



## Information for bidders & buyers. Bidding & buying online.

Please note that by bidding at our auctions, live online you are entering into a legally binding contract to buy & pay for any lot purchased & are deemed to have read & agreed to our Terms of Business & Conditions of Sale.

### Buyers commission...

Our buyers commission of 15% is added to all invoices. This commission is subject to VAT at 20% (total 18% or £18 for every £100). If buying online through the-saleroom.com their commission for their bidding service is an extra 4.95% +VAT which will be added to a buyer's invoice

### Condition reports service...always obtain a condition report...

We recommend that potential buyers always obtain a condition report to ensure they are aware & are content with the condition of any lot before bidding. We are happy to supply detailed condition reports & further images upon request. We attempt to supply reports within 24 hours.

It must be accepted that all lots offered are sold as found & as previously owned. Bidders must not rely only on the catalogue description & image before bidding. They are for general information only.

Bidders must not assume any item is complete, undamaged, without faults or in working order. Minor faults, wear or damage inherent with the age, use or the manufacturing process may not be described in catalogues.

Measurements or weights in the descriptions are approximate & for guidance only. Catalogue photographs must never be relied on for assessing size, detail, condition, colour accuracy or other attributes.

**IMPORTANT:** Refunds are not available for buyer complaints or disappointment upon receipt concerning inherent faults, wear or damage, catalogue description omissions or unintentional errors of any lot(s) if our records show a request for a condition report or further information, has not been sought by the buyer

### Our free 'Fair Bid' commission bidding service...

Our 'Fair Bid' commission bidding (autobid) service is available free of charge & has a proven record of our guarantee to buy as cheaply as possible, subject only to other bids or reserves if any.

Bids should be sent by email. Acceptance of bids will be at our discretion & may require certain guarantees obtained from the bidder. Please submit commission bids early to guarantee they can be executed. Where bidders have placed bids of the same amount, the bid placed first takes priority.

### Telephone bidding...

We have a limited number of telephone bidding lines, so please reserve a line early. It is the bidder's responsibility to be contactable at the number supplied when the lot is offered for sale. We cannot be held responsible for missed telephone bids when bidders are unobtainable. We reserve the right to decline requests for telephone bidding applications at our discretion & if all lines are already reserved.

### Payment for purchases...

Strictly within 5 days of the auction or receipt of invoice. Payment can be arranged by telephone using a debit card or by bank transfer. We accept UK credit cards & cheques only up to a limit of £250. We do not accept credit card payments from overseas buyers. Payment by direct bank transfer may be requested for high value purchases. Bank transfers from non-UK accounts are subject to an £8 bank surcharge.

NOTE: We cannot take payment from any cards registered with the-saleroom.com for their security processes.

## Bidding online with the-saleroom.com...

### Online catalogues...

Live bidding is available for all our auctions & fully illustrated catalogues are available to view through [www.the-saleroom.com](http://www.the-saleroom.com) or our website [www.barbarakirk.com](http://www.barbarakirk.com) from 10 days before an auction.

### Register to bid early...

We recommend registering to bid early. Late registrations to bid, once the auction has begun, may be declined without notice, especially for new registrants with no purchasing record.

### Newly registered bidders...

We reserve the right to decline any registration to bid live online at our auctions. It is our policy to temporarily decline newly registered bidders, unknown to us with no buying record. We contact them by email for assurances to allow bidding. If no reply is received before the auction, the block on registration to bid will remain.

### Blocked bidders...

We automatically block registered bidders with bad feedback unless we are contacted by them to resolve the matter. We block any non-paying bidders who do not complete a purchase from all our future auctions & leave negative feedback.

### Precedence of bids...

We give precedence to & take bids from bidders present in our saleroom before online bids.

### Matching bids...

If two bidders place matching bids, as a commission or an online 'auto bid', the bid placed first is automatically given precedence by the auctioneer & the-saleroom.com system.

### Please bid promptly...

The auctioneer will not wait for slow internet bidders. Bids are accepted by the saleroom.com system automatically in placement order.

Ensure your bid has been accepted by noting the 'you are winning' message as there may be a fraction of a second delay between the audio & on screen visual.

### Auction rest break...

The majority of our auctions include a short rest break approximately halfway through at a convenient lot number. The auction pause & restart time will be shown on the live auction screen.

### Loss of internet connection...

We can only operate the system as supplied. Any complaints or queries about the operation of the service during the auction should be made to the-saleroom.com as it may be beyond our control. Please do not contact us to complain. Your ISP, network problems, heavy internet traffic, unsuitable hardware etc. may be the cause.

If there is a hardware fault or breakdown, loss of connection or audio or any other problem caused by ourselves, notice will be given live online if we are responsible. The auction may be temporarily paused to solve the problem.