

## Rough Emerald Auction – Warranty

To ensure a fair, safe, and smooth bidding process for this exclusive rough emerald auction, Auctim uses an automated warranty system. Without this warranty, you cannot place bids or request a viewing.

### What is the warranty?

The warranty is a payment that confirms you are a serious and genuine bidder. Once your warranty has been received, you can place bids. As long as you are not the highest bidder or have no outstanding payments, you can request a refund of your warranty at any time, free of charge, via your My Auctim account.

### How much is the warranty?

To bid on lots in this auction, the following tiers apply:

<b>Total of your bids</b>	<b>Required warranty</b>
Less than €250,000	€25,000
€250,000 – €500,000	€50,000
More than €500,000	€100,000

Note: A minimum warranty of €25,000 applies for this auction. When you attempt to place a bid, our system will automatically check if a warranty is required. If so, you will immediately have the option to pay it and proceed with bidding.

### Why do we require this?

This auction includes large quantities of high-value rough emeralds with international interest. The warranty is intended to:

- Prevent false bids and non-paying buyers from disrupting the auction process.
- Ensure that only serious buyers participate, making it fairer for everyone.
- Give other bidders the confidence that they are buying in a professional environment.
- Ensure a smooth and secure transaction after the auction, both administratively and logistically.

## Viewing

A warranty is also required to request a viewing. Visit [auctions.auctim.com/emerald-auction](https://auctions.auctim.com/emerald-auction), fill out the form at the bottom of the page, and you will receive a payment request via email. After paying the warranty, you can schedule an appointment to view the lots.

## Practical Info

- You can request the return of your warranty via your My Auctim account. This action is automatic and irreversible once initiated. You will be unable to place bids until the warranty is paid again.
- Auctim does not charge any fees for making or returning the warranty.
- The warranty is not automatically deducted from the amount of any successful purchase. After the auction, you will pay for your won lots via a separate transaction.

## Questions or Need Assistance?

Visit [auctions.auctim.com/emerald-auction](https://auctions.auctim.com/emerald-auction) or contact our customer service team. We're happy to help.

---