

Rough Emerald Auction – Warranty

To ensure a fair, secure, and smooth bidding process, Auctim uses an automated warranty system. Without a warranty, you cannot place bids.

What is the warranty?

The warranty is a prepaid amount confirming that you are a serious bidder. If you are not the highest bidder and have no outstanding payments, you can request a full refund of your warranty at any time via your My Auctim account.

How much is the warranty?

Total of your bids on Auctim.com	Required warranty
Less than €250.000	€25.000
€250.000 – €500.000	€50.000
Over €500.000	€100.000

When placing a bid, the system automatically checks if you have a valid warranty. If not, you will be prompted to pay it. After payment, you can immediately continue bidding.

Why do we require this?

The warranty provides security for all parties. This auction includes large volumes of high-value rough emeralds with international interest. The warranty is meant to:

- Eliminate fake bids and non-paying buyers
- Ensure that only serious bidders participate
- Build trust among bidders
- Streamline administrative and logistical follow-up

Practical information

- You can request a refund of your warranty via your My Auctim account. Once refunded, you will no longer be able to place bids unless you pay the warranty again.
- Auctim charges no fees for paying or refunding the warranty. The refund is processed immediately but depends on bank processing times.
- The warranty is not automatically deducted from any purchase amount. You pay for your winning lots via a separate payment.

Questions or need assistance?

Visit auctions.auctim.com/emerald-auction or contact our customer service.