

# Policy Updates

# Auto Auctions Of Maine

Central Maine Auction Center  
Southern Maine Auto Auction



## POST-SALE INSPECTION POLICY

- Applies only to DRIVE, GREEN LIGHT vehicles sold with no announcements.
- If an announcement was made, the PSI/Arbitration exclude that condition.
- AS-IS, RED LIGHT vehicles are not subject to post sale inspections.
- Post Sale Inspection Fee is \$75.00 and non-refundable.
- This is an option to help you buy with more confidence, this is a non-transferrable warranty.
- Valid for 5 calendar days
- If a potential issue is discovered during the inspection process, the vehicle will be entered into arbitration for further evaluation by our trained arbitration specialists.
- If a warrantable issue arises, the seller and/or CMAA/ SMAA reserve the right to repair the vehicle, reject sale, or issue a price adjustment or repurchase the vehicle upon verification of the defect.
- The post sale inspector will check for defects that are singularly \$500 or more to repair or replace at wholesale pricing.
  - ⇒ Odometer Verification
  - ⇒ Engine and/or Transmission Function & Operation
  - ⇒ 4x4 Engagement
  - ⇒ Frame or Unibody Checked for Damage
- \* Items not covered under the PSI Policy include but are not limited to: paintwork, exhaust, physical damage, accessories and warning lights.

**The buyer is responsible for the PSI fee (\$75.00) even if the vehicle fails inspection.**

*Dealers shall indemnify and hold harmless Central & Southern Maine Auto Auctions, its directors, officers, employees and agents from any and all claims, demands, actions or causes or auction, cost, liabilities, losses or charges, including reasonable attorney's fees, asserted against Central & Southern Maine Auto Auctions arising from the Post Sale Inspection Services provided.*

## ARBITRATION POLICY

If the unit was not properly represented, file a complaint with auction management within two hours. In matters of auction policy the decision by auction management shall be final. The accuracy of the year and mileage that appears on title paperwork, and auction paperwork is the responsibility of the seller. Window markings are to be used as a guide only and it is the responsibility of the buyer to check accuracy. It is the **buyer's** responsibility when arbitrating a vehicle that it be in no worse condition than at time of sale. **Auction will not become involved with expenses incurred after time of sale.** Any dealer who materially misrepresents a vehicle which is turned down will be responsible for all fees.

## NOT SUBJECT TO ARBITRATION

- Units sold under \$1500 (even if green light).
- Any accepted price adjustment automatically makes the transaction an "as-is" transaction.
- All exhaust defects
- Any arbitratable item not noted with in 2 hours of sale.
- Warning lamps: Check Engine, ABS, Airbag, SRS, Brakes, etc.
- Plows, sanders, generators, add-ons, etc.
- Units needing minor adjustments and tune-ups.
- Leaky gaskets or seals, springs, shocks and struts.
- Glass, missing spare tires, wheels, or jacks.
- Repaired, refinished, or straightened sheet metal.
- Diesel engines.
- All frame or uni-body issues after 5 calendar days.
- Frame or uni-body rot if the repair is less than \$500 wholesale rate, SMAA discretion.
- Dodge drive line noise inherent to vehicle.
- Subaru engine noise inherent to vehicle.
- GM 3.1 engine noise inherent to vehicle.

## ONLINE BUYING POLICY

Every vehicle that is sold GREEN LIGHT is subject to a mandatory Post Sale Inspection. This ensures that your vehicle was not misrepresented and has no major frame or mechanical failings. All internet purchases with a green light are subject to a non-refundable Post-Sale Inspection Fee of \$75.00. All internet purchases are subject to a non-refundable \$50.00 internet fee. Because there is occasionally a fraction of a second delay in the time that you place your bid and when the auctioneer sees it, the auctioneer might inadvertently miss the bid. We try our best to accommodate our internet bidders but last second bids are often missed. The floor bidders take precedence over online buyers in the event of a tie. We thank you for your patience.