



ARBITRATION POLICY

LIGHT SYSTEM

- GREEN LIGHT** – Ride and drive. Drive train only. Engine, transmission and differentials
- YELLOW LIGHT** – Caution announced condition
- RED LIGHT** - Sold as-is due to mileage, model year or announced condition.

VEHICLE ELIGIBILITY

Any unit selling **AS-IS** for **\$3,000** or less is not eligible for arbitration for any reason, **including frame/unibody**. The only exception to this rule is odometer rollback. **Salvage or inoperative units are as is, no arbitration for any reason. No exceptions.**

MECHANICAL ARBITRATION

Mechanical defects must exceed \$500 per item to be eligible for arbitration. Mechanical arbitrations are **sale day only**. All mechanical arbitrations must be accompanied by a written estimate showing the dollar value of each repair or they will not be accepted. This includes **Air Bag, SRS and ABS lights**. Estimates must be received within 24 hours of arbitration.

ODOMETERS

Non-working odometers must be arbitrated sale day only. Odometer rollback is defined as a substantiated State or Federal Motor Vehicle Record. Carfax or Auto Check reports are not eligible.

FRAME

Only undisclosed damage that changes the structural integrity of the vehicle is eligible for arbitration. **The following are not arbitratable or require an announcement: core support damage, non-structural apron damage (scrapes, gouges or dents in the leading edge of aprons), frame horn or bumper mount damage, jack or curb damage, frame rust, distortion to frame such as towing damage or transport tie down damage, non-structural dents on A, B or C pillars, properly installed trailer hitches, including 5th wheels.**

The auction must be notified within 7 days, including sale day, of any undisclosed frame damage. The vehicle must be physically inspected by the selling auction or a Santander approved auction within the 7 day period. Purchaser will agree to pay for transportation and testing if the vehicle is within acceptable tolerances.

GENERAL

No vehicles will be sold before or after crossing the auction block. IF sales are binding for 3 hours after the last Santander vehicle crosses the auction block. Dealer handouts and vehicle window markings are a guide not a fact. Please check vehicle equipment, year and miles against physical vehicle. Santander will not make adjustments for these errors.