



Terms and Conditions

Copart Direct Middle East

1. Offers made online are not guaranteed until Copart physically inspects the vehicle. Online offers can vary after physical inspection of the vehicle due to various reasons.
2. If the customer agrees to Copart's minimum guarantee offer, the customer will fill in the Copart Direct consignment form and Copart will issue a purchase order for the agreed Minimum Guarantee Offer ("MGO"). The customer will then need to obtain a Hyaza Certificate from the relevant Traffic Department in the UAE, in the name of Copart UAE Auctions LLC, within 2 working days; for this to be achieved all loans, traffic fines etc will need to be cleared. Any delays in the submission of a Hyaza to Copart, will invalidate the MGO. For vehicles that have lending attached to them the time allowed is extended to 5 working days and also Copart can produce a letter guaranteeing payment direct to the relevant Finance Company or Bank, if required.
3. After assessment and agreeing to an offer, a customer cannot remove the vehicle from Copart's Yard. If under any circumstances the vehicle is removed from Copart's yard after an inspection and MGO has been made and accepted, then the offer is no longer binding and a Cancellation fee (see Sect. 9) is payable.
4. Upon receipt of a Hyaza certificate in the name of Copart UAE Auctions LLC, Copart will issue a cheque in favour of the customer equal to the agreed MGO and the vehicle/s will be listed in the very next available weekly auction.
5. If the vehicle is under finance, the customer has to present a recent bank liability letter and if Copart's MGO is more than the total liability amount, it will issue a cheque in favour of the lender, for the total liability amount and upon receipt of the Hyaza certificate in Copart's name, the balance will be settled to the customer directly. If the Copart MGO is less than the total liability due, then customer needs to settle the remaining amount to Copart and subsequently Copart will issue the cheque for total liability amount in favour of the bank, after which a Hyaza can be obtained into Copart's name.
6. Auction results will be communicated to the customer through his registered email, and for the first auction, customer needs to notify whether they agree to sell or rerun the vehicle within 48 hours of notification. If no response is received from the customer, then it will be assumed that high bids are accepted and the sale is completed. The customer will be entitled to one rerun, which means when the vehicle is auctioned the first time, if they are not satisfied with the results, they can notify Copart to rerun the vehicle in one more auction. However the second auction will be considered as the final offer and the sale will be completed at Copart's discretion.
7. Upon completion of sale, Copart will settle the additional amount to the customer after deducting the sale fee as below
 - Vehicles without mortgages and any other fines or blocks, the sale fee will be 6% of the high bid achieved, with a minimum of AED 1000.
 - Vehicles with mortgage or any other fines or blocks, which require additional administration on Copart, the sale fee will be at 8% of the high bid achieved, with a minimum of AED 1000.If the customer has notified Copart to rerun the vehicle to a second auction, the Copart service fees will be based on highest bid achieved at either of the two auctions, irrespective of if the second auction achieved a lower high bid.
8. When a customer has agreed to Copart's MGO and stored the vehicle at Copart's yard awaiting receipt of the Hyaza certificate, if this takes longer than the two (2) allowed days, then a storage fee of AED 50 per day will start to accrue from day three (3). For vehicles which have finance that needs clearance, then the storage fees will begin from day 8 onwards.
9. In the situation where buyer has agreed to the MGO and signed the consignment form and subsequently they no longer wish to conclude the deal, a Contract Cancellation fee of AED 1,000, plus any accrued storage, will be payable before the vehicle can be released. If the vehicle is already in Copart's name on a Hyaza certificate, then a further Cancellation Admin Fee of AED 1,000 will also be payable. All fees must be paid in full before the vehicle can be retained and removed.

Need assistance?

Please contact Copart Direct Middle East via email at CopartDirectMEA@copart.com or call us at +971 (4) 459 2700.