OPENLANE Public Auctions

# Frequently Asked Questions

1. **What basic information will the auction representative require when I call to obtain fair market value information?**

   To provide a fair market value, an auction representative will need the following details:

- **Vehicle Basics:** VIN, Year, make, model, trim, and trim level.
- **Features:** Any known options or option packages, along with exterior and interior colors.
- **Usage & History:** Current odometer reading and accident history (including claim amounts).
- **Overall Condition:** A general rating of the vehicle (excellent, good, average, or below average) for its age and mileage.

**Example:** 2001 Audi A4 1.8T Quattro with Premium, Winter, and Celebration packages. It has a blue exterior, tan leatherette interior, 180,000 km, and is in average condition for its age with one minor accident ($2,900 claim).

2. **What does fair market value mean?**
   Fair Market Value is the current average selling price for similar vehicles in our Wholesale and Public Auctions. There are seldom two used vehicles that are exactly the same, so we will do our best to provide a range that you could reasonably expect your vehicle to sell for in our auctions; this range is NOT a guarantee. You will need to provide a minimum selling price (called a Reserve) that you agree to sell the vehicle at once bidding reaches or surpasses that amount.
3. **Will the auction need any additional declarations or information to be able to sell my vehicle?**
   Yes, we will also need current confirmation that there are no outstanding liens against your vehicle as well as a current CARFAX report the auction will secure both of these on your behalf (fees apply). The auction will also need you to complete a vehicle consignment agreement which you will get once you drop off your vehicle at the auction site.In the consignment agreement, you will be asked to supply detailed information about your vehicle's history and condition. You are required by law to provide all known information about the vehicle.

**4. When should I bring my vehicle to the auction, once I decide to consign it for sale?**

We recommend that you bring the vehicle as soon as possible and at minimum two full business days prior to an auction event. This will allow us to perform a visual and mechanical inspection of the vehicle and feature your vehicle information and pictures online. The more time you give to prospective buyers to preview and consider your vehicle, the greater the chances of selling it. You should bring in your ownership, all of your vehicle keys, fobs, valet keys and service records and manuals (if available) with your vehicle. Keys will be safely accounted for and secured in your vehicle during the drop-off process. Ownerships will be secured in our offices.

To ensure that we are ready to serve you quickly and efficiently, you should schedule a mutually convenient time to drop off your vehicle with the auction; **we do not recommend arriving unannounced**.

**5. What happens if my vehicle sells for more than the Reserve (Minimum Selling Price)?**

Congratulations and enjoy! The Auction will only charge the fees agreed upon in the consignment agreement on openlanepublicauctions.ca website.

**6. What happens if there are no bids for my vehicle above the Reserve (Minimum Selling Price)?**

After the auction sale, we will contact you and present any offer made below your reserve, number of bidders and average auction values achieved in the sale event. We will discuss whether you want to adjust your Reserve price and consign your vehicle for sale at our next auction. If you are present at the auction sale, while your vehicle is on the auction block, the auctioneer may invite you to adjust your minimum sale price in order to immediately conclude a sale with the highest bidder. If this cannot be achieved quickly, the auctioneer will likely declare the vehicle to be a 'no-sale'. We understand this does not give you a lot of time to think, which is why it is recommended that you attend the auction to see bidding activity, and see how hard the auctioneers work to achieve your minimum selling price. Should you change your mind after your vehicle has been declared 'no-sale', we will make every effort to speak with the previous highest bidder to see if they are still interested in purchasing your vehicle at their highest offer. Time is of the essence. Buyers are in the Public Auction lanes to buy a car; a car is sold every minute on average. Once bidding ends and a vehicle is not declared as "sold" by our auctioneer, the highest bidder is no longer legally required to honor his/her bid. The auction is also not liable for a lost sale.

**7. Can I attend the auction, to see bidding activity?**

Yes, you can attend any of our Public Auction sales. In fact, we strongly encourage it.

**8. How will I know at what time my vehicle will be offered in the Public Auctions? I don't necessarily want to be around for the entire event.**

You can view the run number of your vehicle in the Runlist. Run numbers are in numerical order, run # 1 is the first vehicle in the event, and run #25 is the 25th vehicle in the event. It takes approximately one minute per vehicle, so run #25 will likely be offered at any time 25 minutes after the first vehicle is offered. You should try to be in the lanes at least 15 minutes before your vehicle is offered to make sure you don't miss it.

**9. Should I have the vehicle professionally cleaned or repaired before bringing it to the auction?**

Presenting your vehicle in the best possible light is highly recommended, within reason. The vehicle should be clean (at a minimum **all** of your personal belongings must be removed, vehicle should be de-trashed, vacuumed, washed and wiped). If you are comfortable with doing a little extra cleaning yourself, you should. We also offer several different cleaning packages for you, from basic wash and vacuum, to a full reconditioning process which includes wash windows, shampoo carpets and seats, wash exterior, dress tires, waxing and mechanical buffing of paint.
OPENLANE has mechanics and service bays in most cities, able to perform work on your vehicle prior to sale. If you recently invested money in your vehicle, you should let the auction know so that they can include the information in the announcements. Things like new tires, new battery, new brakes, and new exhaust all help bidders evaluate your vehicle. You will need to provide proof of work/purchase to auction.

**10. Should I fill up the gas tank before dropping off the vehicle at auction?**

No, this is not necessary. You should however, ensure there is at least a quarter tank of gas in your tank. Your vehicle will need to be moved around on our property and through our auction lanes. Should the vehicle run out of gas while it is in our possession, we will charge a service fee, plus gas charges (fees vary by City).

**11. What happens if the minimum selling price is not achieved, and I want to remove my vehicle from the property?**

No problem. You will need to inform auction employees that you would like to do this after the event. You will be responsible for paying any fees agreed to during the check-in process at the auction (if any). Once these fees are paid (if any), you will receive a gate pass which you will need to present to security prior to being allowed off the property with your vehicle. The VIN on the gate pass must correspond to the VIN plate of the vehicle you are attempting to remove from the property. Security will also likely ask you to open your trunk and look inside the vehicle, to ensure no auction property was stored in or left inside your vehicle by mistake.

**12. I also have a snow blower and a generator that I would like to sell – how do I do this?**

The same process applies as with a vehicle, although it is much more difficult to establish fair market values on specialty equipment. You can sell just about any equipment related to the automotive industry, any pleasure crafts and equipment (light duty – heavy duty). Snow plows, trailers, RV's, any size watercraft, motorcycles, ATV's, golf carts, snow machine, bobcat, loader, dump truck, etc. Just call and ask if we can sell your item – odds are we can.

**13. I have an old stereo that I would like to sell in the auction – can I do this?**

Our Auction consignment focus is squarely on our strength; Serving the automotive industry. You will not find perfumes, paintings and mattresses in our public auctions. Unfortunately, we do not accept stereos and various household items from the public at this time. We will, from time to time, sell various items on behalf of institutional partners who require special services or auction events.

**14. I have an expensive classic / collector car / truck in fully restored condition that I now want to sell; can you feature it in your auctions?**

Yes, we love classic / collector cars / trucks and luxury vehicles. Contact the auction and ask to speak with the sales manager to see if there is an opportunity to feature your vehicle before and during our next auction event.

**15. I recently inherited a large boat which is currently stored at a local marina; how could I sell this boat at your auction?**

Contact Support <Link to Contact us page> to discuss fees for bringing the boat to our facilities, or, for our inspectors to go out to the boat and perform a 'remote sale' inspection through our online auctions.

**16. I sold my vehicle – now what?**

Congratulations – how was THAT for an exciting experience? The auctioneer will have clearly said "Sold" at the end of bidding. You simply need to go home now, or stay with us for the rest of the event. Buyers have until the end of the next business day to pay for their purchase. The auction will remit the funds to you by EFT within the agreed upon timelines, minus any fees you agreed to during the check-in process.

**17. Can I sell my vehicle at an unreserved price ?**

You can sell your vehicle with a reserved price or unreserved. There are different fees for unreserved vehicles. If you set a reserve we will only sell your vehicle for your asking price or more but never less without your explicit consent during the auction process .

**18. Can I sell my vehicle with a Lien on it ?**

The following steps outline the process for selling a vehicle with a **lien.**

**A. Third Party Payout Letter:**
When consigning a vehicle that has Lien on it it's required to get a **Third Party Payout letter** from your financial institution or loan provider. We recommend reaching out to them directly and requesting this letter. Typically, the letter will be emailed to you or mailed, depending on the loan provider.

**B. Review of Third Party Payout Letter:**
Upon receiving the Third Party Payout letter, please review it thoroughly. Confirm that it contains all necessary information, including:

- Owner's Full Name
- Year, Make, Model
- VIN
- Total amount owing
- Daily interest

**C. Submission of Third Party Payout Letter:**
Kindly send us an email with the Third Party Payout letter attached. Alternatively, you can bring a physical copy when you visit us to drop off the vehicle.

**D. Post-Sale Process:**
After selling the vehicle, there are two possible scenarios that determine the duration of the process, ranging between 2 to 3 weeks, depending on your situation:

1. If the amount you owe for the unit is less than the sold price:
    - We will send a cheque directly to the financial institution to cover the outstanding balance.
    - Any remaining balance will be issued in a separate cheque directly to you after we receive the release letter from you.

2. If you owe more than the vehicle sold for:
    - We will ask you to pay the difference within 2 days and provide us with a new payout letter.
    - Alternatively you can pay us the difference and we will mail a cheque to the bank usually paying us to make the process quicker.

**E. Obtaining a Release Letter:**

Once your loan has been paid off, it is very important to reach out to your financial institution and obtain a release letter. Please email us a copy of this release letter.

Should you have any questions or need further clarification at any stage of this process, feel free to reach out to us.

We appreciate your cooperation and look forward to a successful consignment process.

**19. what do I need to provide for vehicle registration**

You need to provide:

- Supply a registration in your name. (for BC, we need a BC registration in seller name)
- Carfax Search will be completed and all declarations declared.
- Lien search completed as all our vehicles are sold with a clean title.
- Remove your license plates.

We recommend that you wait until your vehicle sells before canceling your insurance. This will ensure your vehicle is covered until it is sold at which point it becomes the buyers responsibility.

### 20. What Vehicle Enhancements can be done on my vehicle ?

National Remarketing statistics states that for every $1 spent on professional reconditioning will net on average $2.27 return.

Value added services offered:

- Professional Detail Shop onsite where we can make your car shine. In the automotive world there is a saying “Clean Cars sell”. We strongly recommend your vehicle is detailed before being sold. You can do this yourself or you can simply drop it off with our professional vehicle detailers.
- Body Shop on site. Make minor repairs to enhance the eye appeal and attractiveness of your car. Fix minor dings and dents or repair and replace hubcaps. We can also complete your insurance claim for major repairs required as well.
- OPENLANE Mechanical shop on site. We can do major and minor repairs on your vehicle to be sure that buyers don’t have any hesitation in buying your vehicle. Clean oil and topped up fluids goes a long way.

### 21. What are my responsibilities as a seller ?

When a seller consigns a vehicle to OPENLANE Public Auction,they assume responsibility that the information provided is both accurate and complete. If a seller misrepresents their vehicle, or if seller's declarations are not disclosed according to Auction rules and provincial requirements, a buyer can take the matter to the auction arbitration officer.

Should the seller be found at fault, full commission fees will be charged to the seller on the canceled sale. Since the Auction does not represent any vehicle, it is the seller's responsibility to declare all defects. No matter how minor the problem, an honest and complete declaration will build confidence and create goodwill.

All vehicles consigned at the auction must be transacted through the auction office. No vehicle will be offered for sale without a serial plate, registration document ( BC registration document if selling in Vancouver ) and proper identification. Sellers are responsible for ensuring the odometer reading, make and model year are accurate.

Sellers must also ensure their vehicles are sold free and clear of all liens and encumbrances.

The Seller runs the risk of having the sale canceled, the purchase price reduced and / or other charges / fines incurred, if they fail to make any of the following announcements. These include but are not limited to:

1. Vehicle has:
    - Faulty odometer
    - Changed odometer
    - Odometer in miles
    - Five digit odometer over 100,000 miles or kms
2. The true kilometers or miles are unknown, in which case one of the following announcements must be made:
    - Odometer discrepancy / Replaced or Repaired
    - Odometer discrepancy / Not actual miles
3. Vehicle requires a government safety inspection/certification/structural integrity
4. Vehicle was previously used as a:
    - Taxi/limousine
    - Police or emergency vehicle
    - Driving school vehicle
    - Government vehicle
    - Rental or lease vehicle
5. Vehicle suffers from any of the following defects:
    - Flood damage
    - Fire damage
    - Excessive rusting, including frame or unitized body
    - Roof damage
    - Structural damage
    - Two or more adjacent panels changed
    - Airbags deployed, defective or absent
    - Defective ABS system

6. Cancellation of manufacturer's warranty

7. Major defects that would cost over $850 (according to standard manufacturer's/Mitchell's established warranty standard rates) to repair on:

- Engine
- Transmission
- Major powertrain i.e. differentials

8. Major exception to original or advertised production specifications

9. The vehicle was cut in two or two frames welded together.

10. Vehicle branded as:

- Provincial inspection required
- Salvage
- Irreparable
- Rebuild
- Accident-repaired over $2,000
- Insurance Write-Off, Total Loss, according to insurer and/or manufacturers records
- Non-repairable
- Parts Only
- Reconstructed

11. The vehicle was stolen and has been recovered.

12. The vehicle is not road worthy.

13. U.S. vehicle.

14. Grey market vehicle.

15. Out of Province Vehicle.

16. VIN plate replaced.

17. A Sport Utility or Truck that is 2WD as a 4WD

Sellers who are caught price-boosting (shilling) their own vehicles, or vehicles belonging to friends, will be charged full commission fees and endure permanent banishment from the auction. Other auto auctions will be notified.

Anyone caught tampering with or removing parts from vehicles will be permanently banned. They will also be prosecuted to the fullest extent of the law.

Sellers must carry their fire, theft and public liability insurance until their vehicle has been sold. The auction assumes no responsibility for any damage incurred through a third party, or natural occurrences, before or after the actual sale. The auction is insured only for damages caused by its own negligence.

Sellers that require pushing or towing help, mechanical repairs, inspections or other vehicle services will be charged accordingly.

A vehicle is not officially sold until the auctioneer announces the word **"SOLD"**.

Sellers who set a reserve price for a vehicle have the option to reconsider that price before the bidding ends. If the final bid is lower than the reserved price, the seller and buyer can negotiate a new price through the auction. If the seller does not agree to the price, the buyer is instantly released from any obligation.

### 22. What should I do before bidding on an auction car to protect myself

**General Rules & Advice**

- **Previously Owned Vehicles:** We deal exclusively in used vehicles.
- **Inspect Before Bidding:** For your own protection, **never bid on a vehicle you have not inspected.** Take the time to look over the vehicles before the auction begins.
- **Ask Questions:** If you have any questions about how the auction works, please ask one of our staff representatives *before* you start bidding.
- **Vehicle Ownership Transfer:** Buyers are responsible for transferring the vehicle into their own name at their own expense. This must be completed before the vehicle can leave the auction property.

**Deposits, Fees & Final Payment**

- **Deposit and Winning a bid ( public buyer only) :** To bid on and buy a vehicle at a public auction, you must provide OPENLANE with credit card authorization for a $400 or $1000 auction deposit. If you win a bid, your card will be charged the non-refundable deposit amount of $400

- when bidding in-person, or $1000 when you are bidding online.This goes toward the purchase price and holds the vehicle until the end of the next business day.
- **Additional Fees:** All buyers must pay a buyer's fee, a lien documentation fee, and all applicable taxes.
- **Final Payment Deadline**: You may pay the remaining balance for the vehicle directly at the auction center and will be given until the end of the following business day to complete your payment.
- **Payment Methods :** You can pay for your purchase using EFT, debit card, and/or wire transfer.

### 23. If I am buying a vehicle what does lights shown in the auction block mean

When a vehicle shows up to the auction block, a colored light will appear on the display screen. These lights give you instant information about the vehicle's protection status.

**🟢 Green Light – Arbitration Allowed**

- This light does **not** mean the vehicle is perfect or free of mechanical issues.
- Instead, it means the vehicle qualifies for our **Buyer Protection Plan**. Under this plan, our mechanic can inspect the engine, transmission, and powertrain. If we find a hidden issue that costs more than $850 to repair, you can open an **arbitration case. (Arbitration Rules and Policies)**
- *Note: Any mechanical issues that were already written down in the "Declarations" before the sale are not covered. If a vehicle does not have a Green Light, it is sold AS IS.*

**🟡 Yellow Light – Seller's Announcements**

This light alerts you to specific, major details regarding the vehicle. These announcements may include:

- Previous accident damage that cost over $2,000 to repair.
- A "Salvage," "Insurance Write-Off," "Total Loss," "Parts Only," or "Reconstructed" status.
- An ICBC Rebuilt status (the vehicle was written off, repaired, and passed an authorized inspection).
- Odometer issues (the mileage is incorrect, or the odometer is broken/replaced).
- A requirement for a new Provincial Inspection.

**🔴 Red Light – Sold strictly "AS IS"**

- This means the vehicle is sold completely **AS IS** due to its age or high kilometers.
- There is little to no arbitration protection for Red Light vehicles. Inspect these vehicles carefully before bidding.

### 24. If I am buying a vehicle what does Vehicle Declarations mean ?

Before you bid, always check the written **Declarations** on the screen. These notes tell you important details about the vehicle's history, mechanical issues, or safety status.

**Common Written Declarations:**

- **The "AS IS" Rule:** Any vehicle sold for **under $4,000** or with **200,000 km or more** is automatically sold completely **AS IS** with very limited arbitration unless stated otherwise.
- **Out of Province:** The vehicle is currently or was previously registered outside the province
- **Pre-Sale Inspected:** Our mechanics have inspected this vehicle. If they find any major issues (such as an engine repair costing over $850), it will be listed clearly here.
- **Frame Damage:** The vehicle has structural damage to its frame.
- **Rebuilt Status:** The vehicle was previously written off by insurance but has been repaired and passed inspection.
- **TKU (True Kilometers Unknown):** The actual mileage/kilometers on the odometer cannot be verified.

### 25. Do I need an account to view auctions?

Yes. While anyone can visit our landing page to view auction policies, fee schedules, and locations, **you must create a free account and log in to view vehicle run lists, search inventory, and see Vehicle Detail Pages (VDPs).**

### 26. How do I create a new account?

Creating an account takes just a few minutes:

1. **Start Your Registration:** Enter your email address and verify it.
2. **Choose Your Account Type:** Select whether you are registering as an Individual or a Business.
3. **Provide Your Details:** Fill in your core personal information, including your name, primary address, and phone number.
4. **Secure Your Account:** Accept the Basic Terms & Conditions and set up Multi-Factor Authentication (MFA) to ensure your account is secure.

5. **Business Account Verification:** If you register as a Business, your account will enter a "Pending" status. An OPENLANE Registration Team member will contact you to collect required documents, including your business license, articles of incorporation, and a list of approved users, before your account is fully approved.

**Note:** Once complete, your account will be granted **Viewer Access**, allowing you to log in, search vehicles, and browse run lists across all available auction locations.

### 27. How do I register a BID on a vehicle?

To join a live auction and start bidding, you will need to complete a quick buyer upgrade:

1. Select **Register as "Buyer"** from your account dashboard, or click **Bid** on any vehicle listing.
2. **Add a Payment Method:** Provide and validate a credit card to use as your payment method.
    - *Note: A standard pre-authorization check is performed to verify credit eligibility before bidding privileges are enabled.*
3. **Accept Terms:** Review and accept the Buyer Terms & Conditions. Once completed, the Buyer role will be added to your profile, enabling you to participate and bid.

Once verified, a **Bid Badge** is assigned to your account, granting access to participate in live auctions.

> **Payment Note:** If you win a vehicle, , your card will be charged the non-refundable deposit amount of $400 when bidding in-person, or $1000 when you are bidding online. The remaining balance can be paid at the front desk via debit, EFT, cheque, or other approved payment methods.

### 28) How do I register to SELL a vehicle?

To list and sell a vehicle at one of our auction locations:

1. Log in and select **Register to Sell** from your account dashboard.
2. Enter your **EFT (Electronic Funds Transfer) banking details** so we can send your payout directly to your bank account after a successful sale.
3. Review and accept the **Seller Terms & Conditions**.

After completing registration, bring your vehicle to the designated **Vehicle Logistics Center (VLC)** to complete in-person check-in.

**29. I am registering on behalf of a business (non-automotive or non-dealership businesses). What do I need?**

If you are buying or selling on behalf of a commercial business rather than as an individual:

1. Begin the standard registration process and select **Business Account**.
2. Complete the primary contact details.
3. Provide the required company documentation for review:
    - **Articles of Incorporation** or **Business License**
    - **Tax Registration Number / Tax ID**
    - Identification details for authorized business directors/representatives
4. Upon submission, a registration review case is created. Our support team verifies the documentation within **2 business days** before activating corporate buying or selling privileges.

**3. ) I am a Licensed Automobile Dealer—how do I log in?**

Licensed dealers or existing customers of OPENLANE Canada do **not** need to create a public auction account.

- Click **Log In** and enter your existing **Openlane Marketplace (OMP)** credentials.
- You will automatically be routed through the dealer experience, where you can view public run lists, join sales, and check out using your standard OMP buyer process.
- Public permissions may need to be added to your account if you experience access issues.

**31. Do I have an existing account from the previous public auction site?**

To ensure the highest level of security and compliance with Canadian privacy standards, previous public auction site accounts used are inactive in the new experience. **All public buyers and sellers must create a new account** on the updated Public Auctions Marketplace to participate in upcoming sales.