

## Online Auction FAQ's

### **Q. How do I set-up an online bidding account?**

A. Simply click on this link and watch the video: <https://www.youtube.com/watch?v=eBGU3VP4RyE>

### **Q. Do I need to register for the specific auction I am interested in or, once I set up an account, am I good to bid on any and all auctions you have going?**

A. You will need to register for each auction you would like to participate in individually. Log into your account and select each auction that you would like to participate in by clicking the

### **Q: What is the difference between an Online Auction and a Webcast Auction?**

A: A webcast auction is different from an online only auction in that in an online only auction there is no live bidding from a physical location on auction day, all bidding is done online. Webcast auctions have both live online bidding and live "on the ground" bidding.

### **Q: How does an Online Auction work?**

A: An online auctions is an auction that takes place entirely online. The registration, bidding, and payment can all be processed online. If there is an online only auction that you are interested in you will need to register as a bidder. This needs to be done via our website.

### **Q: Can I view the items in person prior to the auction?**

A: Absolutely! Each auction will have a designated inspection scheduled and that time will be posted on the Online Auction Catalog. The inspection is designed as an opportunity for you to evaluate the lots and determine if they will suit your needs. There are always staff members available to assist you during inspection!

### **Q. How do I place a bid on an item?**

A. Once you are registered you will be able to place bids on the lots you are interested in. There are a couple ways to proceed with bidding: you can either continually check your status and up your bid using an exact bid for a specific amount or you can initially enter your maximum bid and allow the online system to maintain your bidding status until you are outbid. Please see the example below:

**Q. When can I start bidding on items?**

A. As soon as a lot is available in an online auction buyers can start bidding on it. From the time the online auction catalog is posted until the time the auction goes “live” bids are considered pre-bids. Real time bidding will begin when the auction goes live 30 minutes prior to the first lot’s scheduled closing time. Ex. If LOT 1 is set to close at 12:00 pm MST, the auction will be live at 11:30 am and continue live through the closing of the last lot to sell.

**Q. When does an online auction end?**

A. It depends. For most of our auctions the first lot is set to close at 12:00 pm (Noon) Mountain Standard Time. The lots are set to close at 20 second intervals. For example, LOT 1 is set to close at 12:00:00 pm, LOT 2 is set to close at 12:00:20 pm, LOT 3 is set to close at 12:00:40 pm, LOT 4 is set to close at 12:01:00 pm, and so on. The time the auction closes is dependent upon how many lots are set to be auctioned.

**Q. What does it mean when an item has a soft-close?**

A. Our software system has a built in mechanism that insures all closes are soft. A soft close is an anti-sniping action which prevents individuals from attempting to prevent others from bidding higher by entering a bid during the last second of a lot’s scheduled closing. If someone bids during the last seconds, the system extends the bidding on that lot for a set amount of time.

**Q. What is a bidding extension?**

A. On some occasions there are what we call automatic bidding extensions. This happens if there is a bid submitted on a lot within 60 seconds of the scheduled lot closing, the software system will automatically add on three (3) minutes to that specific lot and bidding can continue.

**Q. When I placed my maximum bid the current bid increased more than the indicated bidding increment, what happened?**

A. If, after you place a maximum bid on a lot, the current bid jumps more than the set bidding increment it is because someone else had placed a maximum bid on the item before you. The software system took them to their maximum bid and then placed you one increment higher.

**Q. I have entered my maximum bid, do I need to participate in the live online auction in real time?**

A. That is completely up to you. If you have set your maximum and you have no intention of going over it then you can rest assured that the system software will maintain your status until you have either won the item or your maximum bid has been outbid. If, on the other hand, you are willing to be flexible with your budget then we suggest you watch the auction live and make determinations as to whether or not you are willing to increase your maximum.

**Q. How will I know if I have won the item/s I was bidding on?**

A. The auction is considered closed after the last item is sold and there are no more open lots; after the auction has closed you will receive an invoice via email detailing your purchase and lots won.

**Q. Do I have to use the credit card I registered with to pay for my items?**

A. No, it is up to you whether you choose to use the credit card you registered with, a different credit card, or bring cash on the day of load-out. If you are planning on using a different card than the one you registered with, or if you are planning on paying in cash at load-out, please contact the office to inform us of your payment plans.

**Q. How soon after my winning bid can I come and pick up my item/s?**

A. For each online auction there will be a scheduled load-out day. It is usually the day after the auction and we have staff members and equipment there to provide you with loading assistance. We do not offer load-out on the day of the online auction, but if you cannot make it the day after we do offer load-out appointments.

**Q. Can I have the items I purchased shipped to me?**

A. Shipping options are available on some auctions, but even auctions that have shipping options may not ship all items. We do our best to assist you in getting the items you purchased where you want them to go. The best thing to do is contact us prior to bidding on the item to verify whether or not it can be shipped to you.

Small items that can be shipped via UPS or USPS will be available for shipping. For the most savings on shipping we advise that you arrange the shipping. You know when you will be home, what you have available to assist with unloading, and whether or not you are shipping the item/s to a business or residential address. All of these factors influence the cost of shipping. We will work with you on scheduling a pick-up.

Large items and heavy equipment can be shipped via a freight company of your choice. Again, we advise that you make the arrangements that work for you and your budget and we will do all that we can to accommodate the pick-up.

It should be noted that pick-ups scheduled after the load-out date and/or after hours may be subject to a fee. Any damage that might occur during shipping is not the responsibility of J&J Auctioneers.

**Q. Can I send someone to collect my items if I cannot make it?**

A. You most certainly can, but the item will need to be paid for and the individual, or courier service, you send must provide us with a copy of the paid receipt and their identification. We also ask that you please contact us and let us know that you will not be personally collecting your item/s.