

Southeastern Auto Auction's Arbitration Policy OpenLane/ **OVE**

Southeastern Auto Auction adheres to NAAA recommended In-Lane and Online arbitration policies with the following exceptions; which apply and supersede the NAAA policies regarding online purchases.

I. Online Payment Terms

- A. Southeastern Auto Auction Accepts
 - Approved Company Check
 - Wire Transfers
 - ACH Transfers
 - Approved Floor Plans
- B. Payment must be received by Noon the Friday following the sale day
- C. A late payment penalty of \$100 + \$10/day may be assessed for late payments
- D. No vehicles will be released until full payment is received or floor plan has been arranged

II. Condition Reports

Condition Reports are provided as a convenience to the online buyer. Online buyers must be aware these reports are the opinions of our trained Condition Report writers, your opinion may vary. The auction will not be responsible for minor errors to these reports.

III Post Sale Inspections

Post Sale Inspections are highly recommended for all online buyers. Post Sale Inspections Fees will be automatically bill to all online purchases. An online buyer may Opt Out of Post Sale Inspection by calling 912-965-9901 within one hour of purchase. If a Post Sale Inspection is not purchased the unit will be considered "As Is" with NO warranty.

Post Sale Inspections on units with less than 125,000 miles carry a guarantee of 200 miles or 48 hours after verified delivery or 7 days, which ever occurs first.

Post Sale Inspections on units with over 125,000 miles are subject to the same rigorous inspection on sale day but the 7 day warranty will only apply to Drive Train, Flood, and Frame. Green light units selling for \$2,000 or less may only be arbitrated for Drive Train, Flood, or Frame.

IV. Arbitration

Southeastern Auto Auction's goal is for all online buyers to "Purchase with Confidence", however we do realize that some arbitrational issues will arise. Southeastern Auto Auction will make every effort to resolve the issues quickly and in a fair manner.

- A. Buyers must notify Southeastern Auto Auction of any Arbitrational issue within the time and mileage limitations. i.e. - 200 miles driven, 48 hours after verified delivery, or 7 days - whichever comes first.
- B. Buyers must furnish Southeastern Auto Auction with any required documentation and/or third party inspection necessary to resolve disputes.
- C. Southeastern Auto Auction may at its option; repair, reimburse Buyer for repair cost or refund purchase price of the vehicle.
- D. If purchase price is refunded as a solution to Arbitration, the refund amount shall be limited to 100% of extra clean Black Book value at time of purchase or purchase price, whichever is less.