

WARRANTY

Why do I have to pay a warranty?

Warranty auctions require each bidder to pay a warranty. This warranty is a one-off payment so that you can bid in all warranty auctions. This is done to ensure that only solid and reliable bidders participate in the auction.

Pay your warranty on time!

Pay your warranty promptly. Failure to pay on time may result in your account not being activated in time for you to participate in bidding. Pay your warranty at least 24 hours before the online auction closes to ensure you can bid confidently.

How do I pay the warranty?

To pay a WARRANTY, transfer **1.000 EUR** to one of our third-party accounts:

1.	ING	BE35 3200 4641 1237	BBRUBEBB
2.	KBC	BE13 4136 2057 5139	KREDBEBB
3.	BNP	BE86 2930 0767 2250	GEBABEBB
4.	BELFIUS	BE20 0688 9652 5456	GKCCBEBB

In the notification you mention: "**WARRANTY + your client number**".

If you want us to keep your warranty on an ongoing basis, state in the notification: "**WARRANTY CONTINUOUS + your client number**".

You can find your client number in your My Auctim account.

As soon as we receive your warranty, your account will be activated on all warranty auctions and you will be able to bid.

How is the warranty refunded?

The warranty is automatically refunded 60 days after the date of payment. After the refund, you can, as a bidder, again provide a warranty for a period of 60 days.

In certain cases, however, a refund of the warranty is not possible. Please check whether you meet the conditions below:

1. You must not be blocked as a bidder.

2. You must not be the highest bidder on a lot from warranty auctions.
3. You have paid all your invoices.
4. You have collected all the lots.
5. You have no open files with customer service.

How is the 'continuous warranty' refunded?

The continuous warranty allows you, as a regular bidder, to keep your warranty in place so that you don't have to set a new warranty each time. The continuous warranty remains in control of Auctim until we receive your request for a refund.

How long does it take to refund the warranty?

All warranties are automatically refunded 60 days after payment to the account from which it was received.

The refund will be processed within 5 working days, provided you meet the conditions for refund.

For the refund of your warranty, you must click the 'Request Refund' button under 'Warranty' in your 'My Auctim' account.

Why can't I bid after paying a warranty?

If your account is blocked, you cannot bid. Your account will be blocked due to non-payment and/or overdue payment. After payment of the outstanding amounts, you can bid again in the warranty auctions.

When will my warranty be retained?

The warranty will be retained if the bidder fails to pay and the auction board will be obliged to apply the forfeit procedure.

Can my warranty be offset against my payments due?

The warranty is not offset against the amounts payable by the buyer. The reason is that the financial records are automated and cannot make offsets against warranties. We are working to further automate this but in the meantime this is not possible.

Refunds of warranties are always made to the same account number from which the warranty was previously paid.