



# LINCOLN SHOWCASE

## Frequently Asked Questions

**What is Lincoln Showcase?** Lincoln Showcase is an exclusive virtual, vehicle tour – *personally crafted just for you*. A Lincoln Product Specialist will guide you on an effortless exploration of vehicle features & technologies and answer your questions as you get to know Lincoln on a whole new level.

**Who will be conducting the Lincoln Showcase experience?** You will be interacting with a Lincoln Product Specialist who knows the vehicle inside and out and can demonstrate features and answer questions about how the vehicle fits your lifestyle.

### **How do I connect with a Product Specialist through Lincoln Showcase?**

Lincoln Showcase offers two options to connect with a Product Specialist.

1. Schedule a tour by selecting a date and time that is convenient for you.
2. The Connect Now option allows you to connect with a Product Specialist right away. This option is based on host and vehicle availability.

### **How does the “Schedule a Tour” experience work?**

1. Simply select the “Schedule” option for your vehicle of interest, then complete the online registration form to select a day and time for your appointment, whether you would like to use a mobile device or computer, and click "SUBMIT".
2. You will receive a confirmation email with your confirmed appointment date and time and details regarding your virtual tour.
3. Just before your appointment, you will receive a text or email with a link to start your virtual tour. All you have to do is click the link from your mobile device or computer to get started.

### **How does the “Connect Now” experience work?**

1. Simply select the “Connect Now” option for your vehicle of interest, complete a short registration form and click “SUBMIT”.
2. Then a Product Specialist will be with you shortly.

### **What should I do if “Connect Now” is not available for my vehicle of interest?**

The Connect Now option is based on both host and vehicle availability. If Connect Now is not showing as available for your vehicle of interest you can either check back later or schedule an appointment at a date and time that is convenient for you.

### **When is “Connect Now” offered?**

The Connect Now option is available at the following times, based on vehicle availability:

<b>Monday – Friday</b>	<b>Saturday</b>	<b>Sunday</b>
11:00 AM – 8:30 PM ET	11:00 PM – 4:00 PM ET	12:30 PM – 4:00 PM ET
10:00 AM – 7:30 PM CT	10:00 AM – 3:00 PM CT	11:30 AM – 3:00 PM CT
9:00 AM – 6:30 PM MT	9:00 AM – 2:00 PM MT	10:30 AM – 2:00 PM MT
8:00 AM – 5:30 PM PT	8:00 AM – 1:00 PM PT	9:30 AM – 1:00 PM PT

### **What if I’m not sure which vehicle I’m interested in?**

Simply choose any vehicle and a Product Specialist will guide you through the vehicle options in our virtual showroom.

**How long will the Lincoln Showcase experience take?** Your Showcase experience is reserved for 30 minutes. However, the length of your experience is completely up to you. It may depend on the number of features you want to see and how many questions you ask, but you reserve the right to end the experience at any time. This is your time, so please feel free to come with questions for your Lincoln Product Specialist.

**What kind of device can I use for the Lincoln Showcase experience?** You can choose to use either a computer or a mobile device (mobile phone or tablet) for your Showcase experience. For an optimal experience, we recommend the following minimum device requirements:

- Apple products running iOS 13 (Safari 13) or higher.
- Android devices with Chrome 71+ or Samsung Internet 10 + or higher.
- Desktop computers with Chrome 71+ or Chromium 71+ or higher.

**Do I need to allow access to my camera and microphone?** Yes, enabling both your camera and your microphone when prompted allows you to interact with the Lincoln Product Specialist. The Lincoln Showcase experience allows for one-way viewing: while you can view the Product Specialist and the vehicle, the Product Specialist is not able to see you, but you are able to talk to the Product Specialist and ask questions. You are able to turn your microphone on or off during the tour and you can end the experience at any time.

**Will my session be recorded?** It is possible your session may be recorded for quality purposes.

**Can the Lincoln Product Specialist see me?** No, you will be able to see the Lincoln Product Specialist and the vehicle from their perspective, but they cannot see you.

**Can I purchase a Lincoln vehicle from the Lincoln Product Specialist?** No, the Lincoln Product Specialist is a product expert that will simply provide information and answer questions about the vehicle you are interested in. If you are interested in purchasing a Lincoln, the Product Specialist can provide you with the information for your local Lincoln retailer.

**Am I able to purchase the vehicle that I see in the showroom during my Showcase experience?** No, the vehicles used for the Showcase experience are display vehicles. To find a similar vehicle, please visit [Lincoln.com](https://www.lincoln.com) or connect with your local retailer.

**Will the Lincoln Product Specialist be able to discuss pricing with me?** Your Lincoln Product Specialist will be able to provide a price range for each vehicle, but they will not be able to provide you with pricing for the specific vehicle of your choice. Connect with your local retailer to take advantage of your area's incentives and discounts. In addition, please visit Build & Price on [Lincoln.com](https://www.lincoln.com) for more in-depth information on pricing.

**If I have questions about my appointment, who do I contact?** If you have any questions about your upcoming appointment, simply email [hello@lincolnshowcase.com](mailto:hello@lincolnshowcase.com) or call 844-236-3174.

**How do I cancel or change my scheduled appointment time?** If you need to cancel your scheduled appointment time just respond back to your original confirmation email. Or, email [hello@lincolnshowcase.com](mailto:hello@lincolnshowcase.com) with your name, date and time of your scheduled appointment, and indicate your desired outcome. To schedule a new appointment, simply complete a new online registration form or connect with a Product Specialist immediately through the "Connect Now" option, based on Product Specialist and vehicle availability.

**What happens if I miss my scheduled appointment time?** No worries, you still have the option to reschedule. Simply complete a new online registration form and select a new date and time that works for you or connect with a Product Specialist immediately through the “Connect Now” option, based on Product Specialist and vehicle availability.

**What if I get disconnected during a scheduled Lincoln Showcase experience or have technical difficulties?** If you are disconnected unexpectedly during a scheduled Showcase appointment, refer back to your text message and click the link again to reconnect. If you are still experiencing technical difficulties, please call 844-236-3174 for assistance or email [hello@lincolnshowcase.com](mailto:hello@lincolnshowcase.com).

**What if I get disconnected during a “Connect Now” Lincoln Showcase experience or have technical difficulties?** If you are disconnected unexpectedly during a “Connect Now” Showcase appointment or are experiencing technical difficulties, please call 844-236-3174 for assistance or email [hello@lincolnshowcase.com](mailto:hello@lincolnshowcase.com).

**How much does a Lincoln Showcase experience cost?** The Lincoln Showcase Experience is complimentary and designed to be an effortless experience for you.

**What are my obligations after the session has ended?** There are no obligations during or after your session.

**Will my information be shared with a third-party?** No.

**By signing up for Lincoln Showcase will I be added to a mailing list?** Signing up for Lincoln Showcase does NOT automatically add you to a mailing list. You have the choice on the Lincoln Showcase registration form to opt-in to be contacted electronically by Lincoln with offers and product information.

**May I take more than one vehicle tour?** Yes, but you will need to take each tour separately. When registering for your tour, you will select the vehicle you would like to experience. If you would like to see more than one vehicle, you will need to register for an additional Lincoln Showcase tour for each vehicle.

**If I am a new Lincoln vehicle owner, may I schedule a vehicle tour with a Lincoln Showcase Product Specialist?** Absolutely, our Lincoln Product Specialist will assist you with any questions you may have about your new Lincoln vehicle. To ensure all of your questions are answered, please let the Product Specialist know about your recent purchase.