

Claim Procedure

§1. Scope of Application

1. This Claims Procedure explains how clients can submit a claim if additional damages are found on vehicles purchased through BidCars.
2. It applies only to the situations described in §2 and §3.
3. By requesting a vehicle auction through our platform, the client accepts the conditions of this procedure.
4. Other types of claims – especially those about the vehicle’s technical condition, equipment completeness, description accuracy, or warranty from the auction house or seller – are excluded, since the sale takes place under the “AS-IS” rule.

§2. Claim (returning the vehicle to the auction) for damages found at the loading terminal

1. A claim can be made if photos taken at the loading terminal show new damages on parts that were visible in the Copart/IAAI photos without damage, and which must have happened while the vehicle was stored at the Copart/IAAI yard.
2. Copart/IAAI does not offer financial compensation for damages that happen on their yards. In such cases, only returning the vehicle to the auction is possible.
3. For the claim to be accepted, the client must get approval from the manager of the relevant Copart/IAAI yard to return the vehicle.
4. The client covers the costs of transport between the auction yard and the loading terminal (both ways).
5. A claim must be made within 5 days of receiving the loading terminal photos, but before the vehicle is loaded into the container.
6. If the damage is not reported within 5 days of receiving the loading terminal photos, no compensation can be claimed later.
7. Refunds for the paid vehicle are made within 30 days of a valid claim being submitted.
8. The claim does not cover:
 - a. cases where keys are lost while the vehicle is waiting for sale,

- b. situations where loose parts around the vehicle were not handed over to the driver.
- 9. A claim is possible only if:
 - a. the value of the damage or missing parts is more than USD 500 (client's deductible),
 - b. the damage requires repainting more than two parts of the vehicle.
- 10. If the Copart/IAAI yard manager does not approve the return, no claims can be made against BidCars.
- 11. To start the claims process (return to auction for damages at the loading terminal), send an email to support@bid.cars. The subject should be: "Return to auction [VEHICLE VIN]" and it must be sent within the time limit stated in point 5 §2.

§3. Claim (financial compensation) for damages found after delivery to the client

- 1. A claim can be made if, after the vehicle is delivered, new damages are found on parts that were visible without damage in the loading terminal photos.
- 2. A claim is accepted only if:
 - a. the value of the damage or missing parts is more than USD 500 (client's deductible),
 - b. the damage requires repainting more than two parts of the vehicle.
- 3. A claim must be submitted within 5 days of receiving the vehicle.
- 4. The claim must include photos, taken from a similar distance and quality as the loading terminal photos – especially for windshield cracks or paint scratches.
- 5. The repair method, including use of replacement parts and rates, should match the approach used for the original vehicle damages.
- 6. The claim does not cover:
 - a. parts already damaged before,
 - b. parts that were lost or damaged because they couldn't be properly secured (e.g. loose or broken pieces falling off),
 - c. damages or dirt caused by natural weather (rain, moisture, sun, etc.).

7. To submit this type of claim (financial compensation for transport damages found after delivery), please use the form at:

<https://damages.bid.cars>

within the time limit in point 3 §3.

§4. Final Provisions (“AS-IS”)

1. Vehicles sold through BidCars are sold under the “AS-IS” rule.
2. “AS-IS” means:
 - a. the vehicle is sold in the exact condition it is in at the time of auction,
 - b. BidCars and the auction house give no warranties or guarantees about the technical condition, completeness of equipment, or accuracy of the description,
 - c. all information in the vehicle description is for reference only,
 - d. it is the client’s full responsibility to check the actual condition of the vehicle.