ARBITRATION EVIDENCE TEMPLATE
California Dealer Academy

How to Document and Prepare Arbitration Claims

ARBITRATION OVERVIEW
Arbitration window: Typically 48-72 hours from purchase
Arbitration fee: Usually $100-$300
Success rate: Varies by platform and damage severity
Key requirement: You must have documentation

VEHICLE INFORMATION
Year/Make/Model: _____
VIN: _____
Auction: _____
Lot Number: _____
Purchase Price: $_____
Purchase Date: _____
Arbitration Deadline: _____

DAMAGE DISCOVERED
Date discovered: _____
Location of damage: _____
Description of damage: _____

EVIDENCE CHECKLIST
☐ Photos of damage (exterior, interior, close-ups)
☐ Video walk-around showing damage
☐ Mechanical inspection report
☐ Body shop damage estimate
☐ Service records showing pre-existing issues
☐ Comparison to condition report description
☐ Witness statements (if applicable)
☐ Prior repair receipts (if damage pre-existing)

DAMAGE DOCUMENTATION
1. EXTERIOR DAMAGE
  Location: _____
  Severity: ☐ Minor ☐ Moderate ☐ Severe
  Repair estimate: $_____
  Photos attached: ☐ Yes

2. INTERIOR DAMAGE

Location: _____
Severity: ☐ Minor ☐ Moderate ☐ Severe
Repair estimate: $_____
Photos attached: ☐ Yes

3. MECHANICAL DAMAGE
Issue: _____
Severity: ☐ Minor ☐ Moderate ☐ Severe
Repair estimate: $_____
Inspection report attached: ☐ Yes

CONDITION REPORT COMPARISON
Condition Report stated: _____
Actual condition found: _____
Discrepancy: _____
Material difference: ☐ Yes ☐ No

REPAIR ESTIMATES
Body Shop Estimate: $_____
Mechanical Repair Estimate: $_____
Detailing/Cleanup: $_____
TOTAL ESTIMATED REPAIR: $_____

FINANCIAL IMPACT
Purchase Price: $_____
Total Repair Estimate: $_____
Buyer's Premium Paid: $_____
Auction Fees Paid: $_____
Transport Cost: $_____
TOTAL LOSS: $_____

ARBITRATION CLAIM DETAILS
Claim type: ☐ Undisclosed damage ☐ Misrepresentation ☐ Other
Reason for claim: _____

SUPPORTING DOCUMENTATION ATTACHED
☐ Purchase receipt/invoice
☐ Condition report (original)
☐ Damage photos (date-stamped)
☐ Video documentation
☐ Mechanical inspection report
☐ Body shop estimate
☐ Repair receipts (if already repaired)

☐ Communication with seller/platform

ARBITRATION SUBMISSION
Platform: _____
Submission date: _____
Arbitration case number: _____
Arbitrator assigned: _____

OUTCOME TRACKING
☐ Claim submitted
☐ Acknowledgment received
☐ Investigation in progress
☐ Arbitration hearing scheduled
☐ Decision issued
☐ Appeal filed

DECISION & RESOLUTION
Arbitration decision: _____
Amount awarded: $_____
Date resolved: _____
Resolution: ☐ Full refund ☐ Partial credit ☐ Denied

LESSONS LEARNED
What could have been prevented: _____
Future inspection improvements: _____

DISCLAIMER: This is an online guide and educational reference only. It does not constitute legal advice. Arbitration processes vary significantly by platform. Consult with an attorney for serious disputes or if arbitration is denied.

California Dealer Academy
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