



Bidder Frequently Asked Questions (FAQs)

What do I do when I receive a verification error while registering?

This is most likely due to the fact that your account has previously been verified. If you see your name + profile page at the top right of your page when you get this error, your account was in fact verified and you will just have to click off of that page. If you still see the Sign in link, please request that a new verification email be sent to you. You will be able to do this in the sign in box.

Resending the verification email: If you would like to have the verification email resent to your registered email address, go to the www.liveauctioneers.com homepage and click on the "Sign In" link at the top of the page and the sign in box will appear. On the right hand side of the sign in box it will read: "If you've created an account and you are still having trouble logging in, please click here". Click on the blue "here" link to go to the verification request form.

**Please remember to check your spam/junk folder for LiveAuctioneers emails.*

I cannot log into my account and the passwords you are sending me do not work.

In order to log into your account, please be sure that you have verified your account. After creating your new account, you are sent a verification email with a link in the email that reads "Verify me". You must click this link in order to complete your sign up. If you continue to experience difficulties logging in, please reset your password.

Requesting a new password: If you have forgotten your password or would like to request a new one: Go to the www.liveauctioneers.com homepage and click on the "Sign In" link at the top of the page and the sign in box will appear. On the right hand side of the sign in box it will read "If you've forgotten your password please click here". Click on the blue "here" link to go to the password request form.

**Please remember when attempting to log in using the temporary password, you must manually type in the password. Do not copy & paste it. Also make sure that you are using the most recent temporary password we have emailed you as with each new reset the previous password will be disabled.*

How do I sign up for an auction?

You must first login to your LiveAuctioneers account.

Once logged in, go to the www.liveauctioneers.com home page or to the Auction house catalog page and click on the green Sign Up for this Auction box.

How do I get approved?

You must register and sign up to bid with the auction house (approval time varies from each auction house).

Auction houses have different criteria set for bidding approval in their auctions, while some sale rooms approve all who sign up, others may have more stringent requirements. If you have been approved to bid by the auction house you will be notified via email and on your profile page.

**Note: LiveAuctioneers merely facilitates online auctions for auction houses; we under no circumstances manage bidder approval.*

For additional help, go to: <http://www.liveauctioneers.com/help/bidders/>



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If I place another absentee bid will I be bidding against myself?

No, the LiveAuctioneers console has been tested under numerous scenarios and does not allow for absentee bidders to bid against themselves. If you have left multiple bids all bids will be sent, but the bidding console will only bid competitively on behalf of the higher bid.

How do I retract my absentee bid?

In order to retract your bid, simply go to your profile page and scroll to the item you wish to retract your bid and click on the red X link next to it in the "Retract" column.

*Absentee bids can not be retracted less than 1 hour prior to the listed auction start time and it can only be retracted by the bidder.

Why was my absentee bid not sent?

Bids are not sent if...

- 1) Your sign up is still pending with the auction house and you have not been approved yet for on-line bidding.
- 2) Your approval was declined by the auction house in which you can only view/watch the auction Live.
- 3) Your absentee bids were approved by the auction house later than one hour prior to the start time of the auction.

Why can't I bid live?

In order to bid live you must first register and be approved for on-line bidding by the auction house.

If you have been approved and the console states "Sorry, you can only view" please close the console, go back to the LiveAuctioneers homepage, refresh your page and then click on the "Bid Live" link to activate the bidding console.

How do I know if I am the high bidder?

To keep LiveAuctioneers a safe place for buyers, LiveAuctioneers masks the absentee bid amount.

Competing bidders cannot view your absentee bid amount in the "Other Bids" section. All bids are kept confidential from the auction house and competing bidders.

How do I know if I have won an item? Do I get a winning bidder notification?

All items that you have won will be listed on your profile page within the "Lots Won" link immediately after the auctioneer hammers the item during the live auction.



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How do I pay for the items/lots I have won?

LiveAuctioneers does not accept payment or process payments from bidders. All payments for items won must be made to the auction house directly.

Please check your email for an invoice from the auction house or you can also contact the auction house directly with payment inquiries if they were not disclosed within the terms and conditions.

How do I view hammer prices?

Post auction data is available after each auction. Log onto our homepage at www.liveauctioneers.com and scroll down to the bottom, you will notice a header that reads "Completed Auctions". From there you can click on the auction that you wish to view post auction information on. Next to each item it will display the hammer price for each item.

Completed Auctions: <http://www.liveauctioneers.com/antiques-collectibles/browse/archive/page1>

*It can take up to 24 hours for the post auction data to be viewable after the online auction has been closed.

My account has been suspended.

Due to outstanding disputes filed by the auction company/companies your account on LiveAuctioneers.com has been suspended. In order to resolve these disputes please contact the auction house(s) directly.

An email has been sent to your registered email address at LiveAuctioneers with further details on your outstanding disputes.

If you have absentee bids on upcoming sales they will not be sent until ALL outstanding disputes have been resolved. Once resolved you will also need to contact any auctions with pending bids to let them know your account has been reinstated.

If you have any questions please contact info@liveauctioneers.com