

# IMPORTANT AUCTION INFO

## *Everything You Need To Know*

 **PREVIEW:** Wed. July 24, 2024, 12 pm - 1 pm at 1935 Kendall Rd, Kendall, NY 14467

 **AUCTION ENDS:** Thursday, July 25, 2024, at 6 pm (soft close)

 **HOW TO CREATE A BIDDING ACCOUNT, REGISTER & BID:** Lot 1A in the auction catalog has a 3-minute video showing how to create your bidding account and how to bid.

 **HOW DOES THE BIDDING PROCESS WORK?** Bidders can register and bid at any time between the start and close dates of the auction. Items will "soft close" at a rate of 4-6 items per minute. Bidding in the last minute extends the bidding time by 2 minutes for that item. To bid, click "Bid" or the plus sign next to the item, and enter your bid. You can also set a "max bid" and the software will bid for you in increments up to a certain amount. Refresh your screen to avoid delays.

 **HOW WILL YOU KNOW IF YOU WON?** After all lots in the auction are closed, you will receive an email from **Bontrager Auction** with your receipt attached. After all receipts have been emailed, you will receive a separate email/text from **Shipping Saint** with the option to choose pick up or shipping. (We only ship lots with shipping available in the description.) If you do not receive any emails 3 hours after all lots have closed, please check your Spam/Junk mail before calling our office during regular business hours, (M - F, 8 am to 4 pm). Do not wait until the day of the pick-up to call us.

 **HOW TO PICK UP YOUR ITEMS:** After the auction has completely closed and all receipts are emailed to customers, you will receive a separate text/email from Shipping Saint with pick-up or shipping options. (We only ship lots with the "Shipping Available" or blue truck icon in the lot description.) Choose the option you want and follow the directions for making an appointment to pick up or confirming your shipping information and instructions.

 **WHEN & WHERE IS PICK-UP?** Merchandise pick up is by appointment only on Monday, July 29th, 9 am - 3 pm and Tuesday, July 30th, 9 am - 3 pm. The full address will be shown in your confirmation screen after you make your pick-up appointment. The pick-up is NOT at our auction center. There is a fee for any alternate pick-up time whether or not prior notice has been given.

 **LOADING:** Bring your own loading help for any lots that can be hand-loaded. If Bontrager staff provide hand loading, there is a fee of \$10 per staff person. A skid loader will be provided by the auction company for items that cannot be hand-loaded (at no extra charge).

 **WHAT IF I CAN'T PICK UP MY ITEMS ON THE PICK-UP DATE?** We may not be able to provide another pick-up option, so please make every effort to pick up on the designated date. Someone else may pick up for you (except for firearms or ammunition). There is a minimum charge of \$40 per staff hour for any alternate arrangements, even if you notify us ahead of time.

 **SHIPPING** is available only where marked "shipping available" (blue truck). After the auction has closed, successful bidders will receive a text/email from Shipping Saint (separate from the emailed receipt) asking whether they want to pick up lots or have them shipped. Click the "Ship" option and follow the instructions. We ship only to the US and Canada. We do not ship to PO Boxes. We are unable to overnight express packages. Ammunition and firearms are shipped only to Federal Firearms Dealers. Most shipping will take place in-house, but items we do not ship can be taken to UPS for professional packaging at the buyer's expense. Buyer pays shipping, insurance, signature confirmation, and handling fee- these fees are not negotiable. (Handling fees depend on materials/time required). We do not provide shipping estimates before the close of the auction. Bidders who deem shipping too expensive and abandon their purchase are still responsible for payment. If we agree to ship an item that was described as "no shipping", Bontrager Auction Service will not be responsible for any packing or shipping damage and will not file a claim or refund. If we agree to take lots to UPS for professional packaging, there is a \$20 charge for transporting. There is a \$50 charge to retrieve lots from UPS if the buyer decides their shipping cost to be too expensive.

 **TAX EXEMPT POLICY:** NY State requires up-to-date, complete tax-exempt forms for all tax-exempt purchasers, including those from other states. Buyers are responsible for ensuring their tax-exempt paperwork is updated and on file with the auction company before the auction closes. We do not honor incomplete, out-of-date, or incorrect forms. There is a \$5 processing fee for tax forms submitted after the auction closes when a refund is requested. More information and links to the NY state forms can be found in Lot 11 in the auction catalog.

 **WEATHER/EMERGENCY:** If there is a storm or emergency that prevents the pick-up from taking place, we will contact successful bidders by email. Otherwise, plan on the pick-up happening as planned.

 **THINK YOU WON BUT DID NOT GET AN EMAIL?** After all auction lots have closed, you will receive an email from Bontrager Auction with your receipt. A second email and text from Shipping Saint will provide info to schedule a pick-up or confirm shipping- that's where you'll see the pick-up address. If you don't receive the emails, check your Spam or Junk mail before calling us at 585-343-4529 during business hours (M - F, 8 am - 4 pm). Add Bontrager Auction and Shipping Saint to your email Contact List to avoid our messages getting lost in Spam or Junk.