

FAQs

WHEN CAN I INSPECT THIS VEHICLE?

- As per the website, all vehicles located at Cheltenham are available for inspection on Mondays between 9am – 4pm. Please bring a valid driver's license in order to obtain keys. Please note that the vehicles can be started, but not driven.

If you wish to arrange a 3rd party inspection with RACV, State Roads or a Mechanic, please call (03) 8552 4444 to speak to a member of the Auto Team.

CAN YOU TELL ME MORE ABOUT THE CAR/ENGINE/RUNNING CONDITION?

- We do our best to honestly report the condition of each vehicle; however the Vehicle Assessment Report (which is available on the website) is based on an external walk around and engine start-up. However, there may be other damage, mechanical issues or body blemishes that have not been sighted or contained in our assessment.

We always recommend a full inspection, by yourself, a 3rd party (such as RACV or State Roads) or a qualified mechanic. Inspections are available on Mondays between 9am-4pm. Should you wish to arrange a 3rd party inspection outside of these hours, please contact the Vic Auto Team on 03 8552 4444.

CAN I TEST DRIVE THE VEHICLE?

- Unfortunately Health and Safety limitations mean that bidders are not able to test-drive vehicles. Certain 3rd party operators (such as RACV & State Roads) are covered by their own insurance to test-drive vehicles and complete a thorough vehicle assessment.

If you wish to arrange a 3rd party inspection with RACV, State Roads or a Mechanic, please call (03) 8552 4444 to speak to a member of the Auto Team.

DOES THE VEHICLE HAVE A WOVR RECORD OR FINANCE OWING?

- We are obliged to inform all bidders if a vehicle has been listed as a Statutory or Economic Repairable Write-Off. This information will be provided in the vehicle description and on the Vehicle Assessment Report only if the vehicle has a report.

Any outstanding finance is cleared by GraysOnline and the relevant financier, all vehicles will be sold unencumbered.

CAN I HAVE A CAR-CARRIER COLLECT ON MY BEHALF?

- As per the Collection tab of the sale: If you intend to send a Third Party to collect your goods on your behalf, you need to send them with a copy of your Winner's E-mail and Signed Note of Authority permitting GraysOnline staff to release your purchases to the third party. Alternatively, Email [-vicauto@grays.com.au](mailto:vicauto@grays.com.au) or fax all relevant documents to **(03) 8552 4400** with the required information to ensure a speedy and efficient collection.

The information needed is:

- Sale and Lot Numbers e.g. 002-60325
- Buyer's Registered Name and/or Email
- Transport details: Company Name, Contact Person and Job Number provided by the transport company.

DO YOU HAVE A PREFERRED CAR CARRIER?

- We can suggest using U-Ship to find the best quote for vehicle collection. Please visit <http://www.uship.com/au/> for more information.

CAN VEHICLES BE COLLECTED ON OTHER DAYS?

- If you are not able to collect your vehicle on Friday, please call the Vic Auto team on (03) 8552 4444 or email vicauto@grays.com.au to arrange a suitable time.

CAN REGISTRATION BE TRANSFERRED TO INTERSTATE BUYERS?

- Any current registration on this vehicle can only be transferred to Victorian License holders as we are unable to transfer from Victoria to other states. Interstate bidders are welcome to purchase this vehicle, however plates will be removed and you will need to obtain an Unregistered Vehicle Permit from VicRoads in order to drive it back to your home state.

CAN I GET AN UNREGISTERED VEHICLE PERMIT FROM YOU?

- Unregistered vehicle permits can be obtained from VicRoads – please contact them directly on 13 11 71 to arrange this, as our office in Cheltenham is not able to supply you with one.

CAN I TRANSFER REGISTRATION INTO ANOTHER NAME?

- We are obliged to transfer registration into the name of the person purchasing the vehicle. Should you wish to transfer into another name, please contact VicRoads on 13 11 71.

If you are bidding on an auction that has not finished, please contact the Vic Auto Team on (03) 8552 4444 or email vicauto@grays.com.au for options.

THE VEHICLE IS SOLD UNREGISTERED, CAN YOU LEAVE THE PLATES ON THE CAR SO I CAN DRIVE IT HOME?

- Unfortunately not, the plates must be removed and returned to VicRoads by GraysOnline. This acts as our notice of disposal. An Unregistered Vehicle Permit must be obtained from Vic Roads in order to drive the vehicle away from our premises. Please call Vic Roads directly on 13 11 71.

HOW DO I PAY FOR A VEHICLE?

- If the invoice is less than \$5,000 the payment will be automatically deducted from the credit card on your account once the auction closes. If the invoice is greater than \$5,000 you will be sent an invoice the following day advising how you can pay.

Should your credit card be declined, the Accounts team will contact you with alternative methods of payment.

Please note that vehicles will not be released until payment is clear.
We do not accept cash at our Cheltenham office.

HOW CAN I CONTACT THE VIC AUTO TEAM?

- You are welcome to contact the Auto Team on (03) 8552 4444, or email vicauto@grays.com.au

Our office hours are Monday – Friday, 8.30am – 4.30pm.

WHERE CAN I FIND MORE INFORMATION ABOUT BUYING A VEHICLE AT AUCTION?

- Please visit the following website for more information:
<http://www.consumer.vic.gov.au/motor-cars/buying-a-used-car/ways-to-buy-a-used-car/auction>