

## FREQUENTLY ASKED QUESTIONS

Whether you are looking to bid on your next piece of equipment or are interested in selling with us, we've put together this comprehensive guide to help you navigate our auction process.

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### 🔗 Information for Buyers

**All auctions are run subject to our Terms and Conditions of sale (available on our website).**

### Getting Started: Auction Types

We offer two distinct ways to bid, ensuring you can join us from anywhere in the world:

- **Timed Online Auctions:** These are automated events with a set start and end time. To keep things fair and prevent "sniping," the clock will extend if a bid is placed in the final minute.
- **Live Online Auctions:** These are real-time events led by a live auctioneer, only to online buyers. You can watch the live video feed, soak up the atmosphere, and place instant bids as lots are offered sequentially.

### How to Register and Bid

Our auctions are open to everyone! To get started:

- **Registration:** You'll need to create an account on our website. Once an account has been created, you need to register for each auction to get your bidding number. Registration will close one hour before the start.
- **Deposit:** A refundable deposit is required via bank transfer to secure your bidding number. Check the Auction Specific Details tab on each auction for required deposit.
- **Bidding Options:** Live Auctions - If you can't bid online during the auction, you can leave a maximum bid on the website. Maximum bids can be left on Timed Auctions. The system will bid for you one increment above the auction floor, up to your maximum.
- **Buyer's Premium:** A Buyer's Premium is added to the hammer price of every lot sold and is subject to VAT. Check the Auction Specific Details tab on each auction for the Buyer's Premium rate.
- **Provisional:** A provisional bid is the highest bid accepted but it hasn't reached reserve. The vendor can then decide to accept the bid or ask for more.

### Payments and Collection

- **Settling Your Account:** Your deposit will be set against your invoice. The full balance must be settled, via bank transfer and items collected by **12 noon, 5 working days** after the auction.
- **Accepted Payments:** We only accept bank transfer payments.

### Viewing and Inspections

#### ⚠ Important Safety Information

To ensure the safety of all our guests, please adhere to the following site requirements:

- **Age Restrictions:** Children under 14 are strictly prohibited from entering the auction site.
  - Children aged 14-17 must be accompanied and supervised by an adult at all times.

- **Site Conditions:** Please be aware that auction sites are active environments. Stay alert for:
  - Uneven ground and trip hazards.
  - Large obstacles and machinery.

**Liability: All visitors attend view days at their own risk.**

- View day or days will be held prior to each auction, from 9am to 4.30pm. The number of view days are displayed on each auction page.

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**Important note to all buyers**

Be advised that all lots are sold as seen, with no guarantees or warranties. All descriptions, including but not limited to mechanical condition, odometer & hour readings, document information & expiry dates, are provided as a guide only and are not verified by the Auctioneer. Consequently, these details should not be used as a basis for valuation or bidding.

We highly recommend visiting the auction site on the allocated **View Day(s)** to inspect items. While you are welcome to start the machinery, please note that test drives are not permitted for safety reasons. All lots are sold as seen, so it is important to be sure of your purchase before the hammer falls.

All sales are final; once a bid is placed, it is non-retractable and constitutes a binding contract. To ensure total satisfaction, we invite all prospective buyers to attend our scheduled pre-sale viewings to inspect equipment firsthand prior to bidding.

By accepting these Terms & Conditions, the winning bidder acknowledges they are legally bound to complete the purchase of all won lots. Failure to remit payment may result in legal action or permanent suspension from future auctions and loss of deposit.

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** Information for Vendors**

**Selling with Us**

Thinking of hosting an onsite auction or entering items into a sale? We're here to help.

- **How much do I need to have an auction?** We will run large, multi-day auctions to small parcel auctions. Call Charlie Foyle, 07368 409107, to discuss what your options are with the equipment you wish to sell.
- **Expert Advice:** We provide free, confidential advice on equipment values.
- **Marketing:** We promote your items through a global database, social media, and industry-specific print media to ensure maximum exposure.
- **Entry Process:** Call Charlie Foyle, 07368 409107, to discuss your options.

**Fees**

- **Commission Rates:** Our standard charges are **5%** for vehicles/heavy equipment and **10%** for garage/yard equipment and miscellaneous items.
  - **No Sale, No Fee:** If your lot doesn't sell, you pay nothing (unless specific transport or repair costs were pre-agreed).
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