

## BC Auction Frequently Asked Questions



**1. Q. How much does it cost to register?**

A. Registration is free; anyone with a valid email address can register and bid from any computer. There are no buyers fee's either, all you pay is your high bid plus shipping and applicable taxes.

**2. Q. Why are PST & GST charged on second hand goods sold to the general public?**

A. Asset Investment Recovery Branch is subject to the terms and conditions of the "Business Licence By-Law 1985". Any individual or group that holds a business licence is obligated to collect PST & GST from sales to the General Public. (Business Licence #9198, District of Saanich).

**3. Q. How do I pay for an item I won**

A. Payment for BC Auction items is by Visa, MasterCard or American Express through our on-line checkout.

**4. Q. Is payment online secure?**

A. Online payments are handled through a BC Government server and are completely secure.

**5. Q. I keep placing bids and keep getting outbid immediately, what is going on?**

A. BC Auction uses a process called "Proxy Bidding". This is the standard for online auctions (eBay, etc.) Proxy bidding is an automatic bidding system to make bidding on auctions more convenient for buyers. When you bid on an auction style listing you will be placing bids using this method.

**6. Q. How Does Proxy Bidding work?**

A. When you place a bid, you enter the maximum amount you'd be willing to pay for the item. Your maximum amount is kept confidential from other bidders and the seller until your maximum bid has been exceeded by another bidder. The BC Auction system compares your bid to those of the other bidders. The system places bids on your behalf based on bid increments (see below), using only as much of your bid as is necessary to maintain your high bid position. The system will bid up to your maximum amount. If another bidder has a higher maximum, you'll be outbid right away. BUT, if no other bidder has a higher maximum, you win the item. And you could pay significantly less than your maximum price! This means you don't have to keep coming back to re-bid every time another bid is placed.

**7. Q. What are the bid increments?**

Current Price	Bid Increment
\$0.00 - \$24.99	\$0.50
\$25.00 - \$199.99	\$1.00
\$200.00 - \$499.99	\$5.00
\$500.00 - \$999.99	\$10.00
\$1,000.00 - \$2,499.99	\$25.00
\$2,500.00 - \$4,999.99	\$50.00
\$5,000.00 and up	\$100.00

**8. Q. What if I change my mind, can I retract a bid?**

A. It is the buyer's responsibility to determine the suitability of an item. Bidders should ask any questions before placing a bid. Once a bid is placed, it cannot be retracted and the high bidder is obligated to purchase the item at the high bid price. Failure to honour a bid will result in the cancellation of your BC Auction account.

**9. Q. Can I return a BC Auction item?**

A. As with any auction, there are no returns

**10. Q. Can I pick up my item to save on shipping?**

A. Yes, just contact us to advise that you will be picking up the item and we will issue the invoice without shipping costs. Payment should still be processed online using a credit card to avoid delays in pick up.

**11. Q. I have paid for my item, now what?**

A. We will ship within 48 hours of receiving payment. Most items are shipped via mail.