

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 reasons, you are unable to test drive vehicles. Vehicle engines may be started by a Manheim team member on your behalf (excluding Melbourne) and all vehicles being auctioned are driven through the lanes except Salvage vehicles.

CAN I PURCHASE VEHICLES OUTSIDE OF AUCTION?

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



ARE THERE FEES I HAVE TO PAY?

A Buyer 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, 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

CARS & LIGHT COMMERCIAL VEHICLES
HOW TO BUY AT AUCTION



COX AUTOMOTIVE™



Manheim

WELCOME TO MANHEIM

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



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.



BIDDING ONLINE

To bid online, you must register as a Full Member at least 24 hours prior to auction. A \$48 registration fee is charged to set up your buying account. This is a one off payment to secure your account access.

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.



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.



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.

All vehicles are WOVR checked. WOVR stands for Written Off Vehicle Register and if a vehicle appears on the register it will be auctioned through a Salvage auction.

RESERVE PRICE

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

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.

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 team for more information.

LOG BOOKS & ACCESSORIES

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

