

IMPORTANT AUCTION INFO

Everything You Need To Know

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

 **WHERE ARE THE ITEMS LOCATED?** Unless noted otherwise in the lot, all items in this auction are located in the Town of Batavia. They are not at our auction facility. The address will be given to successful bidders when they make their appointments.

 **AUCTION ENDS:** Wednesday, April 16th at 6pm (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?** Merchandise pick up is by appointment only on Friday, April 18th, 9 am - 2:30 pm in the Town of Batavia, NY.

 **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. There will be a skid loader there, free of charge, for items that cannot be hand-loaded.

 **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 \$10 minimum fee per customer for transporting lots to Batavia, NY for a different pick-up time. If you're looking to transport additional lots, the transportation fee may increase.

 **SHIPPING** is available only where marked "shipping available" (blue truck). Lots being shipped must be transported to Bontrager's Auction facility in Batavia, NY for shipping. There is a \$5 minimum fee per customer to transport lots, which may increase depending on the number of lots being transported. In most cases, shipping will not take place until after the local in-person pick-up has taken place.

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 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 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.

 **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**. (Please

check your email before calling our office.) 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.