



Elite of Lexus New Trophy FAQs

Q. What do I do with my old trophy?

- A. You may keep your original Elite of Lexus trophy should you wish; however, the globe will need to be transferred to your new trophy.

Q. What if I want to keep my original globe on my original trophy?

- A. You may choose to keep your original trophy intact and purchase a new globe for the new trophy at the dealership's expense. Please contact Elite of Lexus Program Headquarters, Monday to Friday, 8:00 a.m. to 4:30 p.m. Central Time, at 800-504-6078 or at EliteofLexus@programhq.com for details.

Q. Will my trophy arrive at my dealership fully assembled?

- A. Your new trophy will need to be assembled at your dealership. The trophy shipment will come with clear assembly instructions. Please note, the trophy award process has been streamlined. The new design will no longer require returning any portion of your trophy to the trophy vendor for updates!

Q. My dealership opted not to get a pedestal, but we've changed our mind. What should we do?

- A. Pedestal orders placed after the original selection period will be handled on a case-by-case basis. Please call Elite of Lexus Program Headquarters Monday to Friday, 8:00 a.m. to 4:30 p.m. Central Time, at 800-504-6078, for pedestal inquiries. Dealerships may incur expenses.

Q. I'm a first time winner, how do I opt in for a pedestal?

- A. Lexus Program Headquarters will contact first-time winning Dealer Principals directly to secure pedestal preference.

Q. What will my trophy plate say?

- A. Each dealership's trophy plate will reflect the number of years it has earned Elite of Lexus distinction.

Q. My dealership has never won Elite of Lexus. Will I receive a new trophy when we win?

- A. Every dealership that has earned Elite status in any year will receive a new trophy and have the opportunity to receive a new pedestal.