



CONSIGNOR'S COMMONLY ASKED QUESTIONS

- ❖ **Why Do I Leave My Keys with Your Office?**
 - This is a requirement by the Fire Marshall so as to be able to move all vehicles in the event of an emergency.
- ❖ **Why Does the Car Need to Be Titled in My Name?**
 - The title is Proof of Ownership, most states will not accept a title that is not registered to the seller.
 - You must have a title in your name unless you are a Dealer with a current valid Dealer's license.
- ❖ **Why Do I Leave My Car Title with Your Office?**
 - By California Law, we cannot sell a car without a title.
 - We are required to produce a title for the buyer, should they pay cash and demand title.
- ❖ **Do I Need A Smog Certificate?**
 - EGA requires CONSIGNORS to provide a CURRENT VALID SMOG inspection certification for 1976 or newer Vehicles during Vehicle Check-In for California Auctions. A VALID SMOG CERTIFICATE for resale cannot be older than 60 days for private party (90 days for dealers) from date of issue to date of sale.
 - If the current smog certificate expires within 30 days before the auction, a new certificate is required.
- ❖ **Where Do I Get a Smog Certificate and How Much Does It Cost?**
 - Go to www.smogcheck.ca.gov for detailed information.
 - Cost cannot exceed \$50 USD not including a service fee of \$8.25
- ❖ **What Happens After My Car Sells?**
 - If you have provided and signed the required DMV documents when you checked your vehicle in, there is no need to return to our office for additional paperwork.
- ❖ **What Happens If My Car Does Not Sell?**
 - Your vehicle crosses the auction block only once however we will continue to advertise your vehicle until the end of the auction event. It is possible to re-run your vehicle across the block again on final auction day.
 - You may pick up your vehicle keys at the end of the auction, make arrangements to receive your no-sale title and take your car home.
- ❖ **When Will I Get My No-Sale Title Back?**
 - Your title will be sent via Regular Mail back to the address provided on your consignment form within 10 days after the sale.
 - If you would like to receive your no-sale title via FedEx or UPS, please provide us with your FedEx or UPS account number.
- ❖ **When Will I Receive Payment for The Car I Sold?**
 - Payment for sold vehicles will be processed within 10 days after the auction ends. The checks will be mailed out within 14 days following the auction.
 - If you would like to receive your check via FedEx or UPS, please provide us with your FedEx or UPS account number.
- ❖ **What Amount Will I Be Paid?**
 - Your settlement amount will be the selling price of the vehicle, less the applicable fees and commission percentage.
 - If you are unable to provide us with current registration, the fees for verifying the information through the DMV and for any DMV fees or penalties due will be charged to you.