



Frequently Asked Questions

If I need assistance or have a question about support or a deal, who can I contact?

If you need any assistance, please contact our Support Staff during business hours.

Support: Mon to Fri. 8am to 5pm CST.

Contact us at

Support: 1-866-768-7653

Sales and info: 1-833-323-2248

Email: info@d2daa.com

Website: www.d2daa.com

Once you have Logged in:

Select Buying or Selling.

Selecting the Selling option will immediately take you to the Vehicle Listing Screen.

Please see Sellers Guide.

Selecting Buying option will take you directly to the Active Listing Screen.

How do I place a bid?

You are able to Quick Bid (current highest bid + \$100) on any vehicle in the Active listing.

Please see Buyers Guide for more details.

Rounded Bids Amount

All bids must be submitted in increments of \$100.

- Please note, if a bid of \$5050 is submitted, the amount will not be accepted, and the system will register the bid amount for \$5000.
- All bids placed under your login are binding.



Frequently Asked Questions (Continued)

What if I have a question about the deal during the auction?

You can submit a question directly from the D2D App.

The system notifies the Selling Dealer.

Will I receive confirmation for my bid?

You will receive confirmation for every bid. The system will notify you if you are the top bidder, if your bid was below the current top bid and/or if your bid was outbid. The top bidder will receive confirmation at the end of every auction. If the buyer was successful with their bid to purchase the vehicle the buyer will receive a bill of sale and will be notified when the vehicle will be ready for pick up.

During an Auction, can I find out what the current top bid is?

The current top bid will be displayed during all auctions on the D2DAA Mobile Bidding page.

How long is my bid good for? (applies only to 20-minute and 1 hour auctions)

All bids are good for 48hrs (excluding Sundays and Holidays). Our Bid Extension feature allows the Selling Dealer to sell vehicles past the 48hrs only after receiving confirmation from the top bidder.

When do I pick up the vehicle I purchased?

When a sold vehicle arrives at D2D Auction's physical location, the buyer is notified by email that the vehicle is ready for pickup. Once D2D has received payment for the sold vehicle, it will be released for pickup. Vehicles must be picked up within 6 days.



Frequently Asked Questions (Continued)

What is the length of time for auctions?

1) *Appraisal Auctions (The Seller has 4 options)*

- **20-minute auction**
- **1-hour auction**
- **24-hour auction**
- **7-day auction** (Coming Soon)

How is my Buy Fee Collected? What is the Buy Fee Amount?

Standard 71B Auto Auction fees schedule applies.

Arbitration... What if I have an issue with a vehicle I recently purchased?

D2DAA Arbitration terms and conditions are in accordance with NAAA Arbitration Policies. Only exceptions to these guidelines are:

No Arbitration on upper end engine noise regardless of mileage or age.

No Arbitration on Ford or Jeep rear end noise.

No Arbitration on hybrid battery packs.

No Arbitration on any CVT transmission.

What should I do if I have an ownership or lien issue on the vehicle I'm purchasing or have purchased?

Your D2D support team will be happy to follow up with the Selling Dealer to see about resolving any title issues.

D2D Auto Auction would like to thank everyone for their continued support. If you have any questions about any of the features, feel free to email info@d2daa.com or call us toll free at 1-833-323-2248.

Thank you,

The D2D Auto Auction Team