

March 2020

Autoport.nz customer vehicle trade-in process



We provide all customers with a full set of services including trade-ins. This is where we offer to buy your vehicle and apply the proceeds towards the cost of the vehicle you are buying from us and if applicable, against any finance that may be owing.

Buying a car online at www.autoport.nz means there is a delivery period. 5 – 7 weeks from Japan and 10 – 12 weeks from the UK. This means we can give you an estimated trade-in value right now but may have to requote closer to the time you are ready to sell it. That is usually when the vehicle you purchased from Autoport is ready for collection.

We will usually be happy to stay with the initial estimate but because we haven't inspected the car, the estimate will be conservative. When we do inspect the car, we will provide a firm quote.

To discuss just give us a call on 0800 7000 44, text our mobile 021 288 5757 or email hello@autoport.nz.



Advantages of trading-in the car

- We handle the entire transaction from start to finish. This reduces hassle for you and allows you peace of mind knowing the entire process is managed by www.autoport.nz.
- You get to use your car up until the time the new one is ready for delivery. We will need 1 to 2 days to inspect and provide a quote. This depends on the condition of the car, its make and model.
- It's quick and easy especially if you don't have the time or expertise to create a great advertisement, take good images and handle enquiries from the public and from traders.
- There are no hassles trying to negotiate the sale.
- You choose when you want to trade-in the car. Selling privately may mean the car sells prior to the new one arriving leaving you without a car.
- You are guaranteed to be paid on time and if there's finance owing, we can settle that while arranging the new finance package.
- Almost every trade-in needs some attention and the repair cost to the customer is always more than to the trader. Usually you can't do a professional repair yourself.
- You must take the time to clean the car, take images and create and pay for 1 or more great advertisements. The cost for a good advertisement will be about \$100. The cost of a good valet can be \$350. The cost of the customer's time to do all this might be \$250 or more considering all the time that goes into the entire process. Total basic cost of selling yourself could be at least \$700.

Disadvantages of trading in the car

- The trade in price will usually be less than the retail price. There's no magic! As a dealer we usually have to spend money on it to sell it. When we sell it, we must honour the Consumer Guarantees Act. We know very little about how it has been used and if anything goes wrong, we have to pay for the repairs. Given that we can't pay retail price for the car.