**How to Buy**

**Registration** - Come in during our opening hours to register to bid and receive a Bidding Number.

**Bidding -** Attend the auction and bid using your bidding card. Bid online via the ‘online auctions’ tab at the top of the page. If you are unable to be there on the day or just a bit nervous about bidding yourself you can leave bids with the auctioneer or staff who will bid on your behalf; or we can call you as your item comes up for sale so you can bid from wherever you are. Items are sold as seen and the Auctioneers decision is final.

**Payment -** On the day of the auction Cash, Card and Bank Transfer are accepted (except American Express & Diners). Any other payment day, type, or refund has to be by arrangement with the auctioneer or staff.

**Buyer Premium Donation** - We ask 20% of the sales price as a donation to the charity, this will be added when you pay for the items you bought. Please let us know if you are able to Gift Aid this.

**How to Sell**

**Registration** - Contact Us to register to sell items. Is it treasure or not? We can come to your property to appraise items for a small charge. We do not sell bric-a-brac, beds and some white goods. All items accepted into the auction will be at the discretion of the auctioneer.

**Reserve Prices -** We will discuss a price that you will be happy to sell your items at, and if they don't reach this amount, we will not sell them. We do not reserve items that are valued at under £50. The Auctioneer has a 10% discretion on the hammer price. Once a reserve is set and the auction is live it cannot be changed.

**Vendor premium donation -** We ask 20% on the sale price, or a minimum of £5 as a donation to the charity. Please let us know if you are able to Gift Aid this.

**Handling** - We ask £3 per lot to set up your items ready for sale. We ask £2 per unsold lot. All donations will be credited / deducted prior to us making payment to you. Once items are in a live sale they cannot be withdrawn.

**Unsold items -** All unsold lots will be reconsidered for a later auction or must be collected within 7 days of the sale. We'll discuss this with you.Refusing to sell an item that has met is reserve will incur a charge of £25 per lot.

**Collection & Delivery Service**

**Collections from your home** - We ask for a Transportation donation of £95 per hour to take items to the Auction House, based on the item. Please arrange this with the Auctioneer or staff.

**Collecting your new items** - A porter will collect your items in the auction house and help you pack your vehicle if required.

**Delivery is available on request**- Please ask for further information.

**Storage** - If you have any unsold items or have bought items that are not collected on the day of the auction, there may be a storage charge if they are not collected within 7 days, without having an agreed collection or delivery date.