

GSA – FAQs

*****WINNING GSA BUYERS –PLEASE DO NOT CALL THE AUCTION.** WE WILL SEND OUT AN EMAIL TO ALL WINNING BIDDERS WITH DIRECTIONS AND EXPLANATIONS ON HOW TO PROCEED AND WHEN WE WILL BE REACHING OUT TO YOU. PLEASE CHECK YOUR JUNK EMAIL IF YOU DO NOT SEE IT IN YOUR INBOX. **DO NOT** SEND YOUR TRANSPORTERS OR SHOW UP TO THE AUCTION TO PICK UP YOUR VEHICLE WITHOUT AN EMAIL STATING ALL REQUIRED PAYMENTS AND DOCUMENTS HAVE BEEN RECEIVED AND THAT YOU ARE OKAY TO PICK UP YOUR VEHICLE. PLEASE READ THE EMAIL SENT TO YOU IN ITS ENTIRETY. ***

1. WHAT'S YOUR ADDRESS?

- 250 DITTMER RD FAIRFIELD, CA 94534

2. WHAT ARE YOUR PICK-UP HOURS?

- MONDAY – THURSDAY 8AM-5PM
- FRIDAY 8AM-3PM
- NO EXCEPTIONS – WE WILL **NOT** STAY AFTER HOURS

3. WHERE ARE THE VEHICLES LOCATED?

- NORTH BAY AUTO AUCTION – 250 DITTMER RD FAIRFIELD, CA 94534
- TO THE RIGHT OF THE WAREHOUSE – BACK OF THE LOT

4. HOW MANY DAYS DO I HAVE TO PICK UP THE VEHICLE?

- 10 DAYS OF FREE STORAGE
- \$10 PER DAY STARTING ON DAY 11
- NO STORAGE FEES WILL BE WAIVED AS YOU ARE PROVIDED 10 **FREE** DAYS OF STORAGE

5. WHEN DO I GET THE SF97 FORM?

- ONCE ALL PAYMENTS/SIGNED DOCUMENTS HAVE BEEN RECEIVED FOR THE ENTIRE SALE, ALL SF97'S WILL BE MAILED OUT. YOU PICK UP YOUR SF97 ONLY IF YOU ARRIVE BEFORE THEY'VE BEEN MAILED

6. IS MY VEHICLE READY TO BE PICKED UP?

- IF YOU HAVE PAID FOR YOUR VEHICLE AND TURNED IN ALL REQUIRED SIGNED DOCUMENTS, **YES**, YOUR VEHICLE IS READY TO BE PICKED UP.

7. DOES THE AUCTION TRANSPORT VEHICLES?

- NO, THE AUCTION DOES NOT PROVIDE TRANSPORTATION TO PUBLIC BUYERS
- WE RECOMMEND RUNBUGGY.COM
- PLEASE PROVIDE ALL RELEVANT INFORMATION TO YOUR TRANSPORTER/DRIVER (NAME OF BUYER, VIN, MAKE, MODEL, DRIVABILITY, PICK UP HOURS, PICK UP ADDRESS)

8. WILL YOU GO OUT AND INSPECT THE VEHICLE FOR ME?

- NO. THE EMPLOYEES AT THE AUCTION WILL NOT INSPECT VEHICLES. YOU MUST MAKE ARRANGEMENTS TO COME TO THE VIEWING/INSPECTION REGARDLESS OF BEING OUT OF STATE.

- THIS INCLUDES BED/BOX LENGTH MEASUREMENTS. YOU WILL NEED TO COME TO THE AUCTION DURING THE ALLOTTED VIEWING/INSPECTIONS TIMES TO TAKE MEASUREMENTS.

9. DO YOU HAVE ANY OTHER INFORMATION ON THE VEHICLE?

- NO. ALL THE INFORMATION WE HAVE IS LISTED ON THE CONDITION REPORT, WHICH IS ATTACHED TO EACH VEHICLE LISTED FOR SALE.

10. CAN I SEND SOMEONE ELSE TO PICK UP THE VEHICLE?

- YES, YOU CAN SEND WHOMEVER YOU LIKE TO PICK UP THE VEHICLE. THEY WILL NEED TO PROVIDE THE BUYER'S NAME, VEHICLE INFORMATION, INCLUDING THE VIN NUMBER, AND SHOW A VALID DRIVER'S LICENSE.

11. WHAT DOES NON-RUNNER MEAN?

- THE VEHICLE DOES NOT RUN. IT IS NOT DRIVEABLE.

12. WHAT DOES JUNK TITLE MEAN?

- JUNK-PARTS ONLY.
- NEVER TO BE REGISTERED/TITLED FOR HIGHWAY USE

- YOU WILL NEVER BE ABLE TO GET A CLEAN TITLE, REGARDLESS OF ANY REPAIRS MADE.

13. WHAT DOES SALVAGE TITLE MEAN?

- DAMAGE OR SAFETY ISSUE TO VEHICLE THAT CAN BE REPAIRED FOR A REBUILT TITLE.

14. WHAT AGENCY OWNED THE VEHICLE BEFORE IT CAME TO AUCTION?

- THE AUCTION DOES NOT KNOW. THAT INFORMATION IS NOT PROVIDED TO THE AUCTION.

15. CAN I PAY WITH A CREDIT CARD?

- YES. THIS IS THE PREFERRED FORM OF PAYMENT FOR GSA PURCHASES. OTHER ACCEPTABLE PAYMENT TYPES ARE WIRE TRANSFER, CASHIERS CHECK, MONEY ORDER OR FLOORING LINE (DEALERS ONLY).

16. WHEN IS PAYMENT DUE?

- PAYMENT IS DUE 48 HRS FROM DATE OF SALE. PAYMENTS NOT RECEIVED WITHIN 48 HRS WILL BE DEFAULTED AT A FEE OF \$875 TO THE BUYER.
- YOU MAY SPLIT PAYMENT WITH UP 2 CREDIT CARDS OR CREDIT CARD AND WIRE TRANSFER. ALL STILL DUE WITHIN 48 HRS OF PAYMENT.

17. CAN I RETURN THE VEHICLE IF I DECIDE I DON'T WANT IT?

- NO.
- ALL VEHICLES ARE USED, AS – IS, NO ARBITRATION
- PLEASE DO YOUR RESEARCH AND BE 100% SURE YOU WANT THAT VEHICLE BEFORE HITTING THE BID BUTTON.
- IF YOU BID ON MULTIPLE VEHICLES AND WIN ALL VEHICLES, YOU ARE RESPONSIBLE FOR PAYING FOR ALL VEHICLES.

18. CAN I RETURN THE VEHICLE IF IT HAS MECHANICAL ISSUES NOT LISTED ON THE CONDITION REPORT?

- NO. REMINDER – THESE ARE USED, AS – IS VEHICLES.
- VEHICLES ARE ONLY TEST DRIVEN 2-3 MILES. WHAT WE FIND OUT WITHIN THOSE 2-3 MILES IS LISTED ON EACH CONDITION REPORT.

19. I LIVE ON THE OTHER SIDE OF THE COUNTRY, IF I DRIVE THE VEHICLE HOME, WILL IT MAKE IT?

- REMINDER – WE ONLY DRIVE THEM 2-3 MILES ON A TEST DRIVE. WE DO NOT KNOW IF IT WILL DRIVE A CERTAIN DISTANCE.
- ALL INFORMATION WE HAVE IS ON THE CONDITION REPORT ATTACHED TO EACH VEHICLE (DRIVABILITY, HOW MANY KEYS, CYL, ETC.)

20. IS THE INFORMATION ON THE CONDITION REPORT CORRECT?

- YES, WE DO OUR ABSOLUTE BEST TO PROVIDE YOU WITH TRUE AND ACCURATE INFORMATION. IF THERE IS

SOMETHING YOU HAVE A QUESTION ON, PLEASE MAKE THE TIME TO COME TO THE VIEWING/INSPECTION.

21. ARE THE WIRE INSTRUCTIONS YOU SENT ME CORRECT?

- YES. WE DO NOT WANT YOUR FUNDS SENT TO SOMEONE ELSE.

22. I ALREADY REGISTERED WITH GSA. WHY DO I HAVE TO REGISTER WITH THE AUCTION?

- IF YOU HAVE NEVER PURCHASED A VEHICLE THROUGH NORTH BAY AUTO AUCTION, WE CANNOT PHYSICALLY SELL YOU A VEHICLE IN OUR SYSTEM WITHOUT YOU REGISTERING.

23. ARE GSA VEHICLES SMOGGED?

- NO. GSA VEHICLES ARE NOT SMOGGED. IT'S THE RESPONSIBILITY OF THE WINNING BUYER TO SMOG THEIR VEHICLES.

24. CAN I KEEP THE POLICE EQUIPMENT?

- NO. ALL POLICE EQUIPMENT IS REMOVED FROM LAW ENFORCEMENT VEHICLES.

25. ARE THERE ANY FEES ASSOCIATED WITH USING A CREDIT CARD?

- GSA AND THE AUTO AUCTION DO NOT CHARGE CREDIT CARD FEES. ANY CREDIT CARD FEES ARE BETWEEN YOU AND YOUR CREDIT CARD COMPANY.

- CREDIT CARD TYPES ACCEPTED ARE (VISA, MASTERCARD, AMEX, DISCOVER)

26. DO YOU PROVIDE A ONE-WAY TRIP PERMIT?

- NO. THE AUCTION DOES NOT PROVIDE A ONE-WAY TRIP PERMIT. YOUR SALES CONTRACT SHOULD BE SUFFICIENT TO GET YOU HOME. IF YOU PREFER A ONE-WAY TRIP PERMIT, THERE IS A DMV A FEW MILES AWAY FROM THE AUCTION.

27. ARE THERE ANY BUYER FEES OR USE TAXES DUE?

- NO. THERE ARE NO BUY FEES OR TAXES. IF THE DMV GIVES YOU A HARD TIME REGARDING PAYING TAXES, ASK FOR A MANGER OR SOMEONE FAMILIAR WITH PROCESSING GSA VEHICLES.

28. I CAN'T SIGN ON/NEED HELP BIDDING ON THE GSA WEBSITE, CAN YOU HELP?

- NO. THE AUCTION EMPLOYEES DO NOT HAVE ANY ACCESS TO THE GOVERNMENT WEBSITE. PLEASE CALL 866-333-7472 option #3 FOR ANY ASSISTANCE.