



Colorado Automobile Dealers Association

VEHICLE DELIVERY OPTIONS

Dealer/consumer considerations of current delivery options.

PRO

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Deliver to Home

- Consumer stays home
- Person-to-person contact minimized
- No contact with potentially contaminated surfaces at dealership

- Vehicle must be cleaned pursuant to CDOT clean vehicle protocol
- Two employees required to deliver vehicle: One to drive vehicle and the other to drive that employee back to dealership
- Any final paperwork will need to be signed in person, requiring person-to-person contact
- Employee demonstrate vehicle features (person-to-person contact)
- Home delivery may trigger 3-day right of rescission
NOTE: Although it's a minimal risk, this may raise an argument that the sale was a home solicitation sale. In general, delivery to a home is insufficient to create a home solicitation sale. The sale must be solicited AND consummated at the home to constitute a home solicitation sale.

Deliver to Park or Open Space

- Minimizes person-to-person contact
- Avoids potential home solicitation issue noted in Deliver to Home
- Relaxing environment. Neutral turf to complete sale
- Any final documents can be signed at a picnic table, with 6 feet of space between consumer and employee

- Vehicle must be cleaned pursuant to CDOT clean vehicle protocol
- No privacy
- Parks may be just as crowded as supermarkets
- Any touched surface at park may be equally contaminated as at the dealership
- Two dealership employees required to deliver vehicle

Delivery in Service Drive

- Dealership has more control (more employees present to address issues)
- One delivery method endorsed by the Governor's office
- Only one dealership employee required

- Vehicle must be cleaned pursuant to CDOT clean vehicle protocol
- Consumer in contact with Service Department, with many employees and potential contamination
- May interfere with Service Department operations

Delivery at Appraisal or Delivery Room

- Dealership has more control (more employees present to address issues)
- Less human contact with surfaces in the delivery room (presumably)

- Vehicle must be cleaned pursuant to CDOT clean vehicle protocol
- Consumer in contact with potentially contaminated surfaces
- Rebranding delivery room as a Service Department annex could be perceived as a subterfuge, to avoid in-person restriction

Delivery at Dealership - Outside

- Consumer person-to-person contact and potentially contaminated surfaces minimized
- One dealership employee required
- Dealership has more time to control and facilitate proper vehicle delivery
- Necessary documents easily signed on vehicle hood

- Vehicle must be cleaned pursuant to CDOT clean vehicle protocol
- Weather dependent
- Consumer travels to dealership