

# FREQUENTLY ASKED QUESTIONS

## WHEN CAN I VIEW SALVAGE VEHICLES?

All vehicles can be viewed on our website at any time. Only vehicles included in the Premium and Drive Through Salvage auctions are available for viewing in person. Check the website for viewing days and times.

## WHEN ARE SALVAGE AUCTIONS HELD?

Salvage auctions are held weekly. For specific auction times and dates please refer to the Manheim website.

## WHAT IS THE DAMAGE TO THE VEHICLE?

You can find further information in regards to the damage on vehicles via the PPSR Register ([www.ppsr.gov.au](http://www.ppsr.gov.au)) by entering the vehicle VIN number. It is recommended you check the PPSR prior to purchasing a damaged vehicle.

## CAN I FIND OUT THE RESERVE?

We do not disclose the reserve on any of the vehicles we sell on behalf of our vendors. We can provide a rough estimate based on past auction results.

## WHAT FEES DO I HAVE TO PAY?

A buyer fee is payable on top of the vehicle purchase price. GST is included unless otherwise indicated. Check online, in auction catalogues or with cashiers for fees applicable to your vehicle category.

## PAYMENT TYPES ACCEPTED

Payment can be made by bank transfer, EFTPOS, BPAY or credit card (VISA and MasterCard only). Funds must be cleared in our system before your vehicle is released for collection - goods will not be released on the presentation of a Remittance Advice. Credit card payments must be made in person.

Payment processing fees apply. Please refer to Manheim buyer auction fees for details.



# Manheim



For a full list of locations, visit [manheim.com.au](http://manheim.com.au)

SALVAGE  
**HOW TO BUY  
AT AUCTION**



COX AUTOMOTIVE™



# WELCOME TO MANHEIM

Buying at auction doesn't have to be daunting. Just follow these easy steps.



## BIDDING ONLINE

To bid online, you must register as a Member at least 24 hours prior to auction. It is free to register online.

Login to our online auction portal, via the website or the Manheim Simulcast app then select the appropriate auction and start bidding.

If you are successful, you will receive your invoice via email, this is confirmation that you have won your item and payment is required.



## BIDDING IN PERSON

If you're bidding in person, you must complete a Buyer Registration Form available in the foyer or online. You need photo identification to register and will receive your Buyer Number upon registration.

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

If you are the highest bidder, you must pay a deposit. Please go directly to the Deposit Clerk desk in the lane to make the payment.



## PAYMENT

If you're bidding in person you must pay the deposit immediately after the auction. The balance of your invoice must be paid by the next business day after the auction.



## COLLECTION

You can collect your vehicle once you have paid in full and the funds have cleared. You must arrange collection of your vehicle by 4pm the next business day after auction, otherwise late fees will apply. Manheim can arrange transportation.



## USEFUL INFORMATION

### SALVAGE VEHICLES

Salvage vehicles are auctioned in the order they appear in the catalogue. Each salvage vehicle is checked against the Personal Property Security Register (PPSR) to ensure the vehicle has a clear title or has a written off vehicle status.

### STATUTORY WRITE-OFF VS REPAIRABLE WRITE-OFF

A statutory write-off vehicle is recorded on the PPSR and cannot be registered in Australia but can be used for wrecking and parts only. Repairable write-offs can be registered, providing the vehicle has been satisfactorily repaired (except NSW). Each vehicle is clearly marked.

### TRANSPORTING VEHICLES

All salvage vehicles must be removed from location by tow truck or trailer in compliance with Chain of Responsibility requirements. Manheim can arrange transportation - speak to one of our team members who will assist.

### 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. Manheim can arrange transportation - speak to one of our team members who will assist.

### 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 or referred.

'Sold' is identified by the fall of the hammer.

'Referred' occurs when the reserve is not met. 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 as the seller may be willing to negotiate. If you're bidding online, you'll receive a phone call to discuss this further.

### BIDNOW AUCTIONS

All low value Salvage vehicles (<\$500) are sold via BidNow Auctions.

Vehicles are listed in silent, time-based auctions and bids are placed until the auction closing time is reached. You can submit a maximum bid and our system will bid for you and if another bidder outbids you, we'll send you an email notification once this has occurred. If you're successful, we'll automatically email you an invoice which you are obligated to pay.