

A GUIDE TO HOW IT WORKS & MOST OF THE FREQUENTLY ASKED QUESTIONS (also see our T&Cs)

- **HOW DO I REGISTER/LOG IN?:** You need to be registered online and logged in in order to bid. (incl. existing clients!) Registration is free and you only need to register once. Select Log In/Register from the main menu or click the person icon in the top right hand corner. Once you Register, you will be automatically sent a confirmation and random security password (check your spam/junk mail if not received) This password will NOT work until the auctioneer has personally APPROVED your application (when there isn't an auction running there may be a delay in approval, but we try to monitor it quickly in the daytime, when an auction is live) You will receive a further email confirming approval and then you may Log In using the security password (easier to copy & paste it) You may then change your password to any of your choice. **I CAN'T LOG IN?** There are two options on the page: Register or Log In Make sure you have the correct one underlined depending what you are trying to do. Have you actually registered? Check your emails/spam/junk for a security password and confirmation that the auctioneer has approved you. If you get stuck call/email us so we can assist you asap.
- **CAN I VIEW THE LOTS?:** We do not have viewing days, as we are a no public access warehouse. Our online catalogue is designed so you won't need to view and provides a short title description with main & quick view secondary images. Click on the title or image to view the lot & further images, use the virtual loupe to magnify an image, scroll down for a full description, dimensions, condition report and in some cases to watch the embedded videos of the lot, research documentation etc. However, should you have further questions, then use the 'Ask the Auctioneer' facility or contact the office. A viewing may be arranged by appointment for higher end items or more complex lots (such as postcard/stamp albums etc. where the multiple parts/conditions are too much to list online)
A text catalogue is available to view/print/download if you prefer to follow the sale and makes notes on paper, others use the My Account dashboard (improvements to follow) & some simply search for lots using keywords in the Search Bar.
- **AUCTION LOTS - HOW TO I BID?.** To bid you may either use the plus/minus buttons to change the bid value to the amount you wish to bid, don't get 'Beech Finger' by multiple clicking the plus button to get to the amount you want, when you may simply click where the numbers are and type in the amount you wish to bid. There are no time extensions or sniping facilities.
If you choose to enter your maximum bid, then the system will bid for you up to your maximum whenever someone else bids against you. You may increase your maximum at any point & as many times as you like, your leading bid will only go up when someone else bids. Each time you bid a 'Confirm your Bid' box will pop up asking you to click to confirm you wish to bid. This bid is then legal and binding inline with our T&Cs. If you loiter too long on the confirmation box, it may time out, you will need to learn to get your timing right if taking the chance of bidding in the last few seconds. If a confirmation box does not pop up, then check your security settings for pop up blockers. Also remember to REFRESH your page and check your device timing is inline with the website (uses GMT), take into account your internet speed, don't use a VPN. If you are experiencing any problems, please try an alternative device before contacting us for assistance.
You will receive an outbid/won notice via email, but some go to junk/spam or with some people arrive later than they should, so keep an eye on the lot if it is one you really don't want to lose. 15% Buyer's commission applies, no vat.
- **HOW DO I PAY/COLLECT?:** Payment is by Card or Cash on collection. We do not send out online invoices. Winning bidders need to contact us to arrange a STRICTLY BY APPOINTMENT slot to collect.
At this point your invoice will be raised and your lots picked and packed ready for you. Client booked couriers accepted by appointment. Independent Man&Van services are available for local deliveries, you will be quoted and billed direct. In these instances contact the office for an invoice and to make payment prior to the third party/agent booking collection. PLEASE NOTE: No appointments are available on Sundays or Mondays. We do not have any set opening hours, as we are often out at house clearances. Our staff only work the times when appointments are booked. So check with us first before calling in. This is how we keep our commission LOW by keeping admin low.
We appreciate that it is not always cost effective to travel to collect one lot, we are happy to discuss later collection providing that the item/s are paid for in full and on time.
- **GUARANTEES;** all lots are sold as detailed and described, it is the buyers responsibility to ensure that they are happy with the lot prior to bidding. Should any buyer be unhappy with any lot upon collection as being **not as described** or if any pat tested **electrical items** are not functioning correctly, then we do offer a full refund service, should the lot not perform correctly but ONLY providing we are informed within 7 days of the auction ending. If you collect the item late or inform us late or attempt to bring back a switched item, then no refund will be given.

BUY NOW LOTS – when logged in, you may after reading the full description & condition report click the Add to Basket button to reserve the lot, for payment and collection by appointment (15% commission applies)
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