



## LINCOLN TAILORED IMMERSION

### Frequently Asked Questions

**What is Lincoln Tailored Immersion?** Lincoln Tailored Immersion 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 and technology and answer any questions you may have while you learn more about your new Lincoln vehicle.

#### **How does the Lincoln Tailored Immersion experience work?**

1. Simply complete the online registration form to select a day and time for your appointment and indicate whether you would like to use a mobile device or computer, and then click “SUBMIT”.
2. You will receive a confirmation email with your confirmed appointment date and time and details regarding your Lincoln Tailored Immersion.
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.

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

**How long will the Lincoln Tailored Immersion experience take?** Your Lincoln Tailored Immersion 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 would like to see or how many questions you may have. You may end the experience at any time.

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

- Apple® products running iOS (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 Tailored Immersion experience allows for one-way viewing. You will be able to see the Product Specialist and the vehicle, but the Product Specialist will not be able to see you. You will

be able to talk with the Product Specialist and ask any questions you may have. You will be 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, but they cannot see you.

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

**How do I cancel or change my scheduled appointment time?** If you need to cancel or change your appointment, please respond back to your original confirmation email. You may also email [hello@lincolntailoredimmersion.com](mailto:hello@lincolntailoredimmersion.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.

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

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

**May I take more than one vehicle tour?** Yes, but we only offer up to 30-minute tours. When registering for your tour, please indicate the specific features you would like to discuss. If you would like to take another tour to learn more about additional features, you will need to register for an additional Lincoln Tailored Immersion.