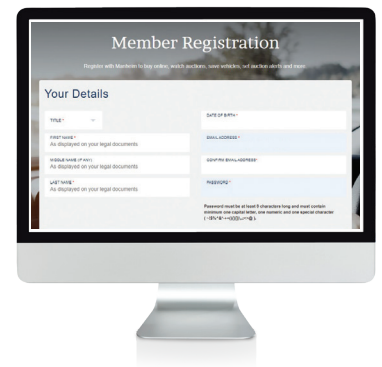




Salvage (Damaged) Vehicles & Motorcycles



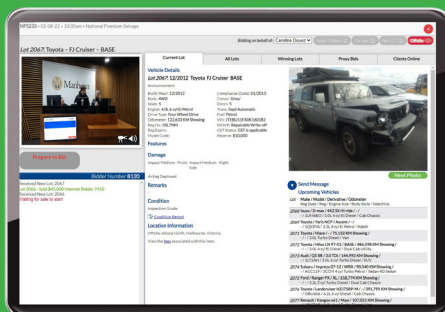
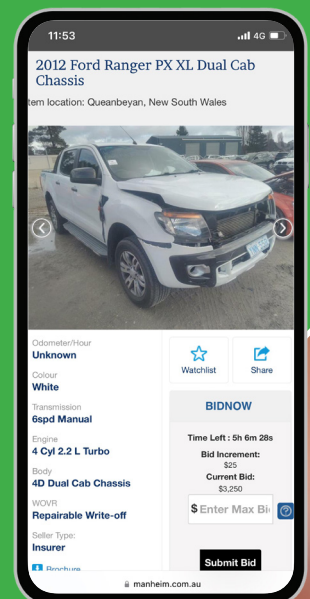
To bid in an auction, you must first register as a member. Simply click on 'register' in top right-hand corner of the homepage on the Manheim website. Complete the online form to create your account. Once you are a member, simply log in with your username and password. You can bid on any public auction through our website or use our simulcast app (for simulcast auctions only).



BidNow Auctions

Further information including videos about bidding online using BidNow can be found here: <https://www.manheim.com.au/how-to-buy/bidnow>

Simulcast Auctions





PAYMENT & COLLECTION

You must provide your billing details at registration to place a bid in a BidNow or Simulcast auction. A deposit will be applied automatically to the selected payment method upon the successful purchase of a vehicle.

The deposit amount will vary depending on sale price:

| Sale price | Deposit |
|-------------------|----------------------------|
| \$1 - \$500 | No deposit taken |
| \$501 - \$10,000 | \$500 or 10% up to \$1,000 |
| \$10,001 and over | \$1,000 deposit |

Invoices are automatically emailed at the conclusion of a sale.

Payment can be made by bank transfer, EFTPOS, BPAY or credit card (VISA and MasterCard only). Credit card payments must be made in person. Payment processing fees apply. Please refer to Manheim buyer auction fees for details.

Please allow 24 hours for payment to be processed if made by bank transfer. Once funds are cleared you will receive a second tax invoice with a zero balance owing indicating that your item is ready for collection. Please call us on **1800 626 434** if you have not received a zero balance tax invoice 24 hours after making payment.



TRANSPORT

All vehicles are sold unregistered and cannot be driven from site. All salvage vehicles must be removed from location by tow truck or trailer in compliance with Chain of Responsibility requirements. To obtain an estimate for transport, visit the Manheim website and click on 'Transport' under 'Manheim Services' on the homepage. Should you wish to proceed with arranging transport, please call our National Transport team on 1300 087 595.

OTHER USEFUL INFORMATION

Watchlist / saved items

If you see a vehicle you're interested in, save it to your Watchlist. Simply click on the star on the top right of the vehicle details page. All your saved items can be found in one handy location.

Buyers Fees

A Buyer Fee is payable on top of the vehicle purchase price. GST is included unless otherwise indicated. Check the website for fees applicable to your vehicle category.

Unregistered Vehicles

It is illegal to drive an unregistered vehicle. If your salvage vehicle is a Repairable Write-Off, it may be able to be registered. Contact your nearest registration office for more details.

Reserve Price

The reserve is the seller's expectation of sale price and is not disclosed. Manheim provides a valuation on every vehicle which can be used as a guide only.

Auction Outcomes

Sold - is either by the fall of the auctioneers hammer or when the timed auction is finished and the reserve price has been met or exceeded.

Referred - occurs when there have been bids received but the reserve is not met. If you are the highest bidder at the end of an auction you'll receive a phone call where Manheim will try to negotiate a sale for you with the seller.

Passed-In - A vehicle is passed-in when it has no bids at all. No further negotiations can be made on passed in cars.

Statutory Write Off vs Repairable Write Off

All salvage vehicles are WOVR checked (Written Off Vehicle Register). A Statutory Write Off vehicle is recorded on the WOVR and cannot be registered in Australia. Repairable Write Offs can be registered, provided the vehicle has been satisfactorily repaired (except NSW). Each vehicle is clearly marked.

Viewing

Vehicles can be viewed online at any time, we provide a comprehensive condition report and multiple photos so you can bid with confidence.

BidNow Dashboard

You can manage all your bidding from one screen using the live BidNow Dashboard. This can be found in the Members Area of the website. The dashboard allows you to view your purchase history, including units won and units lost and see if you're the highest bidder or if you've been outbid.

Customer Service

To obtain further information about a vehicle or specific auction please contact our customer service team on 1800 326 243 or via email:

QLD - NT - ACT - NSW:
caa.northernsalvage@coxautoinc.com

TAS - VIC - SA - WA:
caa.southernsalvage@coxautoinc.com

Technical support

Should you have any technical difficulties, please contact our Support team on **1800 001 278** or caa.supportanz@coxautoinc.com

