THESE ARE SOME OF THE QUESTIONS KIDD FAMILY AUCTIONS OFTEN GETS ASKED. HOPE YOU FIND IT HELPFUL!!

WHAT IS THE BUYER'S PREMIUM PERCENTAGE CHARGED BY KIDD FAMILY AUCTIONS?

There is a lot of overhead to running this business, so we charge a fee to the buyer and the seller. We are trying our darndest to keep it as low as possible. Our BP is 5%. This will be added to the bottom line of your invoice.

WHAT IS THE PERCENTAGE RATE CHARGED TO CONSIGNORS TO SELL WITH KIDD FAMILY AUCTIONS?

We work for the consignor, and we do our best to make this a smooth process. The service we provide is often the same for the sale of a low dollar item as it is for a big-ticket item. So we adjust the commission based on quantity and quality of the consignment. The rate is never higher than 40% and can be as low as 1% (for real estate). Give us a call or send an email to discuss your individual situation.

Consignment rates for the "Straight Shooter" Sale are usually 20% on firearms and 25% on everything else. Give us a shout (call, text, email) to confirm.

The commission you pay will be well spent on an extensive marketing campaign that includes print, radio, TV and social media advertising. We won't charge for pickup, storage or administration.

HOW DO I BECOME A CONSIGNOR WITH KIDD FAMILY AUCTIONS?

Let's start by having you read the info page found under the link in the menu bar at the very top of our website home page. Click here (https://kiddfamilyauctions.com/how-to-consign/) or on 'How to' in the menu bar.

Never let the process overwhelm you. We're here to help and we're here to answer questions.

HOW DO I BID IN YOUR AUCTIONS?

All our sales are on-line with an in-person preview. Most of the auction previews are at our home office base in Melancthon, north of Shelburne. 438280 4th Line Melancthon. It's the south-west corner of Cty Rd 21 & 4th Line. Sometimes we sell from a location. Like when we're doing a business close-out. That address will be supplied in the auction listing.

In order to bid on-line you have to register to bid with our Kidd Family Auctions online platform.

Registration isn't difficult but we understand if you aren't computer savvy so we're here to help.

Call anytime.

If you don't want to bid on-line you can speak to us about leaving an absentee or proxy bid. In this case we will bid on your behalf. You decide what suits you best and we'll be happy to make it happen.

There is a fee to bid. It's 5% and that amount will be added to your invoice. Please note, this isn't money we put in our pocket. This is what the bidding platform charges us. We only recoup our cost.

In this day and age bidding is a global affair. We're happy to have bidders joining in from other countries. Please check your countries regulations regarding shipping, brokerage and restrictions before you bid from outside of Canada. Of course, if you have questions give us a call and we'll do our best to help.

WHAT IS A SOFT CLOSE?

A soft close is a feature that helps the bidder. An individual can't enter a bid at the very last second hoping to secure an item and not give anyone else a chance. Last second bidding just wouldn't be fair. Instead, if a bidder enters a bid within the last minute the countdown clock will add 2 minutes onto the closing time. This allows the back bidder to enter another bid if they choose to.

One item in the auction will start to close every 15 to 60 seconds. This timing varies based on the type of auction we're hosting.

The lot will not sell until all bidders have stopped entering new bids.

CAN BIDDING MISTAKES BE CORRECTED?

When you place a bid, you are entering into a contract. It's the buyer's responsibility to practice "due diligence". We want you to be happy with your bids. Please ask questions before you bid.

If you bid, you can't cancel your bid. You have entered into a contract to pay. If you by mistake, enter an extra zero ($5000 instead of $500), then call us, we'll try to help, but make no promises.

Remember to take into consideration tax, buyer's premium, credit card fees and shipping costs when you are placing a bid. Shipping fees only apply if you are unable to pick up your winnings in person.

WHAT HAPPENS IF TWO BIDDERS PLACE THE SAME DOLLAR AMOUNT ON AN ITEM?

That is a tie bid. When two bidders enter the same amount, the bidding platform will award the winning bid to the bidder who entered their bid first. It will appear strange that someone else won but it is simply a matter of timing.

We also strongly recommend that you refresh your computer screen often to make sure your internet is keeping up with the action. Sometimes bidders say that they believe they won but then the item goes to someone else. This can be due to other bids coming in but your internet does not keep up. Refreshing the system will help you see the most current bids.

HOW DO I KNOW WHAT I WON AND HOW DO I PAY FOR MY WINNING?

At the conclusion of the auction, you will receive an invoice outlining your winnings and the amount owing. Attached to the invoice will be a note to remind you about the pick-up and shipping details.

We accept cash, cheque, debit, e-transfer, Visa, MC, and AmEx. We are also happy to deduct your purchase from your profit if you were a consignor in the current auction.

E-transfers must be sent to lyn@kiddfamilyauctions.com immediately after the sale (we can't wait on these). Shipping must be paid by credit card.

Paying by any means other than credit card saves you the 3% convenience fee.

When you register with our Kidd Family Auction bidding platform, you are asked which means of payment suits you. The method you pick is the way you will be charged.

If you are paying by cash, cheque or debit you'll be able to do that when you pick up your winnings.

Friends and family can pick up your winnings. If they are picking up items that require a PAL it will be necessary for them to show their PAL to us before items are released.

WHAT IS PAL VERIFICATION?

If you are bidding in one of our “Straight Shooter” Sales, then you’ll know that a portion of the items being sold can only be sold to people who hold a valid **Firearms Possession and Acquisition Licence.**

In order for us to verify that the individual's licence is in good standing with the RCMP we require personal information, PAL number, expiry date, DOB, address, gun club, etc. These questions are asked when you register to bid.

Kidd Family Auctions cannot release any firearms or ammunition if your PAL has not been verified and a verification code has been received by us, through the RCMP portal. Verification codes are valid for 90 days.

If you are bidding in any other type of auction that we host, then just ignore any reference to PAL, verification or RCMP data.

WHEN WILL YOU SHIP THE ITEMS I WON?

Shipping after any sale is a monster undertaking. We will sometimes have as many as 2000 boxes that have to go out the door. In order to make this happen quickly and smoothly we bring in a team of staff members who work tirelessly for days following each auction to complete the task. Our goal is to have everything out the door within a week of the conclusion of the auction.

You can help make this process easy by getting your payments in quickly. Send EMT’s to lyn@kiddfamilyauctions.com Make sure your registration info on the bidding platform includes a street address not just a PO Box number. Be sure your postal code is correct. Make sure we have your full name (first and last) not just initials. Confirm that your credit card number & expiry are current and correct.

Most of the parcels will ship via Canada Post. Ammunition must go via courier. Couriers will not ship to a PO Box. Courier rates vary. When we ship, we check to see which company will get your parcel to you at the lowest cost. If you do or don’t want your parcel insured, you’ll need to let us know.

Kidd Family Auctions ships **at cost**. We never increase the amount you pay in order to pad our own pockets.

No matter how hard we try to package items well there is still a risk of damage during shipping. Please don’t point a finger at us. We really do try hard. We will not be held liable for damage during shipping.

If we are shipping firearms or ammunition the person receiving the package must be over 18 and hold a valid PAL. Please, please, please be sure the shipping address you provide is accessible to couriers and an appropriate adult will be there to receive it. Again, we are not

responsible if a package gets returned to us due to inaccurate information supplied by you. Non-Canadian bidders might want to contact us prior to bidding. Let's be sure it's going to be an easy process for you.

IF YOU THINK OF ANOTHER QUESTION, GIVE US A SHOUT. IF YOU THINK OF A QUESTION THAT SHOULD BE INCLUDED HERE TO HELP OTHERS…. GIVE US A SHOUT.

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