



City of San Antonio Vehicle Impound Facility Online Vehicle Auctions Terms & Conditions Policies and Social Distancing Protocols in Response to COVID-19 Emergency

Unclaimed vehicles that are towed and stored by the City of San Antonio Police Department will be sold at public auction online. In-person auctions are temporarily suspended during the Stay Home, Work Safe Orders issued by the Mayor in accordance with local, state and federal Health Officials' recommendations. The policies and protocols below are in effect during this time to prevent and help stop the spread of COVID-19.

Online vehicle auctions:

- Online vehicle auctions are open to the general public
- Dealers must register as Dealers with SAVIF; email auction@alaniswrecker.net to obtain dealer packet
- Participation is free
- All participants will receive an equal opportunity to bid on available vehicles

Where?

- Auctions are not being conducted in person due to COVID-19
- Auctions are held online only at JoyrideAutos.com
- Participants must register online prior to the start of the auction
- Virtual auctions are streamed from SAVIF (closed to public gatherings)
3625 Growdon Rd.
San Antonio, TX 78227
- Do not visit the facility

How?

- Auctions are conducted by the SAVIF via JoyrideAutos.com by Auto Return
- Attendees must register at JoyrideAutos.com
- *Viewing and pre-bidding* begins at 11:00 am every Wednesday
- *Live bidding* begins at 3:00 pm every Wednesday
- Minimum bid is \$200
- Bids must only be increased by increments divisible by \$25 (e.g. \$25, \$50, \$75, \$100 and etc.)
- Any advertised vehicle may be excluded from the sale at any time
- Auctions may be cancelled at any time

- For schedule updates, check the day before at JoyrideAutos.com

Vehicle payment and pick up

- Contact SAVIF so they can provide you with an appointment date and time for you to go to the impound facility to pay for and pick up vehicle they may be reached at 210.433.3522 or auktion@alaniswrecker.net
- **Each vehicle is subject to an auction processing fee of \$32.00 which is added at the time of payment**
- Payments must be made in full no later than Thursday 5 p.m.
- You must pay for vehicle in full at the time of your appointment
 - You must bring with you and present to SAVIF a valid government issued ID, e.g. State issued Driver's License
 - Cash and MasterCard, VISA & Discover credit/debit cards accepted
- Provide proof of bidding or award with print out or screenshot of confirmation award email from joyrideautos.com
- If you fail to show up for an appointment or fail to pay for or pick up your vehicle at the time of your appointment, you may be banned from participating in future auctions
 - Vehicles that remain unclaimed after their payment and or pick-up date may accrue storage fees and may be sold at the next auction
- No guests; only the winning bidder may enter the impound facility
- Persons under 18 years of age are not allowed to bid or purchase a vehicle
- Vehicles may be removed from the impound facility only by a licensed driver over 18 years of age with a motorized winch or a licensed tow truck operator

Social distancing protocol for SAVIF

- Appointments to pay for and pick up vehicles will be spread out to limit the number of people picking up their vehicle at any given time
- If you are early for your appointment, you will be asked to leave, wait in your vehicle and return at the time of your scheduled appointment
- If you are late for your appointment, you will be asked to leave and request a new appointment
- If you have a cough or fever – DO NOT come to your appointment, contact SAVIF for possible alternate arrangements
- You are required wear a face covering at all times while you wait to enter the building and while inside the impound facility – a “face covering” means a covering made of cloth, fabric, or other soft permeable material, without holes, that covers only the nose and mouth and surrounding areas of the lower face
- While waiting to enter and while inside the impound facility you must keep a minimum six-foot distance from other people
- Sneeze and cough into a cloth or tissue or, if not available, into your elbow
- Do not shake hands or engage in unnecessary physical contact
- No food or drink allowed in the impound facility

Buyer acknowledgments by participating in the online auction

- Buyer acknowledges all vehicles are sold “as is, where-is” and all sales are final; no refunds or exchanges; no work can be performed on vehicles while on SAVIF property
- Buyer acknowledges the vehicle's condition
- Buyer acknowledges receipt of all documents as required by Texas Department of Motor Vehicles (DMV)
- Buyer acknowledges they must register the purchased vehicle with the DMV within 20 days

- Buyer acknowledges that the removal of an unregistered vehicle without a tow truck or moving permit is unlawful and subject to legal penalties
- **Each vehicle is subject to an auction processing fee of \$32.00 which will be added when you pay for the vehicle**
- This auction is conducted in regards to all of the listed Terms & Conditions and Policies within this document and is with reserve unless otherwise announced by SAVIF

Prohibited persons

- No guests; only the winning bidder may enter the impound facility
- Persons under 18 years of age are not allowed to bid or purchase a vehicle
- Owners and family members of any vehicle for sale are not allowed to participate and are not allowed on the premises
- Immediate family members of any SAVIF employee or contractor hired by AutoReturn are not allowed to bid on any vehicle
- City employees and their immediate family members are not allowed to bid on any vehicle

SAVIF auctions are advertised in the following publications:

- Public Posting at office of Bexar County Clerk – Lucy Adame-Clark

ALL ANNOUNCEMENTS MADE THE DAY OF AUCTION SUPERSEDES ANY PRINTED OR ADVERTISED MATERIAL.