

# **FREQUENTLY ASKED QUESTIONS**

## **Welcome! Thank You For Visiting Our Auctions.**

By now, you are probably very interested in the vehicles that we offer, because you are taking the time to check us out thoroughly. You probably are a little weary about buying such an expensive item over the internet. Imagining being in your shoes, we created a frequently asked questions page. Here are some of the most popular questions being asked. If your question is not answered, PLEASE feel free to call us at 440-897-0324 or 216-299-8966 or email us at [northcoastauto2@yahoo.com](mailto:northcoastauto2@yahoo.com).

### **Are You A Car Dealer?**

Yes. We are an Independent dealer licensed in the state of Ohio; Registered with the Bureau of Motor Vehicles. We do have a retail location on one of the busiest streets of Cleveland, OH (address: 5700 Brookpark Rd., Cleveland, OH 44129) But most of our focus is on Internet Clients. We advertise on eBay, Autotrader.com, Cars.com, KBB.com, Ohio.com, UsedCars.com, YahooAutos.com, MotorZoo.com, BargainNetwork.com, Trader4Less.com, and many more. We do sell most of our vehicles to eBayMotors.com customers. Probably most meaningful to you is what other eBay members are saying about us. We are a Titanium Power Sellers on eBay (The Highest rank one can get on eBay). We are also one of the top 250 sellers on eBay Motors (we have a photo of the top 250 seller award in all of our listings). We sell approximately 100 vehicles per month.

### **Do You Take Trades?**

Yes. We will consider a trade, but keep in mind that we truly are offering cars with a very small mark-up on eBay. The only way a trade works for us is if we can buy it from you BELOW what we can buy for at the Manheim Dealer ONLY Wholesale Auto Auctions. Why below? Because we have shipping costs involved and quite frankly, now we still have to sell your car to realize any potential profit on the car we traded with you. Our advice? Sell it on eBay! All you need is a digital camera. eBay has a template for you to follow. It will **VERY LIKELY be a fun experience** for you too!

### **Why Are Your Prices So Low?**

We are very careful when it comes to buying a vehicle. We know the car market better than most of the other dealers, and we buy our cars from allover. We have our own

buyers/employees in almost every highly populated state, and these buyers go to auctions for us, so we don't just buy any vehicle. We pick the ones that suit our condition and price guidelines. Most of our vehicles come from **Manheim Auto Auctions (this is the largest auction chain in the world: see manheim.com)**. These auctions are available ONLY to licensed, bonded and insured Dealers registered with the Bureau of Motor Vehicles in their respective states. Now, going to these auctions alone does not guarantee good prices. You STILL need to be a patient, experienced buyer. We specialize in a high volume of cars, that is why we cannot make a lot of money on these vehicles, our profit averages about \$500 to \$700 per unit. About 10% of our vehicles, we actually lose money on. We have an enormous buying and financial power, and we usually keep more than a 150 vehicles in stock. We have determined that high volume and low profit works for us.

### ***We buy from sellers like Mercedes-Benz Credit, BMW Financial, and etc....***

If you've ever leased or purchased a new car from a Mercedes-Benz Dealer, then you probably were financed through either your own credit union or Mercedes-Benz Credit Corp. Throughout the year, all over the country, Mercedes-Benz has vehicles coming OFF LEASE (most of the times, it is a 36 months lease, so most of the cars are approximately 3 years old). Obviously Mercedes has to sell all of these vehicles, so Mercedes-Benz Credit takes them to auctions allover USA, usually high-end exotic cars such as Mercedes have their own lane at the auctions (for example 400 cars at a time) We, along with other Dealers compete at these auctions for these vehicles. Like I said, we only pick out the best deals, and we probably buy at 40 different auctions every week.

### ***OK. I understand that. But you still have not told me how you can buy BELOW WHOLESALE?***

At any given Mercedes-Benz sale, there are at least 200+ units being offered at auction. The Mercedes-Benz Credit Rep on the auction block does NOT have to sell the vehicles unless they reach an acceptable price. HOWEVER, the acceptable price is at **a level where Mercedes can liquidate its inventory efficiently** without having it "piling up" for the next auction sale, generating costly carrying costs, while it is depreciating each day. They WILL sell below wholesale IF the bid price reaches their RESERVE level. On most of the vehicles, the prices reach to wholesale levels or above, obviously we wait until we can absolutely steal the car. This is where being a patient and experienced Buyer can be rewarding. Experience has shown us that if we attend enough auctions, inspect enough of the available inventory, then bid on enough vehicles, with a specific buying price level goal, then at the end of the week, we will have bought a few vehicles at really great prices! THAT IS THE KEY!

### ***How Many Auctions Do You Attend?***

We attend about 40 auctions per week, and have capability to choose from more than 60,000 different vehicles a week. We only purchase anywhere from 20 to 50 units per

week. That is why your local dealer cannot compete with us, because we see many times more cars than him, and have a lot more choices. Most of the local dealers shop at their local auctions, and have no advantage like us.

***What If I Come to Cleveland, and My Car Is NOT What You Said It Would Be?***

IF you have a valid complaint and the car TRULY is NOT as we represented it on eBay, then we will of course refund your deposit. We have worked VERY hard to build our reputation.

***Will The Extended Warranties You Offer Be Honored In My State?***

YES! You can take your vehicle to any ASE Certified mechanic. All of our warranties will be honored allover United States

***Can I Pay With a Credit Card or Personal Check?***

No. **Bank Wire, Cashier's Check, Money Order or Cash.** We will accept a credit card, or PayPal for the deposit ONLY.

***I Want To Fly In To Pick Up My Car, But I Cannot Get Any Time Off For A Few Weeks. Can You Store It For Me?***

YES! However, we still require a \$300 deposit within 2 business days and **FULL payment within 7 days.** There is no charge for storage.

***Do You provide temporary plates?***

Yes, We provide an Ohio temporary plate good for 30 days.