

# IMPORTANT AUCTION INFO

## *Everything You Need To Know*

 **PREVIEW:** There is no preview for this auction.

 **AUCTION ENDS:** Tuesday, September 1st, at 6:00 pm ET (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 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 during the last minute extends that item's bidding time by 2 minutes. 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 options for pick up or shipping. (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 either making an appointment to pick up or confirming your shipping information and instructions.

 **WHEN & WHERE IS PICK-UP?** Thursday, September 3rd, 9 am to 2 pm in Kent, NY. Alternate arrangements are subject to auctioneer approval before the auction closes and a fee to cover our staff time.

 **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.

 **ALTERNATE PICK UP TIME?** 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 in advance.

 **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 instructions. We ship only to the US and Canada. We are unable to overnight express packages. Ammunition and firearms are shipped only to Federal Firearms Dealers. Most shipping will be done 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.

 **ATTENTION TAX EXEMPT RESALE AND FARM BUYERS:** Please ensure your sales tax exemption form is up-to-date with Bontrager Auction at least two hours before the auction ends. Remember to update it periodically (at least once a year, if your info changes, or if the state changes the form). We do not honor late, out-of-date, incomplete, incorrect forms, or pictures of forms (they must be scanned, mailed, or given in person). The DBA on file with the state must match the "purchaser" section of the ST 120. The DBA owner AND the auction purchaser must sign the form (if they are different). If the above requirements are not met, sales tax will be charged. Forms can be scanned and emailed to [bontrager@bontragerauction.com](mailto:bontrager@bontragerauction.com) at least 2 hours before the auction starts closing. The sooner you send them, the better. If mailing ahead of time, mail to Bontrager Auction Service, 8975 Wortendyke Road, Batavia, NY 14020, attn: Sandra. Forms can be found at [tax.ny.gov](http://tax.ny.gov). All sales tax refunds must be applied for to NY State by the buyer; the auction company will not provide refunds.

-NYS ST-125 Farmer's and Commercial Horse Boarding Operation:  
[https://www.tax.ny.gov/pdf/current\\_forms/st/st125.pdf](https://www.tax.ny.gov/pdf/current_forms/st/st125.pdf)

-NYS ST-120 Resale Certificate:  
[https://www.tax.ny.gov/pdf/current\\_forms/st/st120\\_fill\\_in.pdf](https://www.tax.ny.gov/pdf/current_forms/st/st120_fill_in.pdf)

 **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.