



Welcome to BCA!

Thank you for placing your trust in BCA by considering purchasing (maybe for the first time) vehicles from our European marketplace.

To help you in your journey with BCA, this letter aims to describe the main rules of our European marketplace and the principles of a good working relationship between you and BCA. This letter does not replace the Terms and Conditions, and we recommend that you take the time to read these as they will apply to every transaction you have with BCA.

Our Commitment To You

- **Transparency:**

Every used vehicle has a different history. At BCA there will be times when we don't know everything about the vehicles we sell although we are working hard to discover and communicate all we can. We commit to:

- a) Communicate all we know about a vehicle and its documents,
- b) Keep improving the level of what we know, and
- c) Take responsibility for the information we have shared, should it prove to be wrong at a later stage.

- **Equal chances:**

In an auction you will have an equal chance to purchase each vehicle on offer. Success in an auction should not depend on the number of purchases you have made with us, the country you are based in, or the sales channel you have opted for.

You should be able to buy from any country without the need to speak the 10 languages of our national operations. We therefore commit to providing you with the key information in English, in addition to the local language of the BCA auction that you are bidding on. If an important piece of information must be shared during an auction by the auctioneer, it will be shared both in the local language of the auction and in English, both verbally and in writing. If there is a risk that the information is not understood, the vehicle will be removed to be re-entered in a later sale event.

BCA will not sell in bulk. We sell all vehicles one by one, allowing you to bid on only the vehicles you would like to buy. This policy enables you to maximise your inventory turn and not feel compelled to buy vehicles that are not suitable for you.

We value honesty and will do everything we can to ensure that all of our buyers operate by the rules. This ensures that our marketplace remains competitive and that all buyers have an equal chance of success.

- **Fairness:**

If we make a mistake, we will do our best to solve it quickly, with as little hassle for you as possible. BCA will handle legitimate claims in a transparent and efficient manner. Once you have submitted your claim through our online form, we will confirm receipt within a maximum of 24 hours and tell you if any information is missing.

We commit to providing a decision within 5 working days after having received a complete claim request. You can raise a claim up to 48 hours after the pick-up of your vehicle. If the vehicle is transported by BCA, you can raise a claim in the 24 hours following the delivery of the car.

All claim deadlines refer to working days only.



In return we ask you to commit to certain things:

Buyer Commitments

- **Comply with the relevant rules.**

We ask that you apply, and strictly follow, the relevant VAT rules. In addition, we ask that you only make legitimate claims as this will ensure we can respond promptly where genuine claims exist.

- **Stick to your commitments.**

Our marketplace works effectively when all parties are accountable for their actions. If you place a winning bid on a car, then we have to insist that you complete the purchase of this vehicle. We do recognise that mistakes can happen, and BCA will therefore accept one cancellation request, for one vehicle per calendar year without financial sanction, and without blocking your account.

- **Speed.**

The more we manage to work at speed together, the faster your car can be ready for resale to your customers. By paying the invoice as soon as you receive it you will trigger the transport of the vehicle which will ensure you receive it as quickly as possible. If you do not opt for the BCA transport solution and wish to arrange transport yourself (which must be with a professional car carrier transport company when picking up a vehicle in a foreign country) then we would ask that this happens promptly and that you return the proof of export (where applicable) as quickly as possible.

This document only sets out certain, important details and highlights the relationship between BCA and our buyers. You will find complete details in our updated terms and conditions.

We look forward to working with you and will ensure we focus our efforts of delivering on our commitments. We wish you many profitable purchases with BCA.

Kind regards,

Jean-Roch PIAT
CEO Europe