



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 & technology 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 the 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 and indicate 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 a 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:

| Monday – Friday | Saturday | Sunday |
|--|---|--|
| 11:00AM – 8:30PM Eastern 10:00AM – 7:30PM Central 9:00AM – 6:30 PM Mountain 8:00AM – 6:00PM Pacific | 11:00AM – 4:00PM Eastern 10:00AM – 3:00PM Central 9:00AM – 2:00PM Mountain 8:00AM – 1:00PM Pacific | 12:30PM – 4:00PM Eastern 11:30AM – 3:00PM Central 10:30AM – 2:00PM Mountain 9:30AM – 1:00PM Pacific |

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 would like to see and how many questions you may have. You may end the experience at any time.

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.

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

Do I need to allow access to my camera and microphone?

If you have scheduled your tour in advance, you will need to allow access to both your camera and your microphone when prompted. This allows you to interact with the Lincoln Product Specialist. You will be able to see and hear the Product Specialist, but the Product Specialist will not be able to see you. If you are choosing the Connect Now option for your tour, you will not be prompted to enable your camera. You will only need to allow access to your microphone in order to interact with the Product Specialist. For both tour types, 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.

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 or call 844-236-3171

How do I cancel or change my scheduled appointment time?

If you need to cancel or change your scheduled appointment, please respond back to your original confirmation email. You may also 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 or connect with a Product Specialist immediately through the "Contact Now" option, based on Product Specialist and vehicle availability.