



G3 REMARKETING LTD T/A G3 VEHICLE AUCTION LTD

Auction Quality Policy

Quality Policy V1.2
Reviewed by Compliance
September 2025

Introduction

This policy sets out the standards G3 Remarketing Ltd applies to auction quality, vehicle representation, buyer eligibility, grievances, and continuous improvement. It is intended to support consistent, transparent, and fair auction processes across all locations.

G3 Remarketing Ltd is an independent vehicle auction house operating from Castleford and Bedford. This policy document serves to outline what quality measures are in place to maintain high standards of vehicle auctions, ensuring consistency, clarity, fairness, and transparency throughout the process. These policies are designed to ensure that the auction process is transparent, enjoyable, and secure for all parties as possible.

General Auction Standards

- **Transparency:** Each vehicle listing should have clear and comprehensive description, including the VIN, mileage, condition, service history if available, and vehicle title status.
- **Vehicle Authenticity:** Every vehicle must include the VIN or documentation verifying its identity and authenticity.
- **Accurate representation:** Use of current photographs, assured reports, condition grades, and vehicle history reports.

Pre-Auction Inspection and Quality Control

- **Pre-auction inspection:** Each vehicle may undergo an inspection by a skilled and experienced person. This is not a mechanical inspection.
- **Grading Standards:** Use of NAMA grading system, 1-5 with 1 being the highest.

Auction Process Policies

- **Bidding transparency:** Clearly visible bidding increments, time limits, buyer premiums, deposits, and any applicable fees.
- **No Hidden Fees:** All costs associated with the transaction should be transparent to buyers.

Grievances and Assured Process

- Grievance process: Our buyers are offered the option to raise a grievance for a vehicle purchased on the assured scheme if applicable. This should be within the assured T&C's. Further information can be found on the buyer section of our website www.g3remarketing.co.uk T&Cs apply. No Grievances can be made for vehicles purchased with Express checks.

Auction Specifics

- Accurate listings: Include photos, a description, vendor disclosures where permitted.
- Viewing: Potential buyers should be encouraged to inspect vehicles in person, but online bidders should have adequate information.
- Shipping and logistics: Provide clear delivery times and options if offering shipping, using reliable third parties for transportation. Collection is available on all vehicles.
- Payment: Payment should be received 48 hours after the hammer goes down, by bank transfer where details are clearly visible.

Buyer Eligibility

- All buyers should apply online before entering an auction.
- All buyers must provide what documentation and identification is required for the type of buyer they are.
- If a deposit is required, this should be clearly explained.
- Buyer accounts should be actioned within 72 hours.
- Buyers attending the auctions should register and agree to the auction expectations.

Ethical Compliance

- Ethical standards: G3 must not withhold or misrepresent any material facts about a vehicle, to vendors or buyers.

Feedback and Continuous Improvement

- Feedback: Encourage buyers and sellers to provide feedback on the auction experience, vehicle quality, and services. Customer feedback should be used to address any recurring issues and continuously improve auction processes.

Policy Governance

- Policy owner: Risk and Compliance Manager.
- Review frequency: Annually, or sooner following a material change in process, regulation, customer risk, or auction operations.
- Escalation: Unresolved quality, grievance, or compliance issues should be referred to the relevant senior manager.

Version Control

No.	Last Amended	Reason for Amendment
V1.0	17/09/2024	Policy creation
V1.1	September 2025	Policy Review