

Are You Shopping for a Car this President's Day?

Are you thinking about buying a new or used car? If so, President's Day may be a good time to shop for a deal. But before you buy, be aware of your rights if your car turns out to be a "lemon."

New and Leased Car Lemon Law

The Massachusetts New and Leased Car Lemon Law protects consumers who have serious defects in their new cars. A "lemon" is a new or leased motor vehicle that has a defect that substantially impairs its use, market value, or safety. If your vehicle has a substantial defect that still exists after a reasonable number of repair attempts, then you may have the right to a refund or replacement vehicle.

Used Vehicle Warranty Law

The Used Vehicle Warranty Law protects consumers who buy used vehicles from a dealer or private party. The law requires dealers to provide a written warranty against defects that impair the vehicle, and requires private parties to disclose any known use or safety defects.

Lemon Aid Law

The Massachusetts Lemon Aid Law allows you to cancel a contract or sale if your vehicle fails to pass inspection within seven days from the date of sale AND if the estimated costs of repairs of emissions or safety defects exceed 10 percent of the purchase price.

Arbitration

The state's Lemon Laws allow for arbitration if both parties cannot agree that the standards for a refund have been met. Under the arbitration program administered by the Office of Consumer Affairs, a neutral "arbitrator" will hear both parties' testimony and determine whether applicable standards were met to qualify the buyer for a refund.

The specific provisions of the Massachusetts Lemon Laws are available online at www.mass.gov/consumer. Consumers with questions or who wish to apply for the state-administered arbitration program may contact the Consumer Affairs Hotline at 617-973-8787 or toll-free at (888) 283-3757.

Look for the Yellow Warranty Sticker!

Auto dealers are required to place yellow Lemon Law warranty notices on cars that are offered for sale. These notices inform consumers of their rights under the state's new and used car Lemon Laws.

These notices are different for new and used cars and must be affixed to the window or the dashboard. They detail a consumer's right to a refund



after a reasonable number of repair attempts, and outline the arbitration process when a dealer and consumer disagree about whether the car qualifies for a refund.

If you don't see the notice, ask the salesman for one.