



Ontario's Vehicle Sales Regulator

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CONSUMER PROTECTION

Resolving a Problem with an Ontario-Registered Dealer



If you encounter an issue with a purchase made from an Ontario-registered dealer follow these simple steps: contact the dealer and try to work out a reasonable solution. Be respectful of the dealer, you'll stand a better chance of resolving the issue. Be clear about what you want. Be prepared to compromise if you want to avoid going to court. Remember, only a court (i.e. not OMVIC) can order the dealer to compensate you. Keep copies of all documents. Keep a written record of all your contacts with the dealer (who you spoke with and when).

If you're unable to resolve the issue with the dealer, contact OMVIC and we can provide you with assistance and information on how to proceed. If you are still unable to solve your problem with the dealer, in some cases, you may be able to make a claim to the Motor Vehicle Dealers Compensation Fund. [Click here](#) to learn more about the Compensation Fund.

INDUSTRY HEADLINES

All-in Pricing - No More Hidden Costs



Confused about vehicle advertisements? Ontario legislation introduced in 2010 has clarified any confusion there may be surrounding advertised vehicle prices. Advertised prices must now include all additional fees - this means there are no hidden fees and costs. The only additional costs that can be added to the advertised all-in price are taxes (HST) and licensing. If a salesperson adds additional fees to the contract that you haven't agreed to, remind them this is not allowed and contact OMVIC. [Click here](#) to learn more about consumer protection when purchasing from a registered dealer.

HAVE YOU HEARD?

Vehicle-Buying Seminars - Learn About Important Consumer Protection



Throughout the last year, OMVIC has been visiting newcomer and community centres across the GTA to present their highly successful vehicle-buying seminar program. Prepared in over 10 languages, these seminars give attendees the tools they need to protect themselves from curbsiders - unregistered dealers that pose as private sellers and sell damaged, misrepresented or even stolen vehicles. Attendees also learn the benefits of buying from an Ontario-registered dealer and consumer protection measures. [Click here](#) to find out about OMVIC's upcoming seminars.

EXTRAS :

Auto Talk

Motor Vehicle Dealers Compensation Fund:

The Compensation Fund protects consumers that purchase their vehicles from Ontario's registered dealers. If a vehicle buyer experiences a financial loss due to a vehicle transaction he or she may be eligible for up to \$45,000 in compensation.

Contact Us

If you have any questions, comments or suggestions for Consumer Line, email us at consumerline@omvic.on.ca and let us know what you think!

Featured Links

- Buy with Confidence
- OMVIC
- Know Your Ride

Consumer Line is a monthly publication by the Ontario Motor Vehicle Industry Council - OMVIC, and is sent to you because you have requested it. If you have received this e-mail in error, or prefer not to receive more issues, you can unsubscribe at any time by following the link below.

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OMVIC is the self-management organization of the motor vehicle dealer industry and administers the Motor Vehicle Dealers Act -- a public protection statute -- on behalf of the Ministry of Consumer Services. OMVIC's mandate is to maintain a fair and informed marketplace by ensuring registration of motor vehicle dealers and salespeople, regularly inspecting all of Ontario's 8,800 dealerships, maintaining a complaint line for consumers and conducting investigations. OMVIC also administers the Motor Vehicle Dealers Compensation Fund.



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Consumers

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