

CarsOnNet is an online auction portal offering used cars for sale.

Despite the fact that the users of our platform are mainly car traders (but also other business entities), everyone should remember that when placing an offer on a vehicle, it may have other damages - appropriate to its age, manner of use and the number of kilometres driven, which, however, were not listed as such in the advertisement.

CarsOnNet tries to present the vehicles in such a way that the information provided describes as accurately as possible their visual and technical condition.

Unfortunately, human errors and other discrepancies may occur both in our descriptions and in third-party reports, which for one reason or another we are unable to foresee and for which we cannot accept responsibility.

On the other hand, we realise that in some cases such errors or omissions in description may significantly affect the value of the vehicle. Therefore, in order to take care of the interests of our current and future customers, we have developed a complaint handling policy, which is a supplement to our company's regulations.

We would like to emphasise that all complaints are dealt with in a fair and timely manner, always taking into account the interests of our customers.

In the event of a correct and timely declaration of a claim that does not give rise to any doubt, and if the claim is nevertheless rejected (either in full or in part) by the original supplier, CarsOnNet agrees to pay an indemnity in proportion to the loss or costs incurred, taking into account, however, the following restrictions contained in the 5 areas covered by the claims policy:

1. Damage to the vehicle body and interior.
2. Technical defects.
3. Equipment shortages.
4. Incorrect information.
5. Quality of services provided.

1. Damage to the vehicle body and interior.

Description	Time to make a complaint
<ul style="list-style-type: none"> ❖ All damages not included in the advertisement are subject to complaint, as well as in the documents or reports of third parties annexed to it. 	<ul style="list-style-type: none"> ❖ Complaints must be submitted within a maximum of 1 working day, counting from the date of receipt of the vehicle (legibly completed on the CMR consignment note), or other delivery document. ❖ Complaints submitted after this deadline will not be considered.

Restrictions on lodging a complaint	Not subject to complaint
<ul style="list-style-type: none"> ❖ For all vehicles of which: <ul style="list-style-type: none"> ❖ the value is < 2000 € ❖ mileage is >180,000 km ❖ at the time of the claim, the mileage of the vehicle is > 100 km from the date of delivery. ❖ the date of first registration is > 10 years from the date of sale. 	<ul style="list-style-type: none"> ❖ All wear and tear appropriate to the age or mileage of the vehicle. ❖ Small dents in the body or interior of the vehicle. ❖ Minor scratches to the exterior or interior of the vehicle. ❖ Scratched, dented rims, underbody and engine covers, as well as tyre damage. ❖ Scratch marks on the side mirrors. ❖ Differences in fuel condition between the advertised and actual condition, as well as shortages or differences in the condition of other operating fluids. ❖ Minor marks on glass from stone impact. ❖ LPG system faults. ❖ Damaged air intake grill. ❖ Untidy interior. ❖ No floor mats. ❖ All vehicles described as damaged cars, with technical defects in the bodywork and interior are NOT SUBJECT TO COMPLAINTS. ❖ The quality and quantity of previous repairs to the vehicle, including the paintwork and its thickness.

Documentation required: Mandatory	Supplementary
<ul style="list-style-type: none"> ❖ Correctly and legibly filled in CMR consignment note including notes on damage, both before loading the vehicle and during its delivery to destination. ❖ In the event that the transport of the vehicle is organised by CarsOnNet, CarsOnNet is liable for any damage caused, of course, if all the other conditions described in the terms and conditions and the complaints policy have previously been met. ❖ Photographs or videos documenting the damage, together with the odometer reading on delivery of the vehicle. 	<ul style="list-style-type: none"> ❖ External reports from diagnostic stations or workshops of the brand's authorised dealer. ❖ Additional documentation must be sent to CarsOnNet within 5 working days of the complaint being made. ❖ The report should be accompanied by part numbers and descriptions of spare parts necessary to carry out the repair. ❖ In addition to the above, CarsOnNet can organise (at its own cost) an additional verification of the condition of the vehicle, carried out by an external company of its choice. ❖ CarsOnNet does not reimburse the costs associated with drawing up additional documentation.

2. Technical defects.

Description

Time to make a complaint

- ❖ Complaints are subject to technical faults not mentioned in the advertisement, as well as those not mentioned in the attached documents or reports, including third party reports.
- ❖ Complaints must be submitted within a maximum of 1 working day, counting from the date of receipt of the vehicle (legibly completed on the CMR consignment note), or other delivery document.
- ❖ Complaints submitted after this deadline will not be considered.

Restrictions on lodging a complaint

Not subject to complaint

- ❖ For all vehicles of which:
 - ❖ the value is < 2000 €
 - ❖ mileage is >180,000 km
 - ❖ at the time of the claim, the mileage of the vehicle is > 100 km from the date of delivery.
 - ❖ the date of first registration is > 10 years from the date of sale.
- ❖ Damaged wheel bearings.
- ❖ Defective clutch and/or flywheel (dual mass).
- ❖ Defective ERG valve.
- ❖ Air conditioning fluid or other operating fluids are missing or leaking.
- ❖ Damaged shock absorbers.
- ❖ Defective air mass sensor.
- ❖ Discharged battery..
- ❖ Air conditioning not working.
- ❖ Not working or damaged DPF filter.
- ❖ Damaged injectors.
- ❖ Damaged brakes (including hand brake)
- ❖ Damaged media players.
- ❖ **All vehicles described as damaged cars with technical defects in the bodywork and interior are NOT SUBJECT TO COMPLAINTS.**

Required documentation
Mandatory

Supplementary

- ❖ Correctly and legibly filled in CMR consignment note including notes on damage, both before loading the vehicle and during its delivery to destination.
- ❖ In the event that the transport of the vehicle is organised by CarsOnNet, CarsOnNet is liable for any damage caused, of course, if all other conditions described in the terms and conditions and in the claims policy were previously met.
- ❖ Photographs or videos documenting the damage, including odometer reading, taken at the time of delivery of the vehicle.
- ❖ External reports from diagnostic stations or workshops of the brand's authorised dealer.
Additional documentation must be sent to CarsOnNet within 5 working days of the complaint being made.
The report should be accompanied by part numbers and descriptions of spare parts necessary to carry out the repair.
- ❖ CarsOnNet does not reimburse the costs associated with drawing up additional documentation.
- ❖ CarsOnNet can organise (at its own cost) an additional verification of the technical state of the vehicle by an external company of its choice.
- ❖ It is important that no repairs or modifications are made to the vehicle until the claim is closed, without prior notification to CarsOnNet.

3. Equipment shortages.

Description	Time to make a complaint
<ul style="list-style-type: none"> ❖ The equipment shortage is understood as the lack of an element or elements of car equipment, previously described in the advertisement. 	<ul style="list-style-type: none"> ❖ Complaints must be submitted within a maximum of 1 working day, counting from the date of receipt of the vehicle (legibly completed on the CMR consignment note), or other delivery document. Complaints submitted after this deadline will not be considered.
Restrictions on lodging a complaint	Not subject to complaint
<ul style="list-style-type: none"> ❖ The maximum amount of compensation is up to 5% of the value of the vehicle. ❖ At the time of the complaint, the mileage of the vehicle is > 150 km from the date of delivery. 	<ul style="list-style-type: none"> ❖ No hubcaps. ❖ No CD, SD, DVD navigation. ❖ No under engine cover or other covers. ❖ No fuel in the tank. ❖ No second set of wheels or winter or summer tyres. ❖ No installation of auxiliary equipment such as floor mats, additional speakers, hands-free kits, non-factory navigation or a compressor for inflating the wheel. ❖ No cable for charging the electric vehicle. ❖ No keys for items such as towbar or extra boot. ❖ All vehicles described as damaged cars, with technical defects in the bodywork and interior are NOT SUBJECT TO COMPLAINTS.
Required documentation Mandatory	Supplementary
<ul style="list-style-type: none"> ❖ Correctly and legibly completed CMR consignment note indicating the absence of equipment, both before loading the vehicle and during its delivery to the place of destination. ❖ In the case where the transport of the vehicle is organised by CarsOnNet, CarsOnNet is responsible for equipment deficiencies, of course, if all other conditions described in the terms and conditions and the claims policy have been fulfilled beforehand. ❖ Photographs or videos documenting the deficiencies, including the odometer at delivery of the vehicle. 	<ul style="list-style-type: none"> ❖ Any additional documentation should be sent to CarsOnNet Within 2 working days, counting from the time of reporting the complaint. The part numbers of the missing items, if any, must be included with the report. ❖ CarsOnNet does not reimburse the costs associated with drawing up additional documentation.

4. Incorrect information.

Description

Time for application

- ❖ Information which does not relate to damage to the bodywork, the interior of the vehicle, technical defects or missing equipment and which is not consistent with the actual state of the vehicle.

- ❖ Claims must be made within a maximum of 1 working day of receipt of the vehicle documents.
- ❖ Complaints submitted after this deadline will not be considered.

Restrictions

Not subject to complaint

- ❖ The maximum amount of compensation is up to 5% of the value of the vehicle.

- ❖ Modified vehicles and those whose documentation has been changed in order to comply with the regulatory requirements of the country in which the vehicle is registered.
- ❖ For the purposes of improving a country's tax and registration conditions and related CO2 emissions.
- ❖ No other documents, such as a service book, or errors in the entries.
- ❖ No operating instructions.
- ❖ No COC approval certificate.
- ❖ Any costs associated with the preparation of additional documentation.

**Required documentation
Mandatory**

Supplementary

- ❖ Copies of all vehicle documents received.

- ❖ External reports from other diagnostic stations or workshops of the brand's authorised dealer.
- ❖ Photo and/or video recording.
- ❖ Additional documentation must be sent to CarsOnNet within 3 working days of the complaint being made.
- ❖ In addition to the above, CarsOnNet can organise (at its own cost) an additional verification of the condition of the vehicle by an external company of its choice.

5. Quality of services provided.

Definition

Time for application

- ❖ All other claims not related to the vehicle itself, but relating to the quality of the service provided, are subject to complaints.

- ❖ Complaints must be submitted within a maximum of 1 working day, counting from the date of receipt of the vehicle (legibly completed on the CMR consignment note), or other delivery document. Complaints submitted after this deadline will not be considered.

Restrictions

Not subject to complaint

- ❖ The maximum compensation shall be limited to an amount no greater than the administrative fee listed in the additional charges presented in the advertisement.

- ❖ Costs related to the performance of contracts between CarsOnNet customers and third parties.
- ❖ Any delays associated with the transport of vehicles.
- ❖ Delays in issuing vehicle documents or other authorisations or permissions to collect the vehicle.

**Documentation required:
Mandatory**

- ❖ Documentation of costs incurred.