

Car Buying **FAQs** for Brokers

About CarSelect

Who is CarSelect?

CarSelect is an Australian-owned online car buying company dedicated to providing a highly personalised service and helping clients to find their new car - all in the fastest response time imaginable. We launched in 2011 and have access to hundreds of dealerships nationwide.

What makes CarSelect unique?

Easy! Between our knowledgeable team and unbeatable dealer network, our streamlined service means you and your clients don't have to worry about the hassle of negotiating with dealers. Unlike other car buying services, we also take care of trade-ins, so your client doesn't have to worry about selling their car either.

What fees are involved?

No fees! We are a free service for our brokers and their clients.

What makes and models does CarSelect have access to?

Basically, whatever you are looking for, we can find! We have dealership partners all over Australia that can assist with fleet pricing. Unfortunately we are unable to source some brands, please reach out to us to find out more.



The Car Buying Process

How long does the enquiry and research process take?

Like we said, we move fast here! Most of our enquiries are completed within 24-hours.

How to submit a client enquiry to our team

We create specific Broker Enquiry web pages for our partners. You can bookmark this page and submit leads easily from there. If you are not yet a partner, you can use our generic broker enquiry page:

<https://cogcarselect.com.au/broker-enquiry>

Can we help with pre-owned vehicles?

We only specialise in brand new vehicles however, with new vehicle stock levels almost back to normal its definitely worth having a chat with one of our friendly consultants to get an idea on used vehicle pricing.

If the client is unsure of what car to pick, can CarSelect help them find the right car?

100%! Our dedicated account managers have extensive knowledge about all vehicles currently available. With their expertise and experience, they will undoubtedly be able to source the right car pending the individual's needs and budget. And we are unbiased and not aligned to any manufacturers, we only have your best interests in mind.

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Broker Benefits

Referral Fees

Our team will ensure that your clients enjoy the ride as much as we do. We take away the stress and uncertainty typically associated with car purchasing.

On top of that, we will ensure that you are protected from dealer finance, and also reward you for trusting us with your client!

Ask our team for the Broker Referral Fee Matrix - the more cars your company settles each month, the more you earn per deal!

Ordering and Delivering

What value-adds do CarSelect include in the deal?

We include floor mats (front and rear), premium plates and a tank of fuel with every delivery!

Can the client test drive a car at one of CarSelect's dealers?

If a client wants to test drive a car, we will organise a test drive with one of our reputable dealers nearby.



Who do we contact regarding delivery updates?

Please contact admin@cogcarselect.com.au if you are seeking any updates regarding delivery ETAs.

Does CarSelect deliver to your client's front door?

Yes we sure do! Unless the client wants to pick it up from the dealership, we deliver all our new bundles of joy straight to our clients home or workplace.

Who do we contact regarding invoices?

Simple! Email admin@cogcarselect.com.au and our Operations Manager will send you any information regarding invoices.

Do CarSelect take trade-ins?

Yes! We have access to a great network of wholesale dealers who help us source the best deal for your trade.

