



# LOCAL TRADING POLICIES





## America's Auto Auction Lancaster

Wednesday, 8 Lanes at 9:00am

Running 1400 + Units Weekly!!

2 Fleet-Lease Lanes - Lanes 7 & 8

Bargain Boulevard - Lanes 7 & 8 Every Week at 10:45am

**FREE Breakfast Every Sale Day Starting at 7:30am**  
**Pre-Sale and After-Sale Giveaways**  
**Every Week!!**

### **Greg Gehman**

Founder

[Greg.Gehman@AmericasAutoAuction.com](mailto:Greg.Gehman@AmericasAutoAuction.com)

### **Ed Fazio**

General Manager

[Ed.Fazio@AmericasAutoAuction.com](mailto:Ed.Fazio@AmericasAutoAuction.com)

### **Jim Fucci**

Asst. General Manager

[Jim.Fucci@AmericasAutoAuction.com](mailto:Jim.Fucci@AmericasAutoAuction.com)

### **Heidi Wallace**

Office & Marketing Manager

[Heidi.Wallace@AmericasAutoAuction.com](mailto:Heidi.Wallace@AmericasAutoAuction.com)

### **Joe Lyons**

Fleet/Lease Manager

[Joe.Lyons@AmericasAutoAuction.com](mailto:Joe.Lyons@AmericasAutoAuction.com)

### **Cheryl Irwin**

Inside Sales Manager

[Cheryl.Irwin@AmericasAutoAuction.com](mailto:Cheryl.Irwin@AmericasAutoAuction.com)

## **To Reserve Numbers**

**Call Inside-Sales 717.569.5220 ext. 400**

**1040 Commercial Ave, East Petersburg, PA 17520**

**Phone: (717) 569.5220 | Fax: (717) 569.3109**

**[abclancaster.net](http://abclancaster.net) | [edgepipeline.com](http://edgepipeline.com)**

**[www.facebook.com/abclancaster](http://www.facebook.com/abclancaster) | [www.twitter.com/abclancauction](http://www.twitter.com/abclancauction)**

# America's Auto Auction Lancaster Phone Extension List

Security Hours - M-F: OPEN 24/7, SAT: 6:00AM-2:00PM, SUN: CLOSED | Security Phone: 717-826-1802

EXT	NAME	NOTES
203	Arb PSI	Sale Day Only
237	Arb PSI	Sale Day Only
221	Brenny Lora	Floor Plan
213	Carol Rothweiler	Titles (Wed - Fri)
239	Carolyn Adams	Titles (Tues & Wed)
222	Cheryl Irwin	Inside-Sales Manager
204	Danielle Barley	Inside Sales / Vehicle Registration
206	Ed Fazio	General Manager
224	Edna Caraballo	Dealer Registration / Auction Access
212	Greg Gehman	Owner / Operator
235	Heidi Wallace	Office & Marketing Manager
202, 244	IF Sales (Sale Day Only)	IF Sales (Sale Day Only)
402	IF Sales Group	IF Sales (Sale Day Only)
400	Inside-Sale Group	Inside-Sale Group
210	Jen Lutz	E-Sales (OVE and SmartAuction) (Tues-Fri)
211	Jenn Woltcheck	Controller
240	Jim Fucci	Asst. General Manager
227	Judy Kreider	Floor Plan (Tue,Thurs)
242	Kara McElwee	Transportation / Repossession
238	Karen Hilton	Dealer Account Admin / Vehicle Reg
232	Laura Dieterle	Inside-Sales
226	Lauren Styer	Counter / Payment
217	Linda Auker	Counter (Mon, Wed, Fri)
209	Lisa Lamparter	Accounting / HR
225	Lyn Kase	Titles (233 on Sale Day)
220	Lyndsey Iverson	Fleet Lease Admin
218	Marissa Colosi	Inside Sales / Vehicle Registration Mon, Wed, Fri)
234	Matt Gibble	IT / Marketing
302	Mech Shop	Mech Shop
237	Mike Nicoletti	Operations Manager (Mon, Tues, Thurs, Fri)
304	Missy Laporte	Titles (Mon - Thurs)
230	Monte Mauro	Accounts Receivable
228	Natalie Kreiser	Fleet Lease Admin
233	Office	Telesales/Lyn Sale Day
303	Parts Room	Mech Shop
300	Paul Hodge	Mech Shop
201	Receptionist	Jean (Tues, Wed, Thurs) Sue (Mon, Fri)
205	Sandy Reilly	Counter / Payment
243	Shelby Huber	Counter / Payment
301	Stephanie Rinehart	Mech Shop Admin (Mon,Tues,Thurs,Fri)
215	Stephanie Rinehart	Arbitration / PSI (Wed)
241	Stephanie Snavely	Centralized Billing / Recon Services
229	Sue Getz	Counter (Tues, Wed, Thurs)
401	Titles Group	Titles



## THE PIT STOP

Serving **FREE** Breakfast  
**ON SALE DAY**

from 7:30 - 8:45am

**OPEN** for Lunch too!



# TRADING POLICIES:

## America's Auto Auction Lancaster follows NAAA

NAAA Policy Effective: April 17, 2017

- ➔ NO RETAIL CUSTOMERS – Any dealer that is found with a retail customer may have their auction privileges revoked.
- ➔ This auction is for licensed and registered dealers only.
- ➔ The licensed and registered dealer will be held responsible for all business transactions under his company name at America's Auto Auction Lancaster. All changes of ownership, authorized representatives, banking facilities, addresses and telephone numbers must be reported to America's Auto Auction Lancaster.
- ➔ Any and all vehicles purchased or sold on auction premises must be reported and transferred through the front office.
- ➔ All vehicles are sold according to lights and announced conditions only. The auction assumes no responsibility for verbal commitments.
- ➔ Personal checks and drafts are not accepted.
- ➔ The auction reserves the right to refuse the sale of any vehicle on which a vehicle ID plate appears marred or is in any way altered. All vehicles may be subject to investigation by Pennsylvania State Police and the National Theft Bureau.
- ➔ All vehicles must have a visible manufacturer issued vehicle ID or an assigned state issued vehicle ID.
- ➔ This auction is not a party to the contract of sale, which is between the seller and buyer only. Any odometer discrepancy is not the responsibility of the auction but is between the buyer and seller.
- ➔ Odometer readings must be in mileage, not kilometers..
- ➔ No vehicle is authorized to leave the auction grounds unless it is accompanied by a validated gate pass. All vehicles are subject to inspection.
- ➔ No vehicles may be sold without a negotiable title (For Example: "Bill Of Sale Only").
- ➔ America's Auto Auction Lancaster will not sell any uncertified Grey Market vehicles.
- ➔ America's Auto Auction Lancaster will not sell any vehicle with repo papers.

# TRADING POLICIES:

- ➔ All “IF” sales are one-way from the seller to the buyer. “IF” sales are binding on the buyer for 90 minutes from the time of purchase at the block.
- ➔ Titles must be presented at the counter by close of business on sale day or announcement of T/A must be made when the car is sold on the block
- ➔ Any vehicle announced and sold T/A is subject to turndown if the title is not presented to the auction within 21 calendar days from the day of sale. Sale day is day number 1.
- ➔ After 21 days, for vehicles sold T/A the seller has until the close of business on the next day, to produce a valid/negotiable title, from the time the Buyer notifies the Auction of their intent to return a vehicle for no title.
- ➔ Buyers are cautioned not to sell or spend money on T/A vehicles until the title is received. Neither the auction nor the seller will be held responsible for repairs on T/A purchases. Seller will be held responsible for transportation charges to return a sold vehicle when a negotiable title is not presented to America’s Auto Auction Lancaster within the 21 calendar day T/A policy.
- ➔ A service fee of \$100.00 will be charged on all returned checks.
- ➔ Dealers may not stop payment on a check.
- ➔ ALL units must be paid for by the close of business on sale day.
- ➔ Sold vehicles that remain on America’s Auto Auction Lancaster property for 7 days will be assessed a storage fee of \$25.00 per day beginning on the 8th day.
- ➔ Titles with the following defects will not be accepted: alterations and erasures, incorrect VIN, improper reassignments, and missing signatures.
- ➔ Because ownership of the vehicle or its accessories is never transferred to America’s Auto Auction Lancaster, the auction does not assume responsibility for any theft or damage to it. The titled owner of the stolen or damaged property must make claim to his or her insurance company. Any vehicle and or personal property left on the premises is done so at owner’s own risk.
- ➔ The decision of auction management shall be final in all disputes. The auction reserves the right to void any transaction and/or refuse service to anyone.
- ➔ Arbitration available until the close of business on sale day only.
- ➔ Electrical accessories in vehicles 4 years and older is not subject to arbitration if defective.

# AMERICA'S AUTO AUCTION LANCASTER SELLING LIGHT SYSTEM:

As vehicles are being offered for sale, a Green, Yellow, Red or Blue light will signify the following:

## **BLUE LIGHT - TITLE ABSENT**

Vehicle sold under BLUE light is sold without a title. Seller has 21 calendar days to present negotiable title to auction.

## **GREEN LIGHT - RIDE AND DRIVE**

All disclosure policies apply.

## **YELLOW LIGHT - LIMITED GUARANTEE**

Engine, transmission, transfer case, differential, structural damage and flood damage. Select historical issues are exempted (reassigned VIN, taxi/livery, previous Canadian, voided manufacturer warranty, vehicles not equipped with air conditioning [9 years old or newer], non-original engine not replaced under warranty.)

## **RED LIGHT - AS/IS**

Not subject to any mechanical or electrical disclosure.

“AS-IS” vehicles may ONLY be arbitrated for the following:

Non-negotiable titles, unannounced odometer discrepancies (NAM), unannounced frame damage if sold for \$3,000 and over.

## **GREEN & YELLOW - RIDE AND DRIVE WITH CONDITIONS**

All disclosure policies EXCEPT for announced

## **RED & YELLOW - AS/IS, NO ARBITRATION**

Engine, transmission, transfer case, differential, structural damage and flood damage. Select historical issues are exempted (reassigned VIN, taxi/livery, previous Canadian, voided manufacturer warranty, vehicles not equipped with air conditioning [9 years old or newer], non-original engine not replaced under warranty.)



# AMERICA'S AUTO AUCTION LANCASTER

## ARBITRATION / STRUCTURAL DAMAGES:

### Local Auction Arbitration: Rules & Exceptions

- ➔ Only Cars and Light Duty Trucks are eligible for PSI
- ➔ ALL Vehicles that Sell Under \$3,000 will automatically be sold AS-IS & can only be arbitrated for Title Discrepancy and Odometer Discrepancy, and cannot be arbitrated for frame damage. Seller has right & opportunity to sell any vehicle \$3,000 and over either As-Is or with a Green Light by their choice.
- ➔ All Diesel Powered Vehicles 5 years & older from current year or over 100,000 miles are not eligible for 10 Day PSI, however can be arbitrated up until 5pm day of sale.
- ➔ Vehicles exceeding 150,000 miles or higher will not be eligible for 10 Day PSI, however can be arbitrated if sold with proper announcements up until 5pm day of sale.
- ➔ Vehicles with Check Engine light on in vehicle must be announced with specific issues as to why the Check Engine Light is actually on. If Seller doesn't announce Specific Reasons for Check Engine Light being on vehicle can be arbitrated if repair is greater than \$500.
- ➔ Vehicles Not Eligible for 10 Day PSI but can be arbitrated up until 5pm day of sale.

*Audi R8, Aston Martin, Bentley, BMW i8, Bugatti, Dodge Viper, DMC 12, Ford F-450, Ford GT, Ferrari, Fisker (electric car), HI Hummer, Laforza, Lamborghini, Land Rover, Lexus FF Sport, Lexus IS-F, Lexus LFA, Lotus, Maserati, Maybach, McClaren, Mercedes-Benz SLR, Mitsubishi Lancer Evo, Nissan GTR, Panoz, Porsche 911, Rolls Royce, Subaru WRX, Tesla*

For arbitration of vehicles selling at America's Auto Auction Lancaster Auto Auction for \$75,000 or more, the item in question for arbitration must have a minimum repair cost of 2% of the purchase price to qualify.

- ➔ Following Must be sold AS-IS & not subject to Arbitration or PSI excluding Title Discrepancies:  
*Tow trucks, RV's, motorcycles, ATV's, boat's, trailer's, off road vehicles, and equipment.*
- ➔ A No Sale Fee of \$50.00 will be charged to vehicles running for the fourth (4th) week and every week thereafter that the vehicle is registered.

### Structural Damage:

- ➔ Any existing permanent (kinked or broken) structural damage. Previous policy required disclosure of a vertical deflection, to the floor/trunk panels, greater than 2 inches. The "2 inch" rule has been dropped and any damage deemed permanent must be disclosed.
- ➔ Structural damage due to corrosion. If the material has been reduced by 25% or more must be disclosed.

# America's Auto Auction Lancaster

## Mission – Vision – Values

America's Auto Auction Lancaster is founded on the belief that successful business is based on sound relationships that meet the needs of our Buyer, Sellers, Vendors, Employees and Our Community.

**We will grow our business and service our customers by doing what is right!**

- We will conduct business with respect, trust, integrity, honesty and compassion for one another.
- We will follow the Golden Rule and treat people as we would want to be treated.
- We will do the right things to correct mistakes when they happen.
- We will strive to quickly resolve issues and avoid repeating mistakes.
- We will accept feedback willingly and be open to suggestions.
- We will provide a warm, courteous and professional atmosphere in which to do business.

**We will provide the best customer service possible!**

THE Auto Auction with OLD FASHIONED Service!



[www.abclancaster.net](http://www.abclancaster.net)  
[www.edgepipeline.com](http://www.edgepipeline.com)