

## CUSTOM AUCTION SERVICE – HOW THE ONLINE AUCTION WORKS

### All items have a 15% buyers' premium and sales tax

The online auction is very time consuming to set up, if you call and we can't answer please leave a message or email us at [customauction@gmail.com](mailto:customauction@gmail.com). We will get back to you and answer any questions. Thank you!

### HOW DO I GET STARTED BIDDING?

- 1) Go to **[www.customauctionservice.hibid.com](http://www.customauctionservice.hibid.com)** to create an account, double check your email when entering it. You may put your credit card on file when you create your account or pay in cash in person during pick up.
- 2) Each week your bidder number will change. Click and open the final invoice you receive after the Auction is over, on top of your name & address ON the invoice will be your bidder number, you need to know this number to pick up your items.
- 3) Auctions usually open for bidding on Wednesdays, and we add lots all week until Friday afternoon. The next week just log into your profile to bid on the new Auction.

### WHEN DOES IT END/WHAT DID I WIN?

- 4) On Saturdays the Auction BEGINS to close at approx. 1pm. The lots close in a staggered manner with 8 seconds between each lot closing. If you place a final bid as the lot is closing that item will stay open one time only for an additional 1 minute.
- 5) You'll receive your final email with your invoice around 3:45, this time can vary. When you receive your email with the invoice attached, open the invoice to view the items that you have won & get your bidder number located on top of your name & address.

### CAN I SEE ITEMS IN PERSON?

- 6) Live in person preview; Fridays from 9am till 2pm & Saturdays from 9am till 12:30pm. If you don't have internet or prefer cash you can leave a left bid while at the auction or email at [customauction@gmail.com](mailto:customauction@gmail.com).

### HOW DO I GET MY ITEMS?

- 7) Pick up is on 3 days; on Saturdays from 4pm till 6pm, on this day **follow the traffic pattern on Janelli Ct and wait for an attendant to show you where to park to pick up, please do not cut in front of other cars, also please have your bidder number ready before you arrive.** If you need to pay, after you are parked you will be directed to go into the office.
- 8) Pick is also on Tuesdays and Wednesdays from 9:30am till 4:40pm. On these days please have your bidder number ready and come into the office first to pick up.

### WHAT IF SOMETHING IS MISSING A PART OR DAMAGED?

- 9) All items are sold AS IS. The exception is, all gas-powered items have been tested and are guaranteed to run, unless otherwise stated. The guarantee on these items EXPIRE the Wednesday following the closing of Auction at 4:30pm. No exceptions. Please come to live preview to view items before you purchase to plug them in, check for missing parts, etc. issues like this are not guaranteed.