



## Terms of Service – Worldwide (Excluding Japan)

Updated 26/04/2024

Thanks for taking Eastern Auto Imports onboard for your vehicle needs. We pride ourselves on providing an excellent, fully streamlined and transparent service to ensure you're in the best of hands. To ensure a clear understanding of our terms and to guarantee your satisfaction, please carefully review and sign this document. You may take a photo or scan the signed document and send it back to us.

Eastern Auto Imports acts as agents for vehicle imports from around the world, subject to market conditions and vehicle availability. This document is mandatory for those intending to import a vehicle through us.

Vehicles sourced from auctions or dealers are generally considered safe, albeit sold in "as is" condition without warranty from Eastern Auto Imports.

### Fees

- A deposit will be required prior to any vehicle inspections. We charge a 7.5% Service fee for coordinating each stage of the importation and compliance process, unless otherwise specified.
- Fees are imposed in the country of origin related to the logistics and handling, and we can provide the invoice upon request.
- We are transparent about costs, with no hidden charges.
- Minimum Service Fees:
  - \$3500 AUD for Standard, Vehicle over 10 years old
  - \$4900 AUD for Standard, Vehicle under 10 years old
  - \$7000 AUD for Prestige

### Notes:

- This service fee can be paid with the deposit, or with the purchase of the vehicle
- If the deposit has to be returned for any reason, only \$100 AUD will be charged for our service.

### Deposits

- A deposit is required prior to any vehicle dealings such as inspection and negotiation.
- Deposit amounts vary based on the purchase price and purchase location (Auction or Dealer) of the vehicle, ranging from 5% to 10% of the total purchase price, unless otherwise specified

- Deposits can be utilized for the intended purchase or retained for future transactions.
- A deposit may be returned with additional fees. This is due to bank processing fees and wire transfer fees.

### Vehicle Search

- Provide us with vehicle preferences for our search across dealer and auction networks, including make, model, condition, odometer reading, special features, preferred trim, etc.

### Vehicle Purchase

- Total payment for the vehicle must be made within four calendar days of confirmation. Please advise us if it needs to be up to 3 days longer before sending a deposit.
- Failure to pay within the specified timeframe incurs a daily charge of \$100. If payment is not made, your deposit will be returned minus daily charges.
- Receive a fully detailed report of your vehicle. Inspections are available at an additional charge.

### Vehicle Photos

- A fully detailed overview of the vehicle will be provided from the Dealer, Individual, or Auction. Full inspections provide a much more detailed and accurate report.

### Vehicle Additional Parts

- In some cases, the vehicle may be sold with additional parts. You will be advised if this is the case and will be owner of the parts as sold with the vehicle.

### Vehicle Inspection

- We conduct Inspections in the Source Market with costs specified by us.

### Registration of Vehicle

- Clients are responsible for obtaining Roadworthiness (RWC, Blue slip) and registration for the purchased vehicle, including any associated fees or requirements.
  - Estimated fees will be provided, with the option for assistance on this process.
- We can coordinate the registration of the vehicle on request in advance. **Delivery Timeframe:**
- The estimated timeframe for the completed delivery of the vehicle will be communicated to the client upon purchase confirmation. This varies depending on the country, but here are current examples.
  - Japan and Hong Kong: 10-16 weeks
  - UK: 15-20 Weeks
  - Other countries will be provided upon request.

### Payment Methods

- Accepted payment methods for deposits and vehicle purchases will be outlined, including any associated restrictions or fees.

### Cancellation Policy:

- Guidelines for cancelling a vehicle purchase or order will be specified, including any penalties or fees that may apply.

### Customer Support

- Customer Support is available during business hours. Our primary contacts are on our website through our e-mail, or by phone.
- We may assist clients with vehicle registration, maintenance, or any issues that may arise after purchase.

We appreciate your business and look forward to helping you obtain your dream car. If you have any questions or concerns, please don't hesitate to contact us.

Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signed: \_\_\_\_\_