



AIM SANTA ANA

This location follows the NAAA Arbitration Policy and America's Auto Auction Terms and Conditions. However, **certain amendments, exceptions, or operational differences** may apply. The details below outline our specific local policies.

- Arbitration requests must be submitted by emailing: AIMArbitration@americasaa.com. Buyer must e-mail AIMOffice@americasaa.com to open up late title claims.
- Any red light vehicles are not eligible to arbitration for mechanical or frame. That includes condition reports, missing/broken emissions, missing/deployed airbags, missing/broken catalytic converters, missing/broken seatbelts, flood damage, fire damage, and frame/unibody damage.
- Non-runner vehicles are all AS IS and exempt from arbitration for mechanical and frame
- Seller has 45 calendar days for title to be received by the auction
- Late titles – Buyer must contact the main office to open a late title notification to the seller. The seller will have 3 business days from the time of notice to turn in title.
- Vehicles driven over 300 miles from when sold are not eligible for arbitration (Title Arbitration)
- Seller will be responsible for any reasonable transportation fees associated with the vehicle. \$500 max transport reimbursement.
- Recon fees are not covered on any arbitrations. It is up to the auction to decide if recon will be due back to buyer. Recon max is \$1,000 if auction decides it is due