

Your rights as a consumer

Dealers must give you the information you need to make an informed decision. They must explain and allow you to review all documents. Documents include the papers you sign, and the information given by the dealer to lenders.

The VSA has a [Vehicle Buying Guide](#) to help you make your decision.

BC law requires dealers to provide information about a vehicle before the sale. They must provide information to the best of their knowledge. Dealers have a duty to learn about the vehicles so they can give you this information.

Dealers must:

- Sell vehicles that meet legal safety rules
- Sell vehicles in a clear and honest way
- Advertise and declare unsafe vehicles as *not suitable for transportation*
- Disclose the previous use of a vehicle. For example, it was used as a taxi, emergency, rental, or lease vehicle.
- Describe previous damages
- State the accuracy of the odometer
- Tell you if the vehicle was ever registered outside of BC

Dealers must stand behind what they say. They must not try to deceive or mislead you with their words, documents, or actions. They must explain the terms of your purchase or lease and let you agree or disagree with those terms. Dealers must also give you a disclosure statement about the cost of borrowing. They must give you the statement before you agree to the purchase if you are leasing or financing.

You have the right to reasonably believe and rely on the information the dealer gives to you.