



LINCOLN SHOWCASE

Frequently Asked Questions

What is Lincoln Showcase? Lincoln Showcase is an exclusive at-home 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.

How does the Lincoln Showcase experience work?

1. Simply complete the online registration form to select a day and time for your appointment 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.

Do I need to allow access to my camera and microphone? Yes, enabling both your camera and your microphone 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.

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.

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.

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.

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.

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 incentives and discounts. In addition, please visit Build & Price on [Lincoln.com](https://www.lincoln.com) for more in-depth information on pricing.

What if I get disconnected during the Lincoln Showcase experience or have technical difficulties? If you are disconnected unexpectedly during the Showcase experience refer back to your text message and click the link again to reconnect. If you are still experiencing technical difficulties, please call the phone number provided in the text message for assistance.

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

May I register for more than one vehicle tour? Yes, but you will need to schedule each tour separately. At the time of scheduling, you will select the vehicle you would like to experience. If you would like to see more than one vehicle, you will need to schedule an additional Lincoln Showcase appointment for each vehicle.

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.

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

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

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 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.

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.

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.

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.