



**Bidding Online
Quick Start Guide**

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1. Welcome to online bidding

We believe in making the auction experience simple, enjoyable, and transparent. Whether you're a seasoned bidder or just starting out, this guide will help you navigate the essentials of online bidding with ease.

Our platform is designed to offer a seamless experience, allowing you to bid confidently on a wide range of lots. This guide will walk you through everything from *placing bids* and *understanding time extensions* to *managing multiple bids across different lots*. With user-friendly features like maximum bids and absentee bidding, our platform ensures that you never miss out, even if you can't participate live. And with our automatic time extensions, you always have a fair chance to secure the items you want.

We've crafted this manual to be clear and straightforward, ensuring you feel comfortable and confident when bidding online.

Happy bidding, and good luck!

2. How do I register to bid?

Create an account

To bid in an auction you will first need to create an account:

- **Register your email:** Provide an email address and create a password.
- **Validate your email:** Click the verification link sent to your email.
- **Complete your profile:** After verifying, you'll be prompted to log back in to complete your profile with contact details and accept the Terms and Conditions.

Optional additional verification

The following steps may also be required, based on the auctioneer's settings.

- **Register a payment card:** If required by the auctioneer, you will be prompted to register a valid payment card. This is for further validation purposes only and no payment will be charged to this card. Whilst it is not a requirement to complete this step when creating an account, you may have to provide this information before you are authorised to bid.
- **ID Verification:** If required by the auctioneer, you will be prompted with instructions for submitting the necessary documents for further ID Verification, for example to comply with Anti-Money Laundering (AML) regulations. Whilst it is not a requirement to complete this step when creating an account, you may have to provide this information before you are authorised to bid.

Register for the auction

You will only need to create an account once; however, you will need to register for each auction.

- Click 'Register' on your chosen auction - this is found either on the home page information banner or on each lot detail page
- Accept the Terms & Conditions of Sale
- Check and confirm your contact details are correct
- Click YES

Depending on the auctioneer settings, you may be prompted to:

- Register payment card details if you do not have a valid payment card already registered
- Provide ID Verification Documents to have your account activated before registering

Once you have completed registration for an auction, you will be able to access the full bidding functionality. Make sure you've completed registration before the auction begins to avoid missing out.

3. Bidding in a Timed auction

How does bidding work in timed auctions?

Each lot has an individual auction closing time as displayed on the lot list and individual lot detail page. Lots are set to close at regular intervals - usually between 1 or 2 minutes apart.

You can place bids in two different ways:

- **Quick Bid**
A button on each lot page allows you to instantly place the next required bid in line with the auction's bid increments. This is the fastest way to bid, especially on mobile.
- **Maximum Bids**
You can enter the highest bid level you are willing to bid to. This instructs the system to bid on your behalf in reaction to the reserve or any other bids, up to your maximum. (See section 3.5 for full details.)

Having entered your bid using the Quick Bid button or entering a Maximum Bid, you will be asked to confirm the bid level, understanding that once placed the bid cannot be deleted and accepting the auctioneer terms & conditions. You can choose not to proceed at this point but once accepted the bid will be committed.

A time extension mechanism is in place to ensure that all bidders are given the opportunity to place their bids, even if bids are placed in the closing seconds.

The successful bid is the highest bid at the point of the lot's closing time that meets or exceeds the reserve price and relative to any other bids placed. The first bid to meet this criterion, as registered by the system, wins.

Bid Increments

Each auction has predefined bidding increments, with the next bid increment displayed on the bidding screen. These increments are based on the current bid level of the lot and are applied automatically as the auction progresses. This system ensures smooth, consistent bidding across all items. Generally, bid increments increase by around 10% of the current bid. Default bid increments are shown below:

Bid level	Bid increment
1-20	1
20-50	2
50-100	5
100-200	10
200-500	20
500-1000	50
1 000-2 000	100
2 000-5 000	200
5 000-10 000	500
10 000-20 000	1 000
20 000-50 000	2 000
50 000+	5 000

What happens if I place a bid that doesn't align with a bid increment?

If you place a bid that doesn't align with the bid increment, an alert message will show advising that the bid is not an actual bid increment so will be rounded down to the nearest bid increment, indicating what the actual bid placed will be.

How does the time extension work?

If a bid is placed in the last 5 minutes before the lot's closing time, the lot's bidding period will automatically extend to allow a further 5 minutes for counter bids. This ensures that if you're outbid in the final moments, you still have time to place another bid. This process will continue until no more bids are placed for a period of 5 minutes.

Please note that the extension of one lot does not delay the closing times of subsequent lots, so if there is a high level of bidding in the closing minutes lots may close out of schedule.

Maximum Bids

Placing a maximum bid allows the platform to automatically bid on your behalf up to your set limit. This bid is **confidential** and will only be visible to you.

To place a maximum bid simply enter your max bid level in the bid box and click Place Bid.

The platform will only increase your bid to the lowest possible level, subject to the reserve price and any competing bids. If no other bids are placed, your bid will not exceed the reserve price. If there are competing bids, your bid will be *one increment higher* than the highest bid, up to your maximum. If two equal bids are submitted, the one placed first takes priority. You can increase your maximum bid at any time by entering your new maximum bid level. If you are the current highest bidder this will not increase the current bid level.

Buy-it-now

Some lots may show a Buy-It-Now button, which allows you to purchase the item immediately at a fixed price — without waiting for the auction to end.

- The Buy-It-Now option is only available if the auctioneer has chosen to enable it for that lot.
- The button will be visible on the lot page until the next bid meets or exceeds the Buy-It-Now price.
- If the next bid meets or exceeds the Buy-It-Now price, the button will disable.
- Once you, as a bidder, confirm a Buy-It-Now purchase, the lot is immediately marked as sold and no further bids can be placed.

When selecting the Buy-It-Now button, a confirmation pop-up will appear showing the fixed price. You must confirm the purchase before its final. By confirming, you agree to complete the sale under the auction's Terms and Conditions.

Note: This feature is not available on every lot. If you don't see the Buy-It-Now button, it means the option hasn't been enabled.

I placed a bid but changed my mind. What can I do?

Once a bid is placed online, it becomes legally binding and cannot be retracted. If you change your mind after placing a bid, there is no option to cancel or modify it. If you have a problem, please contact the auctioneer.

3. My Profile

My Profile is your dedicated area for managing your information, bidding activity, favourite lots and invoices. You can also manage your bidding notification emails here. To access My Profile sign in to your account. Once signed in, you can access via the icon in the top-right corner of the screen.

How can I change my details?

Update your name and contact information in *"Personal details"* under *"My Profile"*.

How can I change my email?

Go to *"My Profile"*, select *"Change Email Address"*, enter your password, then type your new email and verify it through the link sent to you.

How can I change my password?

In *"My Profile"*, click *"Change Password"*, confirm your current password, and set a new one.

How can I update my payment card details?

To update your payment method, go to the 'My Profile' section after logging in. Under the 'My details' tab, you'll see an option to 'Update Payment Method' on the right side. Click on this button to modify or add your payment details securely. Be sure to click the 'Save card' button to confirm and save your changes.

How can I change what bid notifications I receive?

You will automatically be sent email notifications to confirm your bids and other bidding activities. You can manage which notification you do and do not receive via "Email Preferences" in the "My Profile" section. These notifications include:

- Email me on placing a bid
- Email me if I'm outbid
- Email if my bid is below reserve
- Email to confirm a successful bid on a lot

Ensure your email is updated to receive timely notifications.

How can I view my bids?

Access your bid history directly from the *"My Bids"* section within your profile.

Active Bids

Under *Active Bids* you will see a list of all lots that are currently open for bidding on which you have placed one or more bids. Clicking on any of the lots will take you straight to the bidding page of that lot.

In the table you will see the current bid, your maximum bid placed and your bids status, which is indicated by a symbol to show whether you are currently the highest bidder on a lot above the reserve or not.

Please note that this page does not update automatically so please refresh this page to ensure you are seeing up to date information.

Historic bids

Under *Historic Bids* you will see a record of all closed lots that you have placed bids on.

Watch List

Access your lots marked as 'watch' directly from the "*Watch list*" section within your profile.

Active watch list

Under 'Active watch list, you'll see a list of lots currently open for bidding where you have marked as 'watch'. Clicking on a lot will direct you to its bidding page.

The table displays the current bid, your maximum bid (if you have placed one), and your bid status, indicated by a symbol showing if you're the highest bidder or if the reserve has been met.

Please note that this page doesn't update automatically, so remember to refresh it to view the latest information.

Historic watch list

Under *Historic watch list* you will see a record of all closed lots that you have marked as 'watch'.

Purchased lots

Under 'Purchased lots', you'll see a list of all lots on which you have been the successful highest bidder.

Invoices

If the auctioneer chooses to share invoices via the system, they will be published and shown under Documents tab on your profile

4. FAQs

I'm new to bidding online, what should I do?

If you're new to online bidding, we recommend registering for the auction with plenty of time and placing bids early to get familiar with the process. You can either place a low bid to start or a maximum bid if you already know your limit. The time extension feature ensures there's no strategic advantage to waiting until the last second, as other bidders will have a chance to respond.

How do I know if I've been successful with my bid?

You'll receive a notification via email or can check in the "My Bids" section of your profile.

What happens if the bid doesn't meet the reserve price?

The lot will not be sold unless the bid meets or exceeds the reserve price.

I can't be online when the auction is due to close, can I still bid?

Yes, you can place a maximum bid any time between bidding first opening and the lot close time, which the system will manage on your behalf even if you're not online during the closing minutes of the auction.