

# FullAuction - Quick Start Guide

## Payment & Collection



### Payment

Once a vehicle has been won on **FullAuction**, it is the buyer's responsibility to make contact with the seller to organise payment and arrange collection.

Most dealers will only accept cleared funds. **FullAuction** terms and conditions state funds must be transferred **within 72 hours** of purchase.

At the time a vehicle is won, an automated email is sent to both buyer and seller, providing each with their respective contact details.



### Collection / Delivery

It is the **buyer's** responsibility to arrange collection of the vehicle.

However, at any time, a prospective buyer can click **Delivery**

This provides an instant quotation for delivery of the vehicle to your door.

This service is carried out by *Pro-Driver*, the national delivery company. Simply select **Click Here** on the winning email notification received and you will be contacted that day.

This way, a buyer knows his vehicle is in good hands. Instead of organising transport, the buyer can spend more time bidding.

A screenshot of a web browser pop-up window titled "Delivery and Vehicle Check". The text inside reads: "Only £74.80 for delivery of this vehicle and a check against its auction description". It includes a Q&amp;A section: "Q: What do I get for this? A: This is an all-inclusive price for:" followed by a bulleted list: "• Delivery of the vehicle, normally within 24 hours once vehicle payment has cleared.", "• Independent vehicle check against auction description.", "• Delivery to your door.", "• Fully insured service." Below this, it states: "Should you win this auction, we will notify you by e-mail and include the 'Delivery and Vehicle Check' option for you to select at that stage if required." A "Please note:" section follows with another bulleted list: "• Fuel costs are no longer included in the price; you will only be charged if additional fuel is required.", "• Delivery prices are net of VAT and are calculated as the fastest route between postcodes of registered users. Where this passes through a congestion charging zone, additional charges may apply for the extra distance to go round these areas or the charge to pass through them." A "Close" button is visible in the bottom right corner.