

## FAQ

### **Q. Do I need to register to bid on-line?**

A. Yes, you are required to register online using a valid credit/debit card.

### **Q. Do I have to pay a deposit to bid on-line?**

A. You must first sign up with us online. All new bidders must pay a £50 deposit (FULLY REFUNDABLE) in order to proceed with the registration. Should you choose not to purchase any goods, the £50 deposit will automatically be refunded. If you do purchase from the auction and the total value for the goods surpass the £50 deposit, you will only need to pay the outstanding amount. If the goods value is below the £50 deposit then a refund for the remaining amount will be initiated.

### **Q. Do you dispatch items sold in your online auction?**

A. Yes we do. The following charges apply for posting and packing your items.

0kg - 3kg      £10 per lot postage and packing  
3kg - 10kg    £10 - £16 per lot postage and packing  
10kg - 20kg   £30 per lot posting and packing

**We offer a 10% discount for 10 or more lots.**

Once payment has been made, which will be added to your invoice, your items will be dispatched within three working days. Items should be received within 3 - 7 days following dispatch. Please Note: We will do our best to pack your items securely to avoid any damages, however, we do not offer a guarantee or insurance for items posted. We only post items on these terms.

### **Q. Can I send my own courier?**

A. Yes you can. However, please check with us first to make sure we are here when your courier arrives. We make a small charge for packing items that are going to be collected by courier. These are payable BEFORE we release your goods to a courier. We also require you to forward us the address / collection label so that we can affix this to your package.

Packing charges:

0kg - 3kg      £2.00 per lot - packing only.  
3kg - 10kg    £3.50 per lot - packing only.  
10kg - 20kg   £5.00 per lot - packing only.

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### **Q. Do you recommend any couriers?**

A. No, we deal with so many and the costs vary depending on the size and weight of items this would be impossible to do.

### **Q. Can I pay for the items I win during the auction or do I have to wait until the auction has finished?**

A. Simple answer is no. Due to our electronic billing system, we issue ALL invoices following our auctions.

### **Q. If I cannot pay on the day of the auction how long do I have to pay and collect?**

A. With all our auctions, payment must be received no later than 1.00pm on the day following the auction. Unfortunately if payment is not received by this time you can be banned from all of our future auctions. Clearance is no later than 2.00pm on the second day following the auction unless agreed with the auctioneers.

### **Q. Do I have to pay for a catalogue?**

A. You can download and print our catalogues from our website at [www.welshauctions.co.uk](http://www.welshauctions.co.uk). If you cannot do this you can purchase catalogues on viewing days from the office. The current cost is £3.00. The majority of our sales are listed online, where you can view and print as well.

**Q. What payments do you take?**

A. We accept cash on collection, bank transfers (free) or debit and credit cards in person only, there is a charge of 3% for credit cards and a 1% charge for cash payments.. We do not accept cheques.

**Q. Can I just bring items in for you to sell at any time?**

A. No we now run an appointment system. Just give us a call and we will make an appointment for you.

**Q. Can I put a reserve on?**

A. Yes, we are happy to accept reserves. The charge for reserves is currently £5.00 per lot, regardless if your item sells or not. See our T&Cs.

**Q. If I put an item in to sell in your auction and it sells when will I receive the proceeds?**

A. Our T&Cs say a maximum of 14 days, however, we usually pay out 7 working days after the auction providing the buyer has paid us in full.

**Q. If my item doesn't sell, what happens next?**

A. We give you a choice. If you have reserve on the item you can lower or remove this And we can re-enter the item in the next suitable auction or you can simply take the item away. See full details in our T&Cs.