

LEASE END GUIDE



FINANCIAL
SERVICES



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EXCITING TIMES AHEAD

We hope you've loved driving your Mazda as much as we loved crafting it. Although your lease is nearing its end, now is the perfect time to continue your journey. Our latest line-up of vehicles is our most exciting yet, combining the refined expression of Kodo design with the fuel efficiency and performance of Skyactiv Technology. This booklet will guide you through the Lease End process and provide a number of exciting options to inspire your next drive.

If you are still looking for more information, visit your local Clubhouse of Driving Passion. In an effort to challenge the status quo and celebrate driving, Mazda created the Clubhouse of Driving Passion. It's more than a dealership; it's a place where relationships come before transactions. Where thousands of years of Japanese craftsmanship are honoured. Where people not only share their passion for driving, but are purveyors of it.



YOUR LEASE END OPTIONS

Your Mazda Lease is nearing its end, but the journey doesn't have to stop here. Now is the perfect time to consider your options.

A LEASE OR FINANCE A NEW MAZDA

Interested in getting behind the wheel of a new Mazda? To learn more about our exciting line-up of award-winning vehicles, like the Mazda3, CX-3, CX-5 and CX-9, visit mazda.ca or contact a Mazda Clubhouse Dealer to book a test drive. And because driving matters, when you lease a new Mazda vehicle, it's backed by Canada's first Mazda Unlimited Warranty. That means 3-year New Vehicle, 3-year Roadside Assistance, 5-year Powertrain and 7-year Anti-Perforation – all with unlimited mileage*. Plus, as an existing Mazda owner you may qualify for preferred rates and pricing through our exclusive Owner Loyalty Program†. Visit mazda.ca or speak to a Mazda Clubhouse Dealer to learn more.

*Mazda Unlimited refers only to an unlimited mileage warranty program under the terms of which there are no mileage limitations on the following specific Mazda warranties: (i) 3-year New Vehicle; (ii) 3-year Roadside Assistance; (iii) 5-year Powertrain; and (iv) 7-year Anti-Perforation. Mazda Unlimited is standard on all new models. All Mazda warranties remain subject to the terms, limitations and restrictions available at mazdaunlimited.ca.

†See dealer or visit mazda.ca for details. Offer available to existing Mazda customers or family members in the same household. Valid on any new Mazda vehicle, financed or leased through Mazda Financial Services. Qualifying customers are eligible to receive the specified rate discount published by Mazda Canada off standard rates or the published Mazda Canada subvented lease and APR finance program rates. The interest rate cannot fall below 0%. Owner Loyalty offers are non-transferable and may be extended at Mazda Canada's discretion. Mazda Canada Inc. reserves the right to modify or discontinue any part of this program at any time.



B PURCHASE YOUR MAZDA

As passionate drivers, we understand that it might be difficult to part with your Mazda. You can purchase or refinance your current Mazda for the price indicated on your lease agreement (plus applicable taxes and fees and any amount outstanding on the lease on approved credit). Simply call or visit your Mazda Clubhouse Dealer.

C FINANCE A CERTIFIED PRE-OWNED MAZDA

Some things never seem to get old, like our Mazda Certified Pre-Owned vehicles. That's because only well-maintained, recent model vehicles make the cut. And only vehicles that have endured an uncompromising 160-point inspection to ensure peak performance are considered Certified. So when you purchase a Certified Pre-Owned Mazda, we're confident you'll feel the same exhilaration as you'd expect from a new Mazda. To purchase a Certified Pre-Owned Mazda, simply call or visit your Mazda Clubhouse Dealer.

D RETURN YOUR MAZDA

If you intend on returning your Mazda at the end of your lease, follow these simple steps. Please contact your Mazda Clubhouse Dealer to arrange a date and time to return your vehicle. Using our Wear and Tear Guide will help you evaluate the condition of your vehicle prior to inspection.

> Lease End Inspection

Within 45 days of your lease end, a third-party inspection company will contact you to arrange an inspection of your vehicle. The inspection will be performed at no cost to you. Within 48 hours of the inspection, a detailed condition report will be available online, outlining the condition of your vehicle.

> Repairs

Should your vehicle need repairs, contact your Mazda Clubhouse Dealer. If you choose to have your vehicle repaired elsewhere, a second inspection will be required at your expense.

> Mazda Appearance Protection

If you have purchased Mazda Appearance Protection, this process has been simplified for you. To be eligible to receive full benefits under Mazda Appearance Protection, we recommend you contact your Mazda Clubhouse Dealer within the next 30 days to arrange a preliminary visual inspection. At this time, any wear and tear conditions that are covered can be corrected prior to final inspection.

> Returning Your Vehicle

When returning the vehicle, please ensure you've collected both sets of keys, the owner's manual, and any vehicle accessories that originally came with your vehicle. After that, the final step will be signing the Vehicle History Disclosure Statement and the Vehicle Return Receipt.

VEHICLE CONDITION REVIEW

We understand the ordinary wear and tear that comes with the love of driving. So we've included a tool along with this package, the Wear and Tear Guide, to help you determine what is deemed acceptable and what is chargeable. If you come across something you think may not be covered, don't hesitate to contact Mazda Financial Services or your Mazda Clubhouse Dealer for more information. The following information and the tools associated with the Wear and Tear Guide are intended to help you assess the level of wear and tear to your vehicle. Such information and tools are for information purposes only. All determinations of the actual level of wear and tear to your vehicle will be made by the third-party inspection company and are considered as final and binding.



EXTERIOR**Ordinary Wear and Tear**

Surface scratches that will polish out.

Minor scratches that do not break the paint.

Up to 30 chips on the front bumper.

Minor dings or dents to the body panels that fit within the measurement card* (max 5 per panel).

Excessive Wear and Tear

Dents and scratches that do not fit within the measurement card.

Previous repairs that have not been completed to manufacturers specifications, i.e., misaligned parts, mismatched paint, overspray, wavy or distorted body panels.

Missing emblems or accessories.

Holes or damage left by new accessories that require repairs or refinishing.

INTERIOR**Ordinary Wear and Tear**

Stains that can be removed in the reconditioning process.

Burn holes that fit within the measurement card.

Excessive Wear and Tear

Multiple burns, cuts, and holes.

Heavy stains.

Any aftermarket accessories added to the vehicle.

Missing key fobs.

Missing floor mats.

Poorly applied (peeling) window tinting.

Missing parts, i.e., radios, speakers, NAV, owner's manual.

WHEELS/RIMS**Ordinary Wear and Tear**

Cosmetic scratches that do not affect performance.

Chips.

Gouges less than or equal to 3".

Scratches less than or equal to 6".

Excessive Wear and Tear

Bent/broken.

Corroded greater than or equal to 25%.

Mismatched covers or wheels.

Gouges greater than 3".

Scratches greater than 6".

TIRES**Ordinary Wear and Tear**

Tires that have at least 4/32" tread depth.

Snow tires (acceptable from Nov 1st to Mar 31st).

Replacement tires that match the OEM specs for the vehicle.

Excessive Wear and Tear

Tires with less than 4/32" tread depth.

Tires with sidewall damage.

Mismatched tires.

Any tires that do not match the original tire type, quality, size, and rating.

Snow tires between Apr 1st to Oct 31st.

*measurement card attached

GLASS/WINDSHIELD**Ordinary Wear and Tear**

Scratches that fit within the measurement card.

Small chips not in the driver's field of view.

Excessive Wear and Tear

All cracks and star breaks.

Chips or breaks in the driver's line of sight.

More than 3 acceptable chips.

Chips greater than 1/8".

PREVIOUS REPAIRS**Excessive Wear and Tear**

New accessories that have left any holes or scratches.

Clear coat peeling or lifting.

Excessive "orange peel."

Excessive dirt in paint.

Sanding marks.

Colour mismatching.

Wavy panel repairs.

MECHANICAL/WARNING LIGHTS**Ordinary Wear and Tear**

Low fuel.

Service light.

Excessive Wear and Tear

Engine warning light.

Air bag warning light.

Transmission warning light.

Tire pressure warning light.

All other warning lights (except low fuel and service lights).



FREQUENTLY ASKED QUESTIONS

Can I purchase a new Mazda before my present lease is scheduled to end?

Absolutely. And as an existing Mazda owner, you may qualify for preferred rates and pricing through our exclusive Owner Loyalty Program. Visit mazda.ca or speak to your Mazda Clubhouse Dealer to learn more. The Clubhouse will also provide details on your current lease and the process to move into a new vehicle (including any fees payable for doing so).

Can my Mazda Clubhouse Dealer perform the inspection on my vehicle?

We have contracted a third-party service provider to perform our vehicle inspections. Only authorized agents can perform the vehicle inspection. This helps to ensure a fair evaluation of the vehicle for both Mazda and our customers.

I have made post-inspection repairs to the vehicle elsewhere. How do I make sure I will not be invoiced by Mazda Financial Services?

A second inspection must be arranged with your Mazda Clubhouse Dealer to ensure all outside repairs were done properly. You must also submit all repair receipts once the second inspection is completed.

What if something happens to my vehicle between the time it is inspected and the date that I return it?

If the vehicle sustains damage after the vehicle has been inspected, it is still your responsibility to have it repaired (example: vehicle is in an accident) or pay for the estimated cost of repairs. We request that you contact our Mazda Financial Services at (888) 703-8857 if this situation arises. One of our representatives will be able to guide you through your options and help you determine the recommended course of action.

How long will my inspection results remain valid?

The results of your inspection report will remain valid for 60 days. If you return your vehicle more than 60 days after the original inspection is completed, a re-inspection may be required. If you would like to confirm whether your vehicle will need to be re-inspected, please contact Mazda Financial Services.

What should I do if I'm not able to return my vehicle on the scheduled maturity date?

We recommend contacting your Mazda Clubhouse Dealer or Mazda Financial Services to schedule your lease return.

Why is it important to have a vehicle pre-inspection completed before returning my vehicle?

The pre-inspection is an important part of the Lease Return Process, as it provides you with a vehicle condition review and identifies excess wear and tear prior to your expected return date. Not having a pre-inspection completed prior to returning your vehicle will put you at risk of unexpected charges appearing on your Lease End Statement. Once the pre-inspection is completed, we encourage you to contact your Mazda Clubhouse Dealer, who will review the pre-inspection results with you and provide information regarding the repair process and your return options.

Can repairs be performed by a dealership other than a Mazda authorized dealership/body shop?

Yes. However, we recommend repairs be performed by an authorized Mazda Clubhouse Dealer or body shop to avoid any potential charges for substandard or incomplete repairs.

What charges will my Lease End Statement include?

Any excess wear and tear charges, excess kilometre charges (refer to your lease agreement), damage charges for anything that makes the vehicle unsafe or unlawful to operate, any remaining payments and any additional fees you may have incurred prior to returning your vehicle.

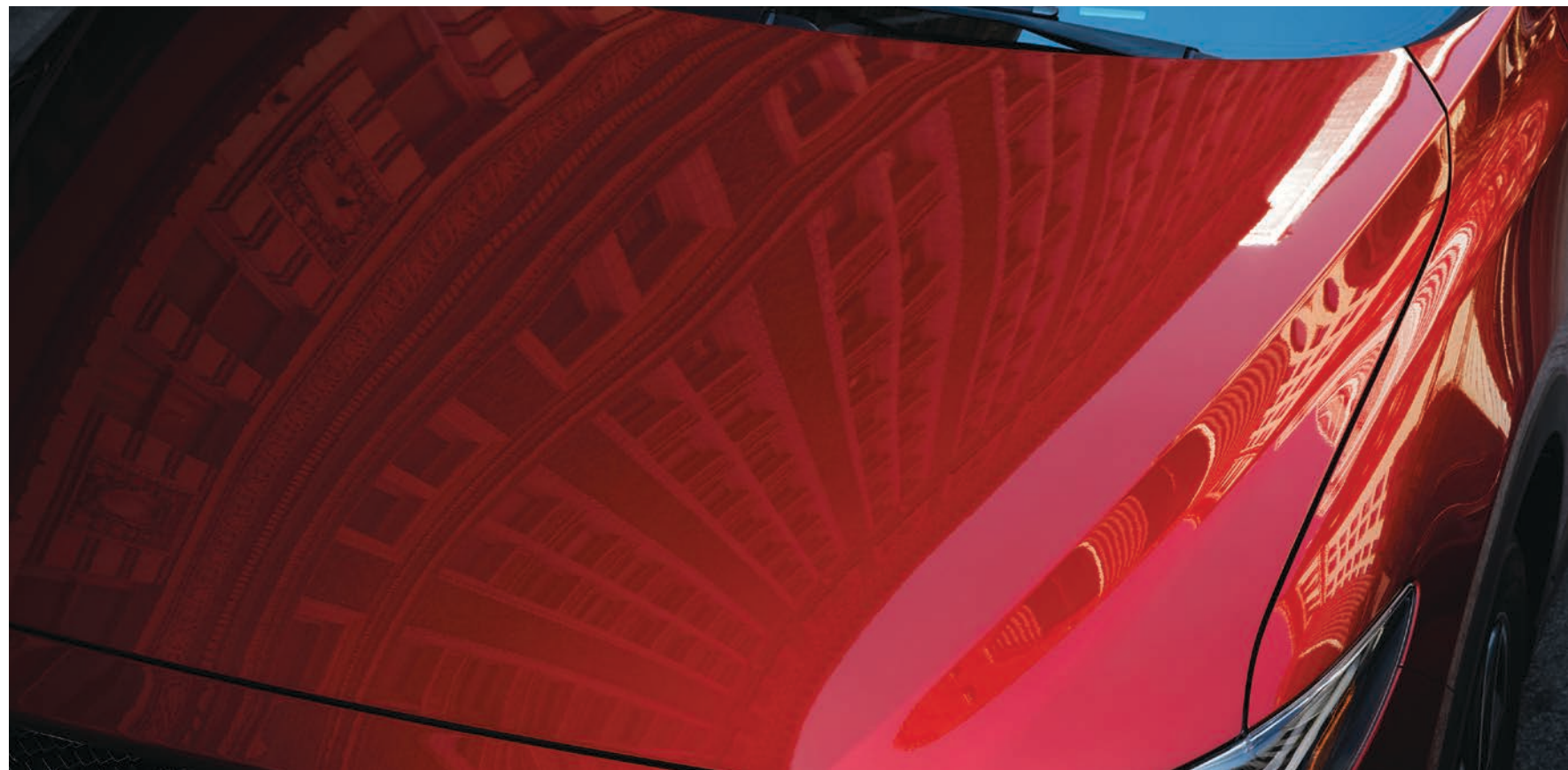
CONTACT INFORMATION

If you need additional information, please contact your Mazda Clubhouse Dealer. Or contact Mazda Financial Services at (888) 703-8857 to speak with a Lease End representative.

PO BOX 20039 RPO Bay Adelaide
Toronto, ON
Tel: (888) 703-8857 / (416) 703-4968

Mazda Financial Services – Customer Service
customer.service@cdlsi.com
Tel: (888) 703-8857 or (416) 703-4968

Mazda Financial Services – End of Term
endofterm@cdlsi.com
Tel: (888) 703-8857 or (416) 703-4968



MAZDA WEAR AND TEAR GUIDE

NORMAL WEAR AND TEAR CONDITIONS

Here are a few of the common damages that are considered acceptable wear and tear. For more detailed information, please contact your Mazda Clubhouse Dealer.

- EXTERIOR**
- Dents, scratches, or cracks to exterior mirrors, moulding, trim and lenses where the damage is 2" or less. Panels with 3 or less minor dents/dings are not chargeable.
 - Minor stone chips to the hood, front bumper, grille and fender fronts only. Excessive number of chips are chargeable.
 - Dings, minor dents or scratches to bumpers that do not detract from the vehicle's overall appearance.
- GLASS**
- 3 or less glass chips and scratches that are 1/8" or less and that are not in the driver's field of view are acceptable.
- INTERIOR**
- Minor scuffs, cracks, cuts and tears that are 1/2" or less to interior, seats and soft trim.
 - Stains that can be removed or are 1" or less.
- TIRES & WHEELS**
- Tires, regardless of kilometres, that have at least 4/32" tread depth.
 - Replacement tires that match the OEM specs for the vehicle.
 - Snow tires (acceptable from Nov 1st to Mar 31st).
- REPAIRS**
- Vehicles that have been damaged and repaired are acceptable, provided the repairs meet the manufacturer's specifications.



FINANCIAL SERVICES

WEAR & TEAR GUIDE

Maximum area for dents and scratches

Glass damage

Maximum area for cuts and tears

Insert into tire tread.
Tire tread must not be lower than red box (4/32")



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