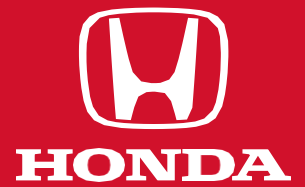


# LEASE END GUIDE



# THE END. OR IS IT?



We hope you've been living your best life with your Honda. It is true what they say, every good lease must come to an end. But really, the end of your lease is the beginning of a new adventure, or the next chapter in the same adventure. Where you go from here is up to you.

First, explore the Lease Maturity Options and decide how you'd like to move forward. If you choose to exchange or return the car, you should get familiar with the Confirmation of Vehicle Return document, as well as the Wear and Tear policy. Knowing how everything works will help ensure the lease-end process goes as nicely and smoothly as possible.

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OUR WEBSITE:  
[MY-GARAGE.CA](http://MY-GARAGE.CA)

# LEASE MATURITY OPTION

# 01



Accessorized model shown

## YOU'RE READY FOR YOUR NEXT HONDA

1. Visit [Honda.ca](https://www.honda.ca) to build your next Honda.
2. Contact your local dealer for available loyalty offers, and to book a test drive.
3. Make an appointment with your dealer to return your vehicle.
4. Pick up your new Honda!

We want the end of your lease to be as pleasant as the beginning. That's why we often develop exclusive offers for our loyal Honda customers. Work with your dealership to find out more.

Your local Honda Dealer can also provide you with more information on our current loyalty offers along with our exciting new Honda models.



# LEASE MATURITY OPTION

# 02



**YOU LOVE YOUR  
HONDA TOO MUCH  
TO LET IT GO**

Contact your local Honda Dealer for lease-end purchase and refinancing options.

Please note, a Ministry Inspection may be required if you decide to keep your current Honda\*.

\*Depending on the province in which you reside, an inspection may or may not be required. Please check with your local Ministry of Transportation for more information.

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If you have any other questions, please contact our Customer Retention Centre at 1-800-387-5399.  
One of our Representatives will be happy to assist you.

# LEASE MATURITY OPTION

# 03



**YOU'D LIKE TO  
CONSIDER ALL OF  
YOUR OPTIONS**

Contact your local Honda Dealer for purchase options, available loyalty offers and for details on our exciting new models or contact the Customer Retention Centre at 1-800-387-5399, Option 2.



# CONFIRMATION OF VEHICLE RETURN

When your vehicle is returned, the dealer will provide a copy of one of two documents: the Vehicle Return Receipt (VRR) or the Release of Obligations letter.

Until you receive one of these documents, your account will remain active, and you will still be responsible for the vehicle. Please ensure that you keep a copy of the document for your records.



# LEASE MATURITY INSPECTION

We understand that a certain amount of wear and tear on your vehicle may be normal during your lease. If there is any excess wear and tear on your vehicle, you will receive an estimated cost for repair shortly after your vehicle inspection. To ensure that the repairs are acceptable, we recommend having them completed at an authorized Honda Dealer. Your dealer can help you understand your invoice and the process of completing the repairs before the expiration of your lease. If you choose to return your vehicle without repairs, you can pay for the outstanding charges at the dealership.

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## WHAT DOES THE INSPECTION COVER?

- Vehicle working condition (i.e., is the vehicle in good working order?)
- Interior & exterior condition of the vehicle
- Adherence to regular maintenance schedule, as recommended in the vehicle Owner's Manual

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## HOW DO I SCHEDULE THE INSPECTION?

Please contact your dealer and they will help facilitate scheduling an inspection. Please note, the inspector will not provide any quotes or estimates on chargeable damage repairs.





# LEASE MATURITY INSPECTION

## WHAT DO I NEED TO HAVE WITH ME AT THE INSPECTION?

Two keys (and valet key if applicable).

## HOW LONG WILL THE INSPECTION TAKE?

Approximately 30-40 minutes.

## WHERE DOES THE INSPECTION TAKE PLACE?

Inspections are conducted from Monday to Friday, 9 a.m. to 5 p.m., at your chosen Dealer. If that is not convenient, it can be completed at a mutually agreed upon location.

## HOW SOON WILL I BE ABLE TO SEE THE INSPECTION REPORT?

Results will typically be available within two business days of the vehicle inspection. The inspector can help answer any questions and explain how to access the report online



# LEASE MATURITY INSPECTION



## I HAVE DAMAGES OR CHARGEABLE WEAR AND TEAR LISTED IN MY INSPECTION REPORT, WHAT ARE MY OPTIONS?

- If you purchased Lease-Guard at lease inception, the charges may be covered based on Lease-Guard parameters
- If you did not purchase Lease-Guard, you may choose to have the repairs completed by your local Honda Dealer; once the repairs are completed, your dealer will update Customer Retention Centre and your inspection charges will be adjusted
- If you choose not to have the vehicle repaired, an invoice will be sent to you for payment

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## PHOTOS

As part of the inspection, we will take photos of the vehicle. The number of photos taken are standard procedure and do not necessarily reflect chargeable damage.

# CONTACT INFORMATION



## HOW TO REACH US

### HONDA CANADA – CUSTOMER RELATIONS

Assistance with vehicle inquiries, warranty issues, vehicle recalls, etc.

📞 1-888-9-HONDA-9 (1-888-946-6329)

✉️ honda\_cr@ch.honda.com

🕒 8:00 am to 8:00 pm (EST), Mon. to Fri.

### HONDA FINANCIAL SERVICES – CUSTOMER SERVICE

Assistance with moving inquiries, payment questions, vehicle payout quotes, assumptions, Insurance information, etc.

📞 1-800-387-5399

✉️ cs@honda.ca

🕒 8:00 am to 8:00 pm (EST), Mon. to Fri.

### HONDA FINANCIAL SERVICES – CUSTOMER RETENTION CENTRE

Assistance with End of Term questions, loyalty offerings, Honda Lease-Guard questions, etc.

📞 1-800-387-5399, Option 2

✉️ crc@ch.honda.com

🕒 9:00 am to 6:00 pm (EST), Mon. to Fri.

## MOVING? CHANGING YOUR PHONE NUMBER?

To update your address and phone number, please contact Customer Service or use our self-service website at [my-garage.ca](http://my-garage.ca).



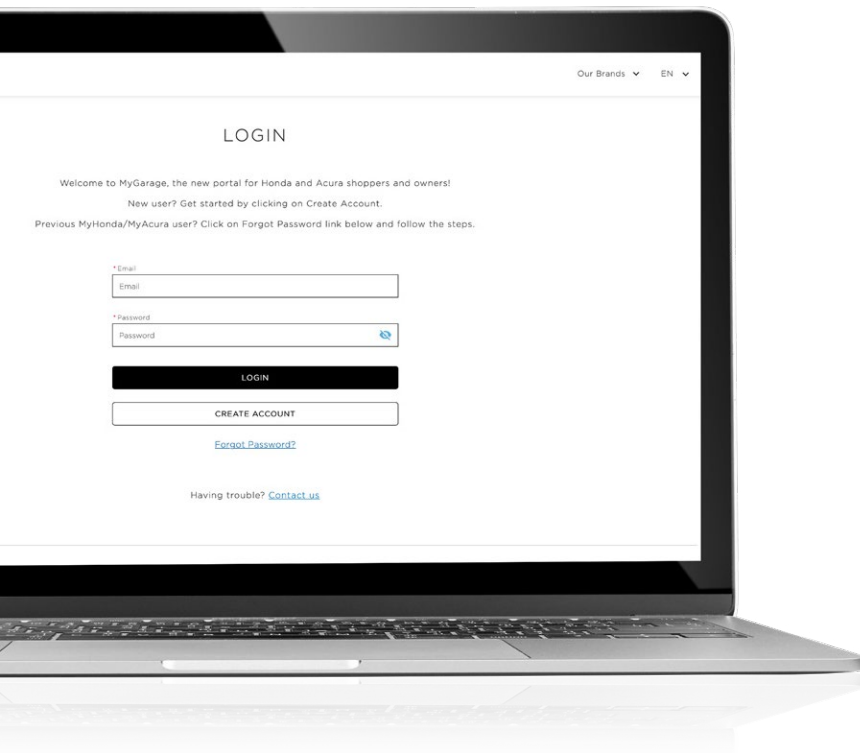
# MY-GARAGE.CA

REGISTER  
NOW

## MY GARAGE

Log on to my-garage.ca and click “Create Account” to:

- Read through your vehicle specifications and owners’ publications
- View the latest Honda news
- View special offers
- And more...!



## HONDA FINANCIAL SERVICES

Next, click on the Honda Financial Services link to begin managing your financial account online:

- Make online payments to your account
- View your transaction history
- Obtain a payoff quote
- Update your mailing or billing address
- Modify your Easy Pay banking information
- Manage multiple Honda Financial Services accounts
- View FAQs
- And more...!

“

CREATE AN ACCOUNT  
AND GET ACCESS TO  
CONVENIENT SERVICES.