

FREQUENTLY ASKED QUESTIONS

All vehicles in the catalogue are available for purchase.

WHEN CAN I VIEW VEHICLES?

Vehicles can be viewed on our website at anytime. Vehicles can also be viewed on site - check the website for viewing days and times, including weekend hours at most locations.

CAN I TEST DRIVE VEHICLES?

For health and safety you are unable to test drive vehicles. At most of our locations (excl Melbourne) staff may start vehicle engines and all vehicles are driven through the auction lane when being auctioned.

CAN I PURCHASE VEHICLES BEFORE AUCTION?

Yes. Some vehicles are available for immediate purchase through BuyNow. Check with a staff member and look for this symbol:



WHAT FEES DO I HAVE TO PAY?

A Buyer Administration Fee is payable on top of the vehicle purchase price. 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 1.1% processing fee applies.



PASSENGER
& COMMERCIAL

HOW TO BUY AT AUCTION



For a full list of locations, visit manheim.com.au



WELCOME TO MANHEIM

Welcome to Manheim where you can choose from a great range of vehicles.

Buying at auction needn't be daunting and to assist you we've outlined the process in 5 easy steps.

1 REGISTER

The first thing you need to do is complete a registration form available in the foyer or on our website. Submit this to Cashiers with photo identification to receive a Buyer Number.

2 BID

To bid, raise your Buyer Number or your hand making sure the auctioneer can see it.

3 DEPOSIT

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

4 PAY

Finalise the balance of your invoice within 24 hours of the fall of the hammer.

5 COLLECT

Once final payment is received in full your vehicle can be released. All purchases must be collected by 4:00pm the day after sale.



USEFUL INFORMATION

VEHICLES

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

Each vehicle is checked against the Personal Property Security Register (PPSR) to ensure the vehicle does not have any money owing on it.

RESERVE PRICE

The reserve is the Seller's expectation of price. The reserve price is not disclosed and not all vehicles have a reserve.

SIMULCAST

Using the latest online broadcast technology, Simulcast allows you to see and hear the action in the auction lane from your home or office so you can bid and buy vehicles online in real time.

AUCTION OUTCOME

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

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 to make your way to the Auctioneer's stand as the Seller may be willing to negotiate.

An item will be **Passed In** if there is no bid. You can make an offer 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

Don't forget to collect any log books or accessories (where available) within 7 days of purchase.