

# FAQ'S

QUESTION 1: WHY IS IT SAFE TO BUY FROM US?

AS: We are the only recognised market makers for COPART based in Africa

QUESTION 3: HOW MUCH IS MY SECURITY DEPOSIT

ANS: \$440 or 11% of the desired maximum bid or whichever is higher

QUESTION 4: HOW DO I PAY MY SECURITY DEPOSIT AND MEMBERSHIP FEE?

ANS: You can pay your membership fee and security deposit through debit or credit card, bank transfer, cash or into any of our bank accounts

QUESTION 5: IS THE SECURITY DEPOSIT COMPULSORY

ANS: Yes, It must be paid before any bid is made on your behalf

QUESTION 6: WHAT IS THE REQUIREMENT'S TO BECOME A PREMIUM MEMBER

- Contact Information
- Government approved means of identification
- Registration with \$150
- Security deposit of \$440 or 11% of desired buying power

QUESTION 7: WHAT ARE THE BENEFITS (PREMIUM MEMBER?)

- Allow member to bid on their own(join the life bidding, anytime, anywhere)
- Opportunity to bid on cars in several locations base on your maximum security deposit
- Reduction in brokerage fee( Terms and conditions apply, for more information please contact [customercare@autogeria.com](mailto:customercare@autogeria.com))

QUESTION 8: HOW DO I SIGN UP AS A REGULAR MEMBER?

- Regular members should visit [www.autogeria.com](http://www.autogeria.com)
- Click on "REGISTER"
- Click on "REGULAR MEMBER"
- Fill out the form
- And click the submit button

QUESTION 9: HOW DO I BUY A CAR THROUGH AUTOGERIA AS A REGULAR MEMBER?

- After registration

- Visit [www.coopart.com](http://www.coopart.com)
- Search for your desired vehicle
- Copy the LOT #
- Visit [www.autogeria.com](http://www.autogeria.com) to fill the order form
- Make a security deposit of your desired maximum bid

QUESTION 10: IS MY SECURITY DEPOSIT REFUNDABLE?

ANS: YES, if you do not win the bid and you don't wish to bid on another car, it becomes non-refundable when you win the bid

QUESTION 11: DOES MY SECURITY DEPOSIT FORM PART OF THE COST OF MY CAR

ANS: YES (for regular members only)

QUESTION 10: AS A PREMIUM MEMBER WHEN CAN I START TO BID ON MY OWN?

ANS: Within one hour of completed registration and payment

QUESTION 12: WHAT IS A "BUY NOW"

ANS: Buy now cars are offered for sale with a fixed sale price and can be purchased right away (other charges inclusive)

QUESTION 13: CAN I OFFER LOWER PRICE THAN A "BUY NOW" PRICE

ANS: YES, only on auction day

QUESTION 14: WHEN WOULD MY CAR BE DELIVERED

ANS: About six weeks after ship has departed US port

QUESTION 15: CAN AUTOGERIA TRUCK, SHIP, CLEAR AND DELIVER MY VEHICLE AFTER I WIN THE CAR

ANS: YES

QUESTION 15: WHAT IF I CAN'T PAY FOR MY CAR AFTER HAVE WON THE BID?

ANS: Your security deposit of \$440 or 11% becomes non-refundable plus a flat brokerage fee will be charge

QUESTION 16 TILL WHEN DO I HAVE TO MAKE PAYMENT AFTER WINNING?

ANS: Payment is due between 24-hour after winning your car, a \$50 fee will be charged for late payment on the first day and \$20 for subsequent days for storage

QUESTION 17: WHAT SHIPPING METHOD CAN I USE?

- Containerised: Usually four cars are loaded per 40 Ft. container
- RORO(Roll on Roll off):Vehicles are rolled on to the ship and rolled off for discharged

QUESTION 18 WHAT TYPE OF SHIPPING METHOD WILL BE SUITABLE FOR MY CAR?

ANS: This depends on the state of your car, badly damaged car may not be accepted on RORO and can only be containerised

BROKERAGE /COMMISSION

Brokerage fees are charged by AutoGeria on every car brought whether as PREMIUM OR REGULAR member

ANY DISCOUNT ON BROKERAGE

YES, please contact AutoGeria on [customercare@autogeria.com](mailto:customercare@autogeria.com)

CO-PART FEES

All co-parts charges are compulsory and they are separate from BROKERAGE Charges

