

FREQUENTLY ASKED QUESTIONS

WHAT VEHICLES CAN I BUY?

All vehicles in the catalogue are available to purchase.

WHEN CAN I VIEW VEHICLES?

All vehicles can be viewed on our website at any time. Vehicles can also be viewed on site, check the website for viewing days and times.

CAN I TEST DRIVE VEHICLES?

For health and safety, you are unable to test drive vehicles. Vehicle engines may be started by our staff on your behalf (except Melbourne).

CAN I PURCHASE A VEHICLE BEFORE AUCTION?

Yes. Some vehicles are available to purchase for a fixed price without having to participate in auction. Vehicles available will be clearly identified or ask a member of staff for assistance.

WHAT FEES DO I HAVE TO PAY?

Buyer Administration, Buyer Security and Handling Fees apply. GST is included unless otherwise indicated. Check on site, in auction catalogues or with cashiers for fees applicable to your vehicle category.

PAYMENT TYPES ACCEPTED

Payment can be made by Cash, Bank Cheque, EFT or Credit Card (accept VISA and MasterCard only). EFT funds must be cleared in our system before release - goods will not be released on the presentation of a Remittance Advice. Credit Card payments must be made in person and a 1.43% processing fee applies.

Adelaide
Auckland
Brisbane
Darwin
Hobart
Melbourne
Newcastle
Perth
Sydney - Moorebank
Sydney - Smithfield
Townsville

manheim.com.au



05/11

PASSENGER & COMMERCIAL

HOW TO BUY AT AUCTION IN 5 EASY STEPS



REALISE THE VALUE





BUY AT AUCTION IN 5 EASY STEPS:

- 1. REGISTER**
- 2. BID** on the vehicle you like
- 3. DEPOSIT** paid
- 4. PAY** the balance owed
- 5. COLLECT** your purchase

If there is anything we haven't answered for you, simply ask one of our staff.

WELCOME TO MANHEIM

If you've bought at auction before, or for those of you who haven't, the auction process needn't be a daunting one. We've outlined the process in 5 easy steps to assist you.

HOW TO BUY AT AUCTION

1. REGISTER

Each time you participate and bid for a vehicle you must complete a Buyer Registration Form available in the foyer and on our website. Submit to the Cashiers with photo identification to receive a Buyer Number.

You are under no obligation to place a bid once you have your Buyer Number but you cannot bid without one. Each time you attend an auction you require a new Buyer Number as it identifies you as the purchaser. You can use your one Buyer Number to bid on multiple items at the same auction.

2. BIDDING

To place a bid raise your Buyer Number or your hand high to gain the attention of the Auctioneer.

3. DEPOSIT

If you are successful a deposit is required after the fall of the hammer.

4. PAY

Finalise the balance of your invoice by the next business day.

5. COLLECT

Once you have finalised payment, your vehicle can be released. All purchases must be collected no later than 4:00pm the day after sale. Manheim can arrange transportation. Speak to one of our staff members who will assist.

USEFUL INFORMATION

VEHICLES

All vehicles are driven through the auction lanes and are auctioned in the order they appear in the catalogue.

Vehicles are road tested for basic driveability and the Road Test Report displayed on each vehicle. Vehicles also have a thorough condition report.

All vehicles are WOVN checked. WOVN stands for Written Off Vehicle Register and will only be sold through our Salvage Auctions if they appear on the register.

All vehicles are checked against REVS, which stands for Register of Encumbered Vehicles.

SIMULCAST

You can bid online via Simulcast for our vehicle auctions. Check our website or speak to a staff member for registration details.

RESERVE PRICE

The reserve is the Seller's expectation of price. The reserve price is not disclosed.

AUCTION OUTCOME

The auction will continue until the item is Sold, Referred or Passed In.

Sold is identified by the fall of the hammer and the Auctioneer will announce "sold". If you are successful, you need to proceed to the Deposit Clerk next to the Auctioneer's stand or front reception and pay your deposit.

A vehicle will be referred if the reserve is not met as the seller may be willing to negotiate. If you are the last bidder on a referred item, the Auctioneer will ask for your Buyer Number and for you to make your way to the Auctioneer's Stand for negotiation.

A lot will be passed in if there is no bid. Offers can be made on items passed in.

UNREGISTERED VEHICLES

It is illegal to drive an unregistered vehicle. You can obtain an Unregistered Vehicle Permit through any vehicle registration office and most of our sites. Check with our staff for more information.

LOG BOOKS & ACCESSORIES

Collect Log Books and Accessories (where available) for up to 7 days after your purchase. Books and accessories will be disposed of if not collected.