



## Manheim New Jersey Local Arbitration Policy's

- I. Buyers have Five (5) **Business** days to complete each respective claim milestone (once notified by the assigned arbitrator) Should the Buyer fail to meet these deadlines, this MAY result in closing the case as a Buyer Bought.
  - Submit claim Documentation
  - Deliver vehicle to approved Manheim for verification
  - Return the title to a Manheim Location
  - Submit Transport and Recon Invoices (if qualified)
- II. Sale day purchases must be arbitrated before exiting the auction gate to be eligible for a sale day arbitration. (ALL customers are encouraged to purchase Assurance Protection).
- III. All title absent arbitrations will NOT be eligible for Repair Expense(s) reimbursement. (Some Arbitration claims may be exempt from this ruling and at the Auctions discretion.)
- IV. The Auction reserves the right to assess an Arbitration Fee to: The Buyer if the claim is found to be Invalid and The Seller if found to have non-Disclosed prior Arbitration History.
- V. The mileage cap as documented from the mileage at the time of sale to the arbitration claim date shall not exceed 200 miles. Some Arbitration claims may be exempt from this ruling and at the Auctions discretion.
- VI. ALL In-Lane Sale Day Arbitrations MUST be submitted electronically and received no later than 5pm day of sale and the vehicle MUST be present for our Inspection. \*\*\* Claims submitted after 5pm will Only be entertained per our NAAA Arbitration Trading Policy.

- VII. For any sold vehicle with a sale price of \$75,000 or higher, the seller will not receive payment until the buyer has paid the Auction for vehicles sold on OVE. In-Lane Sales will be at the Auctions discretion to hold seller payment until the buyer's payment has been received.
- VIII. Any vehicle listed on OVE as "Title Status: Not Specified" will be considered Title Absent.
- IX. Effective 6-14-2021 The TITLE ABSENT time frame is 30 Days.
- X. TEMPORAIRLY Sale Day (Wednesday) Vehicles announced Title Here / Title Present, Sellers have until 3:30PM the following day (Thursday) to produce the title.
- XI. The seller has until close of business on the 30th day to turn in the title for vehicles announced "Title Absent" on the date of sale. Title absent days are based on calendar days. After the 30th day, the buyer must place a "1 Business Day notice" by calling in to the title department or submitting an on-line claim on Manheim.com. The seller then has until the close of business on the following day to submit the title to any Manheim location. If the title is not received the following day the title department will issue a confirmation number to the buyer. Arbitration will not process the claim in full without the confirmation from the Title Dept.
- XII. Claim for Absent/Late Titles initiated after 3:00PM (Monday, Tuesday, Wednesday, Thursday) and after 1130AM (Friday) will not be processed or acknowledged until the following business day.
- XIII. All titles must be filled out entirely, all prior dates, mileage, and signatures. If titles are not entirely filled out, they will be rejected back to the seller to complete prior to payment.
- XIV. We will not accept titles for vehicles that are not sold.