



SUBJECT: Buy Online Program Frequently Asked Questions
LAST UPDATE: 16 April 2015

[General Program Information](#)
[Items Sold Through Buy Online](#)
[Payments and Fees](#)

[Process](#)
[Special Offers and Financing](#)
[Privacy](#)

GENERAL PROGRAM INFORMATION

When did the Buy Online program launch?	This program will launch to the public on JohnDeere.ca in May 2015.
---	---

PROCESS

How do I place an order?	Enter your postal code to locate participating dealers in your proximity. Select "Checkout Now" when you are ready to complete your purchase. During the checkout process, you will need to enter your billing address, a shipping address (if different than your billing address) and your payment information. Please only click "Submit Order" once. After your order has been submitted, the Authorized John Deere Dealer (hereinafter "Dealer") you chose will contact you to finalize the sale.
What else besides equipment is sold through the Buy Online program?	Home Maintenance Kits.
How can I cancel my order?	If you wish to cancel your order, please contact your Dealer.

ITEMS SOLD THROUGH BUY ONLINE

What equipment is sold through the Buy Online program?	The following equipment is sold through the Buy Online program: Riding Mowers (D100 Series, S240, X300 and X500Select Series™) More will be added in the future.
What else besides equipment is sold through the Buy Online program?	Home Maintenance Kits.

SPECIAL OFFERS AND FINANCING

Do you offer financing for online orders?	Yes. Financing options through John Deere Financial are displayed in the checkout process when available. Should you wish to apply for a John Deere Financial Account, please do so at the Dealer of your choice.
How do I receive special offers?	Nationally advertised discounts will be displayed on this site and automatically applied to your purchase when applicable.
Can I apply for a John Deere Financial account online and then purchase through Buy Online?	No, Customers that do not currently have a John Deere Financial account must proceed with the transaction with another form of payment. However they can indicate that they are interested in applying for a John Deere Financial account once at the dealership.

PAYMENT AND FEES

How do I pay for my purchase?	Method of payment is dependent on the Dealer of your choice. Typically, Dealers accept Visa, MasterCard and John Deere Financial as payment for online orders.
Who collects the money from the customer?	The dealer is responsible for collecting payment from the customer for Buy Online sales.
Do you charge taxes and other charges?	All applicable taxes and delivery charges (if applicable) are calculated based on where you will be taking delivery of your purchase. If your equipment is delivered, then the delivery postal code is used to calculate taxes and delivery charges. If you will be picking up your equipment at the Dealer, then the Dealer's postal code is used to calculate taxes. The total estimated sales tax and delivery charges will be provided for your review on the Payment and Review page before you click "Submit Order".
How are the environmental fees handled? (tire, oil and filter levies)	Any applicable eco fees (i.e. Materials such as tires, fluids, filters, batteries, etc.), <u>are not</u> included and the applicable charge will be calculated by your Dealer and added to your transaction before your payment method is authorized. Your sale is between you and your Dealer of choice. Your Dealer will finalize your purchase.
Why am I charged a setup fee?	The set up fee is the cost for your Dealer to set up the base machine and to do the pre-inspection delivery so that your machine is ready for use.

PRIVACY

Is the information I give you secure?	All your personal information, including credit card number, name and address is transmitted in a secure manner. If you do not finalize the transaction with the Dealer within 60 days after your order is submitted, the credit card number is destroyed. If you prefer not to order online, you can place your order by calling your preferred Dealer directly.
How is my personal information protected?	View John Deere's Privacy and Data policies.