SERVICE HISTORY FOR: GX

VIN: JTJBT20X680155427

109224 MILES

DATE: 11/30/2018

REPAIR# 0509075 **REPORTED BY:** Lexus of Northborough

SERVICE: LEXUS MULTI POINT INSPECTION DESCRIPTION: LEXUS MULTI POINT INSPECTION ~!~LEXUS MULTI POINT INSPECTION ~!~

SERVICE: PIPE, EXHAUST - FRONT -REPLACE DESCRIPTION: PIPE, EXHAUST -FRONT - REPLACE ~1~ ~1~,CUSTOMER DECLINED SERVICE

SERVICE: TRANSMISSION

DIAGNOSIS: CUSTOMER STATES THE TRANSMISSION IS SLIPPING **DESCRIPTION: TRANSMISSION** DIAGNOSIS: CUSTOMER STATES THE TRANSMISSION IS SLIPPING ~|~TRANSMISSION DIAGNOSIS: CUSTOMER STATES THE TRANSMISSION IS SLIPPING ~ |~ ~1~109224 ROAD TESTED CAN FEEL TRANY SLIPPING, CHECKED FOR CODES HAS CODES P0776 SOLENOID B PERFORMANCE OR STUCK OFF, P0894 TRANSMISSION COMPONENT SLIPPING, P2714 SOLENOID D PERFORMANCE OR STUCK OFF. HAS INTERNAL PROBLEMS REC NEW TRANSMISSION

SERVICE: MANIFOLD, EXHAUST -REPLACE DESCRIPTION: MANIFOLD, EXHAUST - REPLACE ~|~ ~|~,CUSTOMER DECLINED SERVICE

SERVICE: SHAFT, DRIVE AXLE (FRONT) - REPLACE LEAKING **DESCRIPTION:** SHAFT, DRIVE AXLE

(FRONT) - REPLACE LEAKING ~|~ ~|~,CUSTOMER DECLINED SERVICE

SERVICE: TRANSMISSION, AUTOMATIC - REPLACE DESCRIPTION: TRANSMISSION,

AUTOMATIC - REPLACE ~|~ ~|~,CUSTOMER DECLINED SERVICE

101439 MILES

DATE: 02/24/2018

REPAIR# 0290407 **REPORTED BY:** Lexus of Northborough

SERVICE: LEXUS MULTI-POINT INSPECTION DESCRIPTION: LEXUS MULTI-POINT INSPECTION ~|~LEXUS MULTI-POINT INSPECTION ~|~

SERVICE: REPLACE EXHAUST MUFFLER & HARDWARE DESCRIPTION: REPLACE EXHAUST MUFFLER & HARDWARE ~|~REPLACE EXHAUST MUFFLER & HARDWARE ~|~~|~101439 REPLACED MUFFLER AND HARDWARE

SERVICE: SEE LINE (D)

DESCRIPTION: SEE LINE (D)

~|~CUSTOMER STATES MUFFLER REQUIRES RELACEMENT, PLEASE CHECK AND ADVISE. ~|~ ~|~101439 PROVIDED ESTIMATE SERVICE: LOANER VEHICLE DESCRIPTION: LOANER VEHICLE ~|~LEXUS CUSTOMER CARE SERVICES SURCHARGE ~|~

SERVICE: REPLACE REAR BRAKE PADS & ROTORS DESCRIPTION: REPLACE REAR BRAKE PADS & ROTORS ~1~ ~1~,CUSTOMER DECLINED SERVICE -CUSTOMER DECLINED

90537 MILES

DATE: 10/12/2016

REPAIR# 0260950

REPORTED BY: Lexus of Northborough

SERVICE:

DESCRIPTION: SECONDARY AIR INJECTION PUMP AND VALVES. EXTREMELY RUSTY OTHER PARTS

MAY BE REQUIRED ~|~ ~|~,CUSTOMER DECLINED SERVICE -A SECONDARY AIR INJECTION PUMP AND VALVES. SERVICE: DIAGNOSIS ONLY DESCRIPTION: DIAGNOSIS ONLY ~!~CUSTOMER STATES:C/S THE CEL, VSC, TRAC, & VSC OFF LIGHTS ARE ON. CHECK. ~!~ ~!~90537 P1442 SECONDARY AIR INJECTION VALVE LEXUS DRIVERS

EXTREMELY RUSTY OTHER PARTS MAY BE REQUIRED

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER

CARE SERVICES/FUEL SURCHARGE ~!~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~!~ STUCK OPEN OR CLOSED. REC NEW VALVES AND PUMP

SERVICE: LEXUS MULTI POINT INSPECTION DESCRIPTION: LEXUS MULTI POINT INSPECTION ~|~LEXUS MULTI POINT INSPECTION ~|~

74680 MILES

DATE: 12/22/2014

REPAIR# 0221596

REPORTED BY: Lexus of Northborough

SERVICE:

DESCRIPTION: QUALITY CONTROL

SERVICES/FUEL SURCHARGE **DESCRIPTION:** LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~!~CUSTOMER REQUESTED A LOANER ~!~

SERVICE: LEXUS CUSTOMER CARE

SERVICE: TECHNICIAN NOTES BELOW

DESCRIPTION: TECHNICIAN NOTES BELOW ~!~CUSTOMER STATES CHECK ENGINE LIGHT WAS REPAIRED HERE 2 DAYS AGO, LIGHT IS ON AGAIN ~!~ ~!~74680 THE VEHICLE WAS TESTED FOR CODES P0138 OXYGEN SENSOR CIRCUIT HIGH VOLTAGE BANK 1 SENSOR 2 PERFORMED AN ACTIVE TEST ON A/F SENSOR BANK 1 SENSOR 1 THE VOLTAGE READING WAS OVER 4 VOLTS REPLACED BANK 1 SENSOR 1 SERVICE: [OTHER]: A/F SENSOR BANK 1 SENSOR 1 (115086976)

DESCRIPTION: [OTHER]: A/F SENSOR

BANK 1 SENSOR 1 (115086976) ~|~ [OTHER]: A/F SENSOR BANK 1 SENSOR 1 (115086976) ~|~ ~|~74679 1:REPLACED BANK 1 SENSOR 1

74633 MILES

DATE: 12/16/2014

REPAIR# 0221432 **REPORTED BY:** Lexus of Northborough

SERVICE: ?

DESCRIPTION: ?~|~CUSTOMER STATES CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE ~|~~|~74631 BANK1 SENSOR 2 OXYGEN SENSOR HIGH CIRCUIT VOLTAGE.

SERVICE: OXYGEN SENSOR

REPLACEMENT: BANK 1 SENSOR 2 (114398807)

DESCRIPTION: OXYGEN SENSOR REPLACEMENT: BANK 1 SENSOR 2 (114398807) ~|~OXYGEN SENSOR REPLACEMENT: BANK 1 SENSOR 2 (114398807) ~|~~|~74631 BANK 1 SESNOR 2 HAS HIGH CIRCUIT VOLTAGE (P0138) REPLACED AND REPLACED FAILED OXYGEN SENSOR. CLEARED TROUBLE CODES AND EXAMINED THE DATA LIST. ALL SENSORS ARE OPERATING AS DESIGNED AT THIS TIME. SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~|~CUSTOMER REQUESTED A LOANER ~|~

SERVICE: TIRE PRESSURES SET/OK DESCRIPTION: TIRE PRESSURES SET/OK ~|~CUSTOMER STATES SET TIRE PRESSURE ~|~

58181 MILES

DATE: 06/03/2013

REPAIR# 0190264 **REPORTED BY:** Lexus of Northborough

SERVICE: ALTERNATOR - REPLACE DESCRIPTION: ALTERNATOR -REPLACE ~|~ALTERNATOR - REPLACE SERVICE: BATTERY - REPLACE (VEHICLE BATTERY) DESCRIPTION: BATTERY - REPLACE (VEHICLE BATTERY) ~1~BATTERY - ~|~~|~58180 OUTPUT BELOW SPEC REPLACED ALTERNATOR

SERVICE: FOUR WHEEL TIRE

ROTATION WITH VISUAL BRAKE INSPECTION

DESCRIPTION: FOUR WHEEL TIRE ROTATION WITH VISUAL BRAKE INSPECTION ~1~FOUR WHEEL TIRE ROTATION WITH VISUAL BRAKE INSPECTION ~1~ ~1~58180 ROTATED TIRES AT 3-4/32 ON EDGE CENTER 4-5/32 - MAY NEED TIRES BY NEXT SERVICE INTERVAL DUE TO EDGEWEAR. NOTE: FRONT AND REAR BRAKES WORN 2-3MM - WILL NEED REPLACEMENT BY NEXT SERVICE.

SERVICE: REFER TO LINES B AND C FOR REPAIRS **DESCRIPTION:** REFER TO LINES B

AND C FOR REPAIRS ~|~CUSTOMER STATES THE BATTERY LIGHT IS SHOWING ON THE INSTRUMENT CLUSTER. CHECK AND ADVISE. ~|~ ~|~58179 FOUND ALTERNATOR OUTPUT BELOW SPEC REPLACED BATTERY AND ALTERNATOR REPLACE (VEHICLE BATTERY) ~|~ ~|~58179 FAIL CODE COPP REPLACED BATTERY

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~|~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE

54373 MILES

REPAIR# 0183437 **REPORTED BY:** Lexus of Northborough

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~!~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE SERVICE: SEE NOTES DESCRIPTION: SEE NOTES ~!~CUSTOMER STATES AUTO BAHN ON HOOD ~!~ ~!~54373 AUTO BAHN REPLACED HOOD ONLY

DATE: 01/29/2013

51316 MILES

DATE: 11/01/2012

REPAIR# 0178596 **REPORTED BY:** Lexus of Northborough

SERVICE: LEXUS VEHICLE INSPECTION DESCRIPTION: LEXUS VEHICLE INSPECTION ~|~LEXUS VEHICLE INSPECTION **SERVICE:** SEE TECHNICIAN NOTES BELOW **DESCRIPTION:** SEE TECHNICIAN NOTES BELOW ~ | ~ CUSTOMER STATES: THERE IS A HUMMING NOISE AT IDLE PLEASE CHECK AND ADVISE ~ |~ ~ |~51316 INSPECTED VEHICLE WITH SHOP FORMAN AND HEARD NOISE COMING FROM BOTH THE POWER STEERING PUMP AND THE ALTERNATOR AS WELL. COMPARED TO OTHER GX AND THIS CUSTOMERS SEEMS MUCH LOUDER, BOTH ALT AND PUMP. SUPPLIED QUOTE FOR BOTH PARTS AND RECOMMEND **CUSTOME**

40984 MILES

DATE: 11/10/2011

REPAIR# 0157491 **REPORTED BY:** Lexus of Northborough

SERVICE: CUSTOMER STATES DESCRIPTION: CUSTOMER STATES ~!~CUSTOMER STATES:CUSTOMER STATED THAR CLADDING KEEPS POPPING OFF DRIVERS SIDE ~!~(NO CHARGE) ~!~40984 WESTBORO GMC BUICK A/B INSTALLED NEW CLIPS ON DOOR CLADDING

SERVICE: LEXUS QUALITY VEHICLE INSPECTION

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~!~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE **DESCRIPTION:** LEXUS QUALITY VEHICLE INSPECTION ~|~LEXUS QUALITY VEHICLE INSPECTION

40762 MILES

DATE: 11/01/2011

REPAIR# 0156978 **REPORTED BY:** Lexus of Northborough

SERVICE: COMPLETED

DESCRIPTION: COMPLETED

~ | ~ CUSTOMER STATES: CUSTOMER STATES REMOVE STAINS FROM DRIVER SIDE REAR CARPET, PASSNEGER SIDE FRONT CARPET AND DRIVER SIDE REAR FOLDING SEAT. CUSTOMER HAS A STAIN PROTECTION MAINTENANCE CONTRACT. ~|~~|~40761 ADVISED CUSTOMER STAINS CAN NOT BE REMOVED. CUSTOMER WILL NEED TO PROCESS CLAIM WITH RESIST ALL. COMPLETED ~|~CUSTOMER REQUESTED A LOANER COMPLETED ~ | ~ CUSTOMER STATES CLIPS KEEP FALLING OFF WHEN CLOSING DOOR BAG OF CLIPS IN CAR COMING FROM DRIVER SIDE REAR DOOR CHECK AND ADVISE. ~|~~|~40761 MISSING CLIPS ON STEP PANEL ON DRIVERS SIDE CLEANED STEP PANEL AND REPLACED CLIPS SUPPLIED BY CUSTOMER...CLIPS WHERE MISSING ON BOTH SIDES REPLACED ALL BUT ONE, SHORT ONE ... ADVISED CUSTOMER CLIPS MAY NEED TO BE REPLACE IF IT BECOMES LOOSE AGAIN AS

SERVICE: STATE INPSECTION **DESCRIPTION:** STATE INPSECTION ~|~STATE INSPECTION ~|~~|~40761 MASS. INSPECTION STICKER

40433 MILES

DATE: 10/24/2011

REPAIR# 0156374 **REPORTED BY:** Lexus of Northborough

SERVICE: CUSTOMER WILL

RESCHEDULE.

DESCRIPTION: CUSTOMER WILL

RESCHEDULE. ~|~CUSTOMER STATES REMOVE STAINS FROM PASENGER SIDE FRONT CARPET, DRIVER SIDE REAR CARPET, REMOVE SRAIN FROM DRIVER SIDE REAR FOLDING SEAT.

SERVICE: PROVIDED ESTIMATE FOR REPAIR.

DESCRIPTION: PROVIDED ESTIMATE

FOR REPAIR. ~|~CUSTOMER STATES CHECK DRIVER SIDE FRONT AND REAR DOOR MOULDINGS LOOSE AND CLIPS ARE FALLING OFF. ~|~ ~|~40432 FOUND IMPACT DAMAGE TO MOULDINGS, WILL NEED NEW CLIPS AND MOULDING WILL NEED TO BE RESECURE. ESTIMATE FOR REPAIR \$271.85

SERVICE: OTHERS R&R*

DESCRIPTION: OTHERS R&R*

~|~CUSTOMER STATES CHECK FOR RATTLE NOISE WHEN STARTING VEHICLE SEEMS TO BE COMING FROM UNDERNEATH CAR. ~|~HEAT SHIELD DEFORMED ~|~40432 FOUND REAR MUFFLER HAD FALLEN OUT OF THE HANGER AND HEATSHIELD ON TOP OF EXHAUST HAD ROTTED OUT. REINSTALLED MUFFLER INTO HANGER AND RESECURED HEATSHIELD FOR EXHAUST. RATTLE IS NO LONGER THERE

SERVICE: WILL NEED NEW CLIPS DESCRIPTION: WILL NEED NEW

CLIPS ~|~CUSTOMER STATES CHECK DRIVER SIDE RUNNING BOARD LOOSE. ~|~ ~|~40432 DRIVER SIDE AND PASSENGER SIDE RUNNING BOARD CLIPS ARE MISSING AND BROKEN \$41.85

24405 MILES

DATE: 05/05/2010

REPAIR# 0124312 **REPORTED BY:** Lexus of Northborough

SERVICE: 25,000 MILES OR 30 MONTHS MINIMUM SERVICE REQUIREMENTS

DESCRIPTION: 25,000 MILES OR 30

MONTHS MINIMUM SERVICE REQUIREMENTS ~1~25,000 MILES OR 30 MONTHS MINIMUM SERVICE REQUIREMENTS ~1~~1~24405 CHANGE OIL AND FILTER ROTATED TIRES SET ALL TIRE PRESSURES INCLUDING SPARE TIRES ALL 7/32NDS FRONT BRAKES 8MM REAR BRAKES 7MM CHECKED BATTERY AND CHARGING SYSTEM (PASSED)

20061 MILES

DATE: 11/27/2009

REPAIR# 0114112 **REPORTED BY:** Lexus of Northborough

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~|~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE SERVICE: REMOTE STARTER SPECIAL DESCRIPTION: REMOTE STARTER SPECIAL ~|~INSTALL NEW REMOTE START NO LCD

19345 MILES

DATE: 11/02/2009

REPAIR# 0112868 **REPORTED BY:** Lexus of Northborough

SERVICE: 20,000 MILES OR 24 MONTHS MINIMUM SERVICE REQUIREMENTS DESCRIPTION: 20,000 MILES OR 24 MONTHS MINIMUM SERVICE REQUIREMENTS ~1~20,000 MILES OR 24 MONTHS MINIMUM SERVICE REQUIREMENTS ~1~~1~345 PERFORMED 20,000 MILE SERVICE SERVICE: STATE INSPECTION DESCRIPTION: STATE INSPECTION ~|~STATE INSPECTION ~|~~|~19345 STATE INSPECTION BRAKES F=7MM R=7MM TIRES ALL=9/32 CHANGE OIL AND FILTER ROTATED TIRES SET ALL TIRE PRESSURES CHECKED BATTERY AND CHARGING SYSTEM (PASSED) CHECKED ANTI FREEZE CHECKED BELTS AND HOSES

18739 MILES

DATE: 10/20/2009

REPAIR# 0112009 **REPORTED BY:** Lexus of Northborough

SERVICE: CUSTOMER STATES:HAD

ELECTRIC STARTER REPLACED AND NOW WH EN USING THE BUTTON THE

DESCRIPTION: CUSTOMER

STATES:HAD ELECTRIC STARTER REPLACED AND NOW WH EN USING THE BUTTON THE ~!~CUSTOMER STATES:HAD ELECTRIC STARTER REPLACED AND NOW WH EN USING THE BUTTON THE LIGHTS GO ON AND IT SOUND LIKE I TS GOING TO TURN OVER BUT IT DOESNT START.

17645 MILES

DATE: 09/25/2009

REPAIR# 0109927 **REPORTED BY:** Lexus of Northborough

SERVICE: CUSTOMER REQUESTED A

LOANER DESCRIPTION: CUSTOMER REQUESTED A LOANER ~|~CUSTOMER REQUESTED A LOANER **SERVICE:** CUSTOMER STATES:SHE

SAID THAT SHE HAD A STARTED PUT IN A ND IT IS NOT WORKING. **DESCRIPTION:** CUSTOMER

STATES:SHE SAID THAT SHE HAD A STARTED PUT IN A ND IT IS NOT WORKING. ~|~CUSTOMER

STATES:SHE SAID THAT SHE HAD A STARTED PUT IN A ND IT IS NOT WORKING. ~|~E

14100 MILES

DATE: 05/09/2009

REPAIR# 0102313 **REPORTED BY:** Lexus of Northborough

SERVICE: 15,000 MILES OR 18

MONTHS MINIMUM SERVICE REQUIREMENTS **DESCRIPTION:** 15,000 MILES OR 18

MONTHS MINIMUM SERVICE REQUIREMENTS ~ | ~15,000 MILES OR 18 MONTHS MINIMUM SERVICE REQUIREMENTS ~ | ~ ~ | ~14100 15K SERVICE TECH PERFORMED 15K SERVICE.REPLACED CABIN AIR FILTER. REPLACED OIL AND FILTER. TOPPED FLUIDS OFF. RESET TIRE PRESSURES. BATTERY TEST GOOD. COOLANT GOOD. AIR FILTER CAN WAIT TIL NEXT SERVICE.

SERVICE: REPLACED CABIN AIR FILTER DESCRIPTION: REPLACED CABIN

AIR FILTER ~|~REPLACED CABIN AIR FILTER ~|~ ~|~14100 REPLACE CABIN AIR FILTER TECH REPLACED CABIN AIR FILTER

SERVICE: COMPLETED

DESCRIPTION: COMPLETED

~|~CUSTOMER STATES:MAINTENANCE LIGHT IS ON ~|~~|~14100 MAINTENANCE LIGHT IS ON TECH RESET MAINT LIGHT

8984 MILES

DATE: 11/18/2008

REPAIR# 0093249

REPORTED BY: Lexus of Northborough

LEXUS DRIVERS

SERVICE: 10,000 MILES OR 12 MONTHS MINIMUM SERVICE REQUIREMENTS DESCRIPTION: 10,000 MILES OR 12 MONTHS MINIMUM SERVICE REQUIREMENTS ~|~10,000 MILES OR 12 MONTHS MINIMUM SERVICE REQUIREMENTS ~|~~|~8984 PERFORMED 10K MILE SERVICE.

SERVICE: REMOTE STARTER SPECIAL DESCRIPTION: REMOTE STARTER SPECIAL ~1~REMOTE STARTER SPECIAL SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~|~LEXUS CUSTOMER CARE

SERVICES/FUEL SURCHARGE

SERVICE: STATE INSPECTION **DESCRIPTION:** STATE INSPECTION ~|~STATE INSPECTION ~|~~|~8984 PASSED.

5280 MILES

DATE: 07/16/2008

REPAIR# 0086297 **REPORTED BY:** Lexus of Northborough

SERVICE: 5,000 MILE SERVICE **DESCRIPTION:** 5,000 MILE SERVICE ~|~5,000 MILE SERVICE ~|~5 K ~|~5280 5K SERVICE PERFORMED A 5,000 MILE SERVICE. REAR HEADLINER VENMTS ARE FOR A/C ONLY, REAR FLOOR

VENTS ARE FORE HEAT,

2817 MILES

DATE: 04/09/2008

REPAIR# 0081073 **REPORTED BY:** Lexus of Northborough

SERVICE: COMPLETED DESCRIPTION: COMPLETED

~ |~ INSTALL TOW HITCH, CHARGING

SERVICE: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE

HALF TO SALES DEPARTMENT ~|~ ~|~2817 SALES PAYING FOR 1/2 PARTS AND INSTALLATION PER MATT PETICE. 4/9 INSTALL TOW HITCH

1140 MILES

DESCRIPTION: LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE ~!~LEXUS CUSTOMER CARE SERVICES/FUEL SURCHARGE

DATE: 01/30/2008

REPAIR# 0077705 **REPORTED BY:** Lexus of Northborough

SERVICE: 1,000 MILE SERVICE DESCRIPTION: 1,000 MILE SERVICE ~|~1,000 MILE SERVICE ~|~1K SERVICE ~|~1140 PEREFORMED 1K SERVICE.

13 MILES

REPAIR# 0077271 **REPORTED BY:** Lexus of Northborough

SERVICE: RETAIL ACCESSORIES DESCRIPTION: RETAIL ACCESSORIES ~|~AUTOBAHN

12 MILES

REPAIR# 0075944

REPORTED BY: Lexus of Northborough

SERVICE: STATE INSPECTION DESCRIPTION: STATE INSPECTION ~|~STATE INSPECTION DATE: 01/22/2008

DATE: 12/26/2007

REPAIR# 0075344 **REPORTED BY:** Lexus of Northborough

SERVICE: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES DESCRIPTION: PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PRE-DELIVERY SERVICE FOR USA ALL ALTITUDES ~|~PDS ~|~11 REQUEST BY NEW CAR DEPT. PDS COMPLETED.

TERMS AND CONDITIONS

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