

ONLINE BIDDING GUIDE

REGISTRATION:

You must be logged in to place online bids. Sign up through our online registration. You will complete a registration form and provide a credit card number. A \$25 authorization will be placed on your card to allow you access to our online auctions and to support valid bidding throughout the site. If you register for an auction and place no bids, the \$25 will be credited back to your account within three to seven business days. This practice is industry standard and is a secure platform for bidders. For answers to questions or technical support issues, contact one of our auction professionals.

It's easy to keep track of the items you've bid on since they appear at the top when you're logged in. Moreover, you'll receive e-mail notifications when you've been outbid until the day of the auction. You can also make a list of the items you're interested in and bring it to the preview before the auction—so you can take a closer look and get an idea for whether that item is a perfect fit for your needs.

24-hours before the auction closes a clock will identify when each particular item closes. Generally, auctions close 10 items per minute in the order they appear in the catalog ("staggered closing"). If there's any bidding activity within the 5 minutes prior to an item closing, then that item will be extended for 5 minutes. With "Dynamic Bidding"- the online auction software imitates a live auction and gives interested bidders the chance to enter a final bid. The highest bidder always wins, not the fastest computer.

The auction closing is the most exciting part. A lot can happen in those thrilling final minutes, and most everyone will find a great deal you can't find anywhere else!

BIDDING PROCEDURES:

There are two types of bids you may choose from, an incremental bid or a maximum bid. The maximum bid features allows you to place your highest bid for a particular item. The system will automatically bid for you in increments up to your maximum bid amount. Bidding increments are established for each auction depending on the asset being offered. Maximum bids ensure that you are participating in the auction, even when you are not logged in. By submitting maximum bids, you gain the ability to beat out competitors' bids through peak positioning of your maximum bid placement. You can easily keep track of your bids and will be notified by email if you have been outbid.

AUCTION CLOSING & NOTIFICATION

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AUCTION REMOVAL & PICK-UP: As soon as the auction closes, our software automatically generates your invoice, including your purchases, bid prices, Buyer's Premium, which is typically 15% and local sales tax. Shortly after the auction closes, you will receive your invoice via email.

Typically, removal of purchases and pick-up is the day following the close of the auction. To remove your purchases, you will need a photo ID and a copy of your invoice. Customers will be served on a first-come basis and you will need to bring the personnel and equipment you need to efficiently remove your purchases. We do not supply labor personnel, tools, or transport, unless otherwise stated for a particular auction. If you decide to use a shipper or mover, you will need to complete a Third Party Release Form, which can be found on our website.

Contact one of our professional auction staff to answer any questions you might have regarding the online auction process, bidding, payment, removal of purchases, or to discuss how we can conduct an auction for you.