



CUSTOMER CLOSING SCHEDULE & CHECKLIST

Scheduled Closing: Date: _____ Time: _____

NOTE: If you do not show up within 20 minutes of your scheduled closing time, you may have to be rescheduled for a later date. Please schedule enough time so that you are not rushed.

The Closing process includes;

- 1ST: Greet, meet, and inspection of trade-in RV (if applicable – See trade inspection form)
- 2ND: 1-3 hour Demonstration of your RV with one of our well trained RV Technicians
- 3RD: 30-45 minutes for Paperwork, Insurance, and Collection of Full Payment.
- 4TH: 20-30 minutes to gather your RV Accessories from our Parts Store*.
**A Parts Store Gift Certificate/Coupon will be issued to you, for all necessary start-up items or other accessories, at time of closing and pick-up.*

NOTE: Additional time may be required to hook-up your towing hitch (or towed car for motor homes). You may want to drop off your Tow Vehicle prior to closing, to make sure we have all the proper towing equipment installed in time for your departure.

FIRST TIME BUYERS: The amount of demonstration time will mostly depend on your basic knowledge of electronics and RV systems. Please allow yourself enough time to become familiar with the operation of the trailer or motor home. You may wish to prep yourself with online videos via YouTube. **Search: Travel Trailer Set-up, RV Set-up, or RV101**

OVERNIGHT STAYS: Howard RV Center does provide an area for over-night stays in your RV (w/Water & Electric Only). These spaces are also reserved for service customers who need to stay over-night in their RVs.

ALL CUSTOMERS:

- **All** persons to be named on the past title, future title, and/or loan contract, **MUST** be present at the closing.
- A Drivers License [or other government issued photo ID] is required for each person signing the contract and title applications. As of July 5th, 2007 - A North Carolina Driver's License is required to register the RV in this state unless you are active military.
- Insurance coverage must be provided on the vehicle being purchased at the time of closing. (Please provide your sales representative your agents name, address & phone number at least 1 day prior to closing) HRVC has available insurance agencies that specialize in coverage for RV, and the rates can be much lower.)

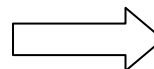
TRADE-IN CUSTOMERS:

- You must bring in your current state license tag registration.
- You **Must** Bring Title of trade-in. If there is a lien, loan payoff information must be provided 2 days prior to closing [i.e. The bank's; Name, Phone number, & Account number]
- Make sure that you bring all: Keys, literature packs, or any other items originally issued with the traded vehicle or trailer.
- If your trade-in is involved in a TRUST, is titled in a company name, or if the trade-in is titled in a person's name that will not be present at closing, please call your sales representative or the closing manager ASAP (or at least 3 days prior to closing).
- If you will be transferring personal belongings from your trade to your new RV, please allow 3-8 hours for you to complete this process. Many times customers think they don't have much to transfer and misjudge the amount of time to it takes to unload and reload. The average is about 5 hours for two people, not rushing.

FINANCED CUSTOMERS:

- You may be asked to provide; Proof of Income, pay-off letters, a current financial statement, &/or current tax returns. These Items should be sent prior to closing. (Note: Make sure the amount(s) match what is reported on the credit application)

More information on backside



FUNDS/PAYMENT:

- **All payments** made to Howard RV Center, in excess of \$2,000.00, **MUST BE IN CERTIFIED FUNDS**. (Examples: Cash, Cashiers check, Bank/Teller Check, Wired Funds). [NOTE: **New banking privacy rules disallow us from verifying funds with most banks**] ****Vehicle cannot leave dealership, nor can buyer(s) stay in the purchased vehicle until Certified Funds are received by Howard RV Center.**
- **Cash &/or Out of State Buyers:** If you require the title work (or the MSOs on new RVs) within 15 days of the purchase date, you must pay, in full, by **WIRE TRANSFER**. All Bank & Certified Checks require a minimum of a 10 working days clearing before title work will be released to the buyer. NOTE: Wire Transfers can take up to 24 hours to process by your bank, please allow enough time. If you expect to leave with the title or MCO at the time of delivery, you **MUST** pay by Wire Transfer and we will require 48 hours prior notice to have the proper documents signed and prepared for you.
- **Cash Payments and/or a combination of Cashier's Checks** in excess of **\$9,999.00** will be required to fill out appropriate IRS reporting forms. (This includes any combinations of "Cash Type" payments, which exceed \$9,999, given for the original deposit and/or balance payoff.) **A Bank Check(s) in excess of \$10,000 is not subject to this rule, and are reported to the IRS by your banking institution.**

TAG, REGISTRATION, & TITLE:

- Howard RV Center will be doing your License Tag & Title Work, if you are registering the RV in North Carolina or if you are financing the RV through one of our lenders (even if out of state). **Title work usually takes 25-30 days to process**, and you will be given a 30 day tag for temporary use. You should receive your new registration and/or tag about 25 days after purchase. If you require your new license tag in less than 25 days, please tell your Sales Person **and** your Closing Manager at the time of signing your paperwork, so that we can **try** to expedite the process, if possible. NOTE: Expedited title work may incur extra fees.
- Your new title will be sent by the state you registered in, and should be received in 45-90 days after the RV has been registered, depending on the state. If you financed the RV, the title will be sent by the state directly to the lender with the appropriate recorded lien information.
- If you are doing your own title work and/or expect to leave with the title or MCO at the time of delivery, you **MUST** pay by Wire Transfer and we will require 48 hours prior notice to have the documents prepared for you.

SERVICE CONTRACT OPTIONS:

- Extended Service Contracts are available on all New and Used motor homes and trailers less than 10 years of age, for terms as long as 7 years/70,000 miles. Ask your sales representative for a quote prior to closing so that this amount could be financed for a small increase to your monthly payment.
- Ask about our Tire & Wheel Coverage for you RV. 7 years of coverage for both your RV **& Tow car** can cost you less than one blow out.

TOW CAR & HITCH/TOW PACKAGES:

- If you are having a tow package installed on your tow car (Dinghy Car for MH) or your Truck/Tow Vehicle for a Trailer or 5th Wheel, you must allow the tow/towed vehicle to be here for 6-12 hours of work, depending on how much is being added to your vehicle. In some cases that represents a day and a half of work in our shop. It is recommended that you drop the vehicle off 1-2 days prior to the pick-up or closing of your new RV/Trailer, if you plan to have it completed all at one time.

PLEASE CONTACT YOUR SALES PERSON, STEVE HUBBARD, WITH

ANY QUESTIONS REGARDING THE ABOVE INFORMATION.

800.852.7148 or (910) 791.5371

See Customer Checklist on Next Page >>>

CUSTOMER'S CHECKLIST - Make sure All applicable items are complete:

- ___ Financing Approval received from Finance Mgr. or Sales Person (If Applicable)
This means you have received a rate, term, and payment amount.
- ___ Closing Time Confirmed: Date _____ Time: _____
- ___ Balance Funds for closing are in **Cash, Bank Certified Check, or Wire Transfer**
- ___ Proper Insurance Information has been received by Howard RV Center. You **MUST** have a valid insurance card, or declaration page for us to put a NC 30 day temporary license tag. Valid means that the dates on the card, that we have, are current and the policy is shown to be in effect. **No Exceptions**
- ___ *All Persons named on Title &/or Loan are attending closing*

Trade-In Vehicle Items - (if applicable):

- ___ All Holding Tanks are empty, Including Fresh, Grey, & Black/Waste Tank (Bring RV in with all valves open, is preferred)
- ___ Bring Current Registration for Trade-in
- ___ Bring Clear Title for trade-in vehicle(s)
- ___ Bring Extra Sets of Keys for Trade-in
- ___ Make sure all items are good working order and RV is in the condition as stated for trade-in value estimate. If your trade-in has not already been inspected, a 15-20 inspection will be required prior to closing to give an Actual trade value. See inspection check-list we will use on next page.

We look forward to seeing you at the closing on your New Recreation Vehicle.

TRADE-IN INSPECTION

DATE: _____ TRADE STOCK# _____

CUSTOMER: _____ Tech: _____

UNIT INFORMATION: ACTUAL INFORMATION FROM VEHICLE

YR: _____ MAKE: _____

MODEL #: _____ VIN: _____

SN: _____ MILES: _____

INSPECT THESE AREAS:

EXTERIOR: Water Bay(s) _____ Back of Refrig. _____ Cargo Bays: _____

Frame/Undercarriage: _____ Rust level: () Great () Average () Excessive

Roof: _____ Sealant ___ Vents ___ A/C Covers ___

Tires: Condition _____ Dry Rot? _____ Wear? _____ Date(s): _____

Chips/Cracks in Windshield _____ Fog/Moisture in Dual Pane Windows _____

Patio Awning: Operation & Fabric OK? _____ Clean? _____

INTERIOR: Carpet Condition _____ Cracked Floor Tiles _____

Check floor for soft spots: _____ Check Corners of Carpet for Mildew & Stains _____

Interior Leak Damage _____

QUICK SYSTEMS CHECK:

Engine ___ Generator ___ (Hours): _____ A/C-1 _____ A/C-2 _____ A/C-3 _____

Refrigerator: AC ___ LP ___ Furnace _____ Water Heater: LP ___ Electric _____

Slide-out (1) _____ (2) _____ (3) _____ (4) _____ All Seals look good (No Cracks): _____

CLEANLINESS: Interior: _____ Dash _____ Roof A/C Vents>Returns _____

All Holding Tanks Are Empty: Fresh Tank ___ Black/Waste ___ Grey-1 ___ Grey-2 ___

ITEMS OF DAMAGE or REPAIR: _____ EST. COST _____

1) _____

2) _____

3) _____

4) _____