

## BIDDING ONLINE VIA EASY LIVE AUCTION

Go to: [www.easyliveauction.com](http://www.easyliveauction.com)

The list below is taken from their FAQ section:

Question:

[How do I create an account?](#)

Answer:

Creating an account is easy, first you'll need a valid email address that can receive emails. Visit the [Create Account](#) page and enter your email address. You will then be sent an email that contains a link, once you receive the email click the link to complete the creation of your account. If you cannot find this email address in your inbox try searching your spam/junk folder.

Note: The details you add to your account need to be as accurate as possible.

Question:

[Can I watch a live auction without creating an account?](#)

Answer:

All live auctions can be viewed without creating an account or registering for an auction... simply click on the 'Watch Live' button which can be found next to live auctions in our [Auctions](#), in the catalogue page when you click into an auction and on [Auctioneers pages](#).

Question:

[What is live bidding?](#)

Answer:

Live bidding allows you to bid in real-time in real auctions across the UK, Ireland and even farther. Our live bidding is so flexible you can bid from a computer, tablet or smartphone.

Now it doesn't matter how far away an auction is you can still win the lots you love!

Question:

[Why do I need to add a payment card to my account?](#)

Answer:

Adding a card to your account is necessary for security purposes to ensure you are a legitimate bidder. Also, if you decide to register for an auction using our 'Flat Fee' option we will take the payment from the card you register.

Question:

[Do you store my payment card details?](#)

Answer:

No, we do not store your payment card details.

We are fully [PCI DSS compliant](#). When you enter your payment card details our third party payment processor takes the details and gives us an encrypted token which would be useless if it were ever to fall into the wrong hands.

Question:

[How do I add a card to my account?](#)

Answer:

Adding a card to your account can be done in two places, as you register for an auction or in the [My Account](#) area. If you click 'add new card' this will take you to a page where you will be able to enter your card details. Make sure you have entered all the details correctly, then press the Add Card button. If your card is registered with Verified by Visa / MasterCard (3D Secure) then you may be asked to enter your online banking password. This is an extra layer of security to confirm you are the card holder.

Note: When a card is added, or used on [easyLiveAuction.com](#) we check it by making a small transaction (i.e. 78p) and cancelling it straight away. Although you may see this amount on your bank statement for a short time, it is not actually taken and will never leave your account.

Question:

[What is live bidding?](#)

Answer:

Live bidding allows you to bid in real-time in real auctions across the UK, Ireland and even farther. Our live bidding is so flexible you can bid from a computer, tablet or smartphone.

Now it doesn't matter how far away an auction is you can still win the lots you love!

Question:

[I've never done this before, is there any advice?](#)

Answer:

You can watch any of the live auctions on our website without even having an account so take a look to familiarise yourself.

When you are ready to register for an auction and bid online we would recommend that you bid early because you don't want to run the risk of the auctioneer's hammer coming down and missing the lot that you wanted.

Also use the information on screen as you cue to bid rather than use the voice of the auctioneer. Depending on the auction houses own internet connection, sound can have a slight delay but the information on screen should be instant.

Please read our use blog article [5 Top Tips for Buying at Auction Online](#) for further advice.

Question:

[What different auction types?](#)

Answer:

easyLiveAuction has 3 different types of auctions

**LIVE:** The auction house will be broadcasting the auction live. This means you can leave Autobids and on the day of the sale you can bid live.

**TIMED:** The lots can be bid on at any point until the end of the auction. Once the auction starts to close, bidding will stop on lots in 30 second intervals. To avoid bid sniping, last second bids will extend the closing time of the lot by another 5 minutes.

**CATALOGUE:** This auction will not be broadcast live. You'll still be able to leave absentee bids that will be sent through to the auctioneer to use on the day of the sale.

Question:

[How do I register for an auction?](#)

Answer:

Once you have created an account on the website you can register for auctions of your choice. Simply navigate to the auction you wish to bid at and click the 'Register to Bid' button. Here you can choose your preferred registration method (Free / Flat Fee) and agree to the terms and conditions of Easy Live Auction and those of the auction house. Once you register you will be sent an email confirming your registration along with the registration method.

Question:

[I require more information about a lot before leaving a bid, what should I do?](#)

Answer:

It is important to satisfy yourself with a lot before you bid. If you find that the images and description etc given by the auction house are not enough and you would like to know more, you can contact the auction house directly by clicking the 'Lot Enquiry' button found in the lot page. The auction house will be sent your enquiry and can get back you with the information that you require.

Question:

[How to I keep an eye on a lot that I'm interested in?](#)

Answer:

Every lot has a 'Watch Lot' button. When you click this button, it will be added to your watch list. You can view your watch list at any time by going to [My ELA](#)

Question:

[I need to contact an auctioneer](#)

Answer:

All auctioneer contact information can be found using the [Auctioneers](#) link on the main menu or by clicking the 'Auction Info' button found in every auction catalogue page. Most auction houses have their own personal page with us that shows you all their upcoming auctions along with information about them, shipping policies and terms and conditions.

Question:

[Why can't I hear/see the auctioneer when watching a live sale?](#)

Answer:

Although our services enable auction houses to broadcast sound and video, not all use it.

It may also be the case that the auction house has some technical reason for not broadcasting sound (perhaps their microphone is broken). Please feel free to contact the auction house to find out why sound is not being broadcast.

NOTE: The sound / video uses Adobe Flash Player to broadcast. You will need to enable or install this plugin for your browser.

Most mobile devices do not support Adobe Flash Player so you will be unable to listen / watch without using a third-party app like [Puffin Web Browser](#).

If the audio / video buttons are disabled then the auctioneer is not broadcasting this media.

Question:

[How do I bid on a live auction?](#)

Answer:

On the day of the auction a Watch Live button will appear to allow you to launch the bidding console. Here you will be able to follow the auction and bid on the lots. Click the blue button with the amount of the next bid on to submit your bid for the lot. If you are ahead the button will be green and will return to blue if you have been outbid.

Question:

[What are Autobids?](#)

Answer:

All live auctions allow you to leave Autobids on lots. Each lot page will have a box for you to input your maximum bid and save it. An Autobid allows our system to bid on your behalf up to the maximum bid you have left. We keep our Autobids confidential so the auctioneer will not know how much you have left.

You can also leave a +1 with your Autobid. This allows our system to bid one more increment if you are outbid on your maximum amount.

Autobids can be left at any time up until the lot is offered by the auctioneer and you can even bid live having left Autobids as our system will not let you bid against yourself.

Question:

[Leaving an absentee bid for catalogue listing](#)

Answer:

In the same way you can leave Autobids for live auctions, you can leave Absentee bids for non-live auctions. On the lot page, you can place the maximum amount you wish to bid up to and submit it. We will then pass this bid to the auctioneer for them to action during the auction.

Question:

[How do I see the lots I've won and bid on?](#)

Answer:

Viewing your won lots and the items you have placed a bid on can be done in [My ELA](#). Once you are in My ELA you can click the title 'My Bids' or 'My Won Lots' to view more details.

Question:

[What do I do if I am dissatisfied with an item I have bought?](#)

Answer:

easyLiveAuction.com is a live bidding platform for auctioneers to sell lots to buyers over the internet. We do not sell the items ourselves, because of this we recommend that you contact the auction house directly if you are unhappy with the item you have received.

Please remember that when bidding at auction as soon as the hammer comes down a contract is formed between you and the auctioneer. Under the laws governing auctions you have no right to return the item unless the item has been incorrectly described. This is the main reason we advise you to satisfy yourself fully with the item you are interested in before you bid.

Question:

[How do I pay for my items?](#)

Answer:

You will be required to pay the auction house directly. The way in which you pay for your won lots will be different from auction house to auction house as will be the time frame for payment to be made. Each has their own methods of invoicing and collecting payment. If you have any questions relating to your invoice then you should contact the auctioneer directly.

Question:

[I have registered for an auction but it says I am 'Pending Authorisation'](#)

Answer:

This means that you are waiting for the auctioneer to authorise you to bid at their auction. Once you have been authorised by an auctioneer you will receive an email stating so. You will then be able to leave Autobids and bid live.

If you have any questions about your registration status then you will need to contact the auction house directly.

Question:

[What additional costs of bidding at auction?](#)

Answer:

**Buyer's Premium** - This is the cost the auction house charge for their services, it varies from auction house to auction house. Usually VAT is added on to the buyer's premium but is sometimes it is included, this will be made clear in the 'Auction Info' area, the lot page and the auction house terms and conditions.

**VAT** - In addition to the VAT on the buyer's premium, you may also be charged VAT on the hammer price as well. This tends to be for brand new goods or special items that require it.

Internet Surcharge

**Free Registration** - If you chose this option you will also pay 3% of the hammer price for bidding online. This charge will be included in the invoice you receive from the auction house and will also have VAT added to it if the auction house is VAT registered.

**Flat Fee** - If this option is selected you will pay a flat fee including VAT for the online bidding service, this is taken regardless of whether you bid and is taken directly from your registered payment card.

**ARR** - Artists Resale Rights are applicable to some works of art valued over €1000. All this information is visible in the auction info on each auction catalogue, and on the lot page. Every auction house and lot is different so we highly recommend that you view each lot you wish to bid on so you are aware of the additional cost that are added, and if you are still unsure contact the auction house..