for the transfer?

All transfers require payment at the time the transfer is requested. Payments can be made either by phone, or by visiting the nearest store. We accept cash, credit (Visa, MasterCard, and Discover) or check. A Sales Consultant will assist with the payment arrangements.

8. How long will it take to ship the vehicle? What factors determine the length of shipping time?

It will take between 1 and 31 days. Generally, shipping time depends on the distance between Ride-Away locations. The farther the stores are from one another, the longer the transfer takes. Once the vehicle arrives to the requested store, it will need to go through one last quality check. If the vehicle originated from another state, a state inspection must be performed before it can be purchased. Once vehicle inspections are complete, a Sales Consultant will notify you that it is ready to be test-driven.

9. Are all used vehicles transferable? Why are some vehicles non-transferable?

We can transfer most used vehicles to your nearest store from another store. In some cases, a transfer fee may apply. Some states require possession of a complete and valid title before a transfer can be made, thus making a vehicle non-transferable.

10. What happens if the vehicle is damaged while in transit?

Our carriers try to handle your vehicle in the best way possible. They take any necessary precautions to ensure that vehicles are not damaged in-transit. However, in-transit damage is rare. If the vehicle is damaged during shipment, the fee may be returned.

11. How long will you hold the vehicle for me?

Your Sales Consultant will contact you when the vehicle arrives and hold the vehicle for a reasonable amount of time to give you a chance to come in and view it. Once the vehicle arrives and passes our final quality check at the location, the vehicle will be held for 72 hours. If you are unable to come in within 72 hours, please notify your Sales Consultant ahead of time to make arrangements.