

How to order an inspection

An independent specialist drives to the vehicle you want to buy and examines it against a checklist. This page shows the full process: what we need from you, what it costs, when your card is charged, and what to do with the finished report.

Edition 24.09.2026 Reading time ≈ 7 min

CONTENTS

- | | |
|--|--|
| 01 How it works | 07 The inspection |
| 02 What we need from you | 08 The report |
| 03 The price | 09 Your money |
| 04 Place the order | 10 Cancellations and refunds |
| 05 The search for an inspector | 11 Order statuses |
| 06 If nobody accepts the order | 12 Questions |

01 How it works

You found a vehicle for sale, and you want a specialist to examine it. You give the address where the vehicle stands, you see the price, and you enter your card. The platform does the rest.

1 You give the address of the vehicle

The platform shows the price and the nearest inspectors. You do not need an account for this.

2 You place the order and enter your card

The amount is **held** on your card. It is not charged.

3 The platform looks for an inspector

The order goes to one inspector at a time, with one hour to answer.

4 An inspector accepts the order

Your card is charged at this moment. A contract for the inspection is made.

5 The inspector calls the vehicle owner

They agree a time and a place. The inspector cannot drive out before this call.

6 The inspection

The inspector comes to the vehicle and examines it against a checklist in a mobile application.

You read the report and accept the work

The inspector is then paid. The order is closed.

The most important fact about your money

While the platform looks for an inspector, your money is only **held** on your card. This is the same as a deposit at a hotel. The charge occurs at the moment an inspector accepts the order. If no inspector accepts, the hold is released and you pay nothing.

02 What we need from you

You are involved at the start and at the end. The platform does the work in between.

To place the order

- **The address where the vehicle stands**

The platform calculates the journey and finds an inspector from this address. Give the place where the vehicle actually is, not the address of the seller on paper.

- **The make and the model**

Necessary.

- **A contact for the vehicle owner**

Necessary, and it is **one field**: a telephone number, or a link to a listing on our site. The inspector agrees the meeting directly with the owner, and this is the only channel the order carries.

- **The VIN**

Optional. With the VIN, the report is attached to the correct vehicle with certainty.

- **Your card**

You enter the card in the secure form of the payment provider. The platform does not see and does not keep your card number.

When the report is ready

- **Read the report and accept the work**

You have **7 days**. If you do not answer, the report is accepted automatically, because the inspector cannot wait for payment without a limit.

■ Or open a dispute and give a reason

In the same 7 days, if something in the report is not correct.

A telephone number must have the country code

The inspector who makes the call can be in a different country, and a national number cannot be dialled from there. Thus a number is accepted only with a leading + and the country code: +49 30 1234567 is accepted, 0049... and 030... are not. A link is accepted only to a listing **on our site**, because the inspector cannot open the photographs on another marketplace.

Tell the seller first

The inspector makes contact with the details that you give. If the seller does not answer, the order is cancelled and you get a full refund — but the time is lost. One message to the seller before the order prevents this.

03 The price

The calculation is the same as for a taxi: a fixed base fee, plus the distance and the time of the journey. The journey is calculated in both directions, because the inspector must come back. The commission of the platform is added on top of that.

PART OF THE PRICE	VALUE	WHAT IT IS
Base fee	39.00 €	Payment for the work itself. An inspector can set a different base fee.
Kilometre	0.30 €	The full journey, out and back, from the first kilometre.
Minute of travel	0.35 €	Also in both directions.
Commission of the platform	20 %	Added on top of the tariff. The base fee, the kilometres and the minutes go to the inspector in full.
Maximum distance	300 km	Above this distance, the platform does not accept the order.

Examples

DISTANCE AND TIME, ONE DIRECTION	5 KM / 10 MIN	20 KM / 25 MIN	50 KM / 45 MIN
Base fee	39.00	39.00	39.00
Kilometres × 2	3.00	12.00	30.00
Minutes × 2	7.00	17.50	31.50

DISTANCE AND TIME, ONE DIRECTION	5 KM / 10 MIN	20 KM / 25 MIN	50 KM / 45 MIN
Tariff the inspector receives this	49.00	68.50	100.50
Commission of the platform 20 %	9.80	13.70	20.10
You pay	58.80 €	82.20 €	120.60 €

The price you see is the maximum

The platform calculates a price for **each inspector near the vehicle, with that person's own base fee over that person's own drive**, and shows you the cheapest total. One expensive neighbour does not set the price of the whole area, and the opposite is also prevented: the low base fee of a distant inspector is not applied to somebody else's kilometres. That amount is held on your card.

More than the price you saw is never taken without your agreement. The order is offered to inspectors at exactly the amount that is held, and the payment provider cannot take more than that. If an inspector who works for less accepts the order, the charge is smaller, and the platform does not keep the difference. An inspector for whom your price is too low can only ask you for a different one, and you decide (see "If nobody accepts the order").

The tariff depends on the country where the vehicle stands. Some countries have their own base fees and rates.

04 Place the order

1 See the price

Give the address of the vehicle. You see the amount with its parts, and up to three of the nearest inspectors with the distance to each.

2 Fill in the order

You need an account. The fields are in section 02. The server calculates the price again: the platform does not trust a price that comes from the browser, which protects you if a page is changed.

3 Enter your card

The amount is held. The order goes into the search, and the search window of **24 hours** starts.

If you closed the tab during the payment

The order is not lost. It stays in your account with the status "Created", and you can complete the payment later: open the order and continue. This does not make a second hold, because you come back to the same one. Before this, a change of language, the back button or a closed tab left such an order open permanently, and the search for an inspector never started.

If there is no inspector near the vehicle

WHAT YOU SEE	WHAT IT MEANS
"We do not work here yet"	There is no inspector inside the search radius.
"Too far away"	The nearest inspector is more than 300 km away by road.

If you are signed in, your e-mail address and the location go onto a waiting list. When an inspector starts to work in that area, the platform tells you.

05 The search for an inspector

The order goes to **one inspector at a time**, always at the amount that is held on your card. There is no auction, and no message to everybody at once. The order page shows "we search until ...".

1 The offer goes first to the inspector it suits best

The sequence is by size of concession: first the inspector whose own price is nearest to the amount that is held. Usually this is also the nearest inspector. That person has **60 minutes** to answer.

2 No answer, or a refusal

The order goes immediately to the next inspector in the same sequence.

3 The candidates are used up

The search does not stop. After some minutes the platform starts a new round and offers the order again.

4 24 hours have passed

Only this limit ends the search. The order is cancelled, the hold is released, and you pay nothing.

Why the same order is offered in rounds

An inspector who did not answer in time is not the same as an inspector who pressed "Decline". The first one comes back into the search in the next round: that person could be driving, or asleep, or the offer arrived at night. The second one does not see your order again.

In 24 hours the answer changes: a new inspector registers in the area, somebody lowers their price, somebody finishes an earlier job. For this reason the order continues to search until the last minute of the window, instead of stopping after the first pass.

While the search continues, cancellation is free

You can cancel the order at any moment before an inspector accepts it. The hold is simply released, because the money was never charged.

06 If nobody accepts the order

Sometimes nobody drives out for the price you saw: the vehicle stands far from everybody in the area, or the only free inspector works for more. Such an inspector can then ask you for a different price. The order is not cancelled, and you decide.

1 An inspector asks a price

Only after the usual search has found nobody. That inspector must give a reason in one line - "the drive is 38 km and not 12" - and cannot ask more than the platform limit.

2 The platform collects the prices

For about **10 minutes** the prices are collected, and you are shown nothing in that time. The reason is simple: the inspector who answers first is usually the nearest one, and the nearest one is not the cheapest. Those minutes give the inspectors further away time to answer.

3 You are shown one price - the lowest one

The card shows the price, how much more it is than yours, who asks it, the distance, their reason, and the time to answer: **20 minutes**.

4 You decide

"Order" opens the payment of the new amount. "Continue the search" closes that price, and the next lowest one is shown at once, if there is one.

Nothing is taken before you agree

The hold on the first amount is untouched until you agree and the new payment succeeds. A refusal costs you nothing, and so does silence. The usual search continues for the whole of that time.

The prices come one at a time, the lowest first

If several inspectors ask a price, they wait in a queue ordered by amount, and you see the lowest one first. How many prices wait behind it is shown as a number. The amounts themselves are not shown, and that is deliberate: this is your answer of yes or no, and not an auction you must study.

If you agree

The payment of the new amount opens, you have **10 minutes** for it, and the bank almost always asks for a confirmation - stay on the screen. The first hold is released only after the new payment succeeds. If the bank refuses, you lose nothing: the first hold is intact and the order goes back into the search.

07 The inspection

1 "An inspector accepted the order"

Your card is charged. The contract for the inspection is made automatically and is available in your account.

2 "The vehicle owner has been contacted"

The inspector must first call the seller and agree the meeting. The inspector cannot drive out before this.

3 "On the way" → "inspection in progress"

You see the status change. The inspection itself is done in a mobile application against a checklist: photographs from all angles, the interior, the paint thickness, the wheels, and the diagnostics.

Until when you can cancel

Before the inspector starts the inspection you can cancel, but the refund is **80 %**, because the inspector has already travelled. After the inspection starts there is no cancellation, only a dispute.

If something goes wrong

SITUATION	YOUR REFUND	WHAT HAPPENS NEXT
The vehicle owner does not answer	100 %	The order is cancelled. You can place a new order with a corrected telephone number.
The inspector withdraws — no vehicle at the address, the seller refuses access, the vehicle is not safe	100 %	The inspector must give a reason, and you can read it.

SITUATION	YOUR REFUND	WHAT HAPPENS NEXT
The inspector accepted and did not start within 7 days	100 %	The platform cancels the order automatically.

08 The report

The finished report opens in your account, and you get a message. You have **7 days** to decide.

YOUR DECISION	WHAT HAPPENS
Accept	The work is accepted, the inspector is paid, and the order is closed. The report stays available to you.
Open a dispute	You must give a reason. The money is frozen and the platform support examines the case. A decision for you gives a refund, in full unless stated otherwise.
Do nothing	After 7 days the report is accepted automatically.

What the platform checks before you

A report cannot be sent half finished. The server refuses it if one necessary element is missing:

ELEMENT	QUANTITY	WHAT IT IS
Exterior angles	17	A walk around the vehicle: the sides, the rear, the luggage area, the front, and the engine bay.
Paint thickness	17 points	For each point, a measurement in micrometres and a photograph of the paint thickness gauge. This makes repainted panels visible.
Calibration of the paint thickness gauge	2 photographs	Evidence that the paint thickness gauge gives correct values.
Wheels	4	For each wheel: a photograph, the tread depth in millimetres, the production date of the tyre (DOT) and the size.

The server also checks that the report is about **your** vehicle: it compares the VIN, or the make and the model if you gave no VIN.

09 Your money

The payment occurs in two steps, and they are not the same thing.

AT THE ORDER Hold The amount is held on your card. It does not leave your account.	WHEN AN INSPECTOR ACCEPTS Charge The money goes to the platform and stays there until you accept the report.	AFTER YOUR ACCEPTANCE Payout The inspector receives payment for the completed work.
---	---	--

A refund and a released hold are different things

A **refund** means the money was charged and comes back to your card. A **released hold** means the money never left your account, but your bank can continue to show it for some working days. This is normal, and it does not mean that you were charged and cancelled.

10 Cancellations and refunds

WHAT HAPPENED	WHEN	YOUR REFUND	COMMENT
You cancelled	Before an inspector accepted	100 %	The hold is released. The money was never charged.
You cancelled	An inspector accepted but did not start	80 %	20 % is kept, because the inspector has already travelled.
You want to cancel	The inspection has started	—	Cancellation is not possible. Open a dispute.
No inspector accepted	24 hours from the start of the search	100 %	Automatic. The hold is released.
The vehicle owner does not answer	The inspector could not make contact	100 %	—
The inspector withdrew	After acceptance, with a reason	100 %	You can read the reason.
The inspector stopped answering	7 days with no start of the inspection	100 %	Automatic.
The card could not pay	At the moment of acceptance	—	The hold is released and the order is cancelled.

WHAT HAPPENED	WHEN	YOUR REFUND	COMMENT
A dispute was decided for you	Decision of the support team	0–100 %	A full refund unless stated otherwise.

A refund also removes what was bought: the report for that order is no longer available.

11 Order statuses

Created	Paid	Search	Inspector assigned	On the way	In progress	Report sent
Completed						

STATUS	WHAT IT MEANS FOR YOU	CANCELLATION
Created	The order is written. Your card is not held yet.	Yes, free
Paid	The amount is held. The search runs.	Yes, free
Search	The nearest inspectors have not answered yet. The search continues in rounds.	Yes, free
Inspector assigned	Your card is charged and the contract is made.	Yes, 20 % is kept
On the way	The inspector contacted the owner and is travelling.	Yes, 20 % is kept
In progress	The inspector is at the vehicle.	No, only a dispute
Report sent	You have 7 days to accept it or to open a dispute.	No, only a dispute
Completed	The report is accepted and the work is paid.	—

12 Questions

When is my card charged?

At the moment an inspector accepts the order. Before that, the amount is only held on your card.

Can I pay more than the price I saw?

No. The price you saw is the maximum. A smaller charge is possible if an inspector with a lower base fee accepts the order. A larger charge is not possible.

Why does the search take several hours?

Each inspector has 60 minutes to answer, the order goes to them one at a time, and then it is offered again in a new round. The full search window is 24 hours.

Nobody accepted my order. Do I owe anything?

No. The hold is released automatically and there was no charge.

My bank still shows the amount

This is normal for some working days after a hold is released. The money was not charged.

I do not agree with the report

Open a dispute in the 7 days and give a reason. The order is frozen and the support team examines the case.

I forgot about the report and 7 days passed

The report was accepted automatically. This rule exists so that an inspector does not wait for payment without a limit.

Can I order an inspection for a vehicle far away from me?

Yes. The distance is calculated from the inspector to the vehicle and not to you. You can be in a different city.

Can I order an inspection and do it myself?

No. Even if you are a registered inspector, the platform does not offer you your own order.

This help page explains how the platform operates and is for information. The amounts, the time limits and the percentages are the conditions in use and can change. In a disagreement, the conditions of the Terms of Use on the website apply.