



### **How do I find the auction?**

Visit: [https://www.liveauctionworld.com/Sunrise-Estate-Services-Ltd\\_ae2586](https://www.liveauctionworld.com/Sunrise-Estate-Services-Ltd_ae2586) to view past and current auctions.

### **How do I register for the auction?**

Once you are in the online bidding catalogue for the auction look for the "Register to Bid" link. This link will allow you to set up your bidding account and participate in the auction.

### **Why do I need a credit card to register for the auction?**

We require either a Visa or Mastercard during the registration process to protect everyone involved in the auction. The process verifies proper addresses and is used for authorization only. A \$1 CAD authorization, not a charge, is placed on the card to ensure that it is a valid card.

### **What is an online auction?**

An online auction is similar to a live auction except that it is conducted entirely over the internet. In effect, the software system is taking the place of the auctioneer in controlling the bidding and closing of the lots being sold.

### **What is the automatic bidding extension?**

If an item receives a bid during the final minute of the count-down clock there will be an automatic bidding extension: the bidding clock will be extended by two minutes – for that item alone. The time extensions continue until there is a two-minute period during which no bidding takes place on the lot.

The extended bidding on one lot does not affect the closing of other lots – other lots in the sale will continue with their individual countdowns. It often happens that active bidding can extend the time period on an individual lot for an extended period.

### **How do I set up an online bidding account?**

PO Box 5071 75D Shep Street, Spruce Grove, AB T7X3A2 Phone: 780-722-0101

Website: [www.sunriseestateservices.ca](http://www.sunriseestateservices.ca)





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If this is your first time registering you will need to click “create account” you will be asked to provide personal information and register a credit card on the sign up page.

If you have previously registered you can enter your username and password and proceed with registering for the auction.

### **What is a buyer’s premium and how much is it?**

In auction terms, the buyer's premium refers to a percentage additional charge on the hammer price (winning bid at auction) of the lot that must be paid by the winning bidder. It is charged by the auctioneer to cover administrative expenses.

The average buyer's premium is 15% - this may vary from auction to auction or item to item please check the auction details for more information.

It's recommended that you have your maximum bid amount planned out, so you can do the calculations of the additional fees prior to bidding.

### **How do I bid?**

Each lot in the auction has a clearly marked bidding window. Once you are registered for the auction there are two ways to bid:

You simply indicate the maximum amount you wish to bid in the window where indicated and click on the “Place Bid” button. You will be taken to a confirmation screen that will ask you to either “Confirm Bid” or “Cancel Bid”. If you have not yet logged in you will be asked to do so in order to confirm your bid. Please note that by confirming your bid you are entering into a legally binding contract with the auction house to pay for your successful bids plus the applicable buyer’s premium and taxes.

Bid in real time as each lot is closing just like live auctions. You will be required to bid, and confirm your bid, for each increment that you are advancing. In effect, you are taking the same steps as in the method above, but are not disclosing your maximum. You are doing the work instead of relying on the software.

### **How much should I bid?**

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It's entirely up to you, the simplest way is to always indicate your top bid - the amount to which you would bid if you were attending an auction in person. The bid submitted is similar to the live auction's absentee bid. In effect, the software will hold your bid in confidence and will bid on your behalf, against competing bids, according to the published increments up to the amount you are prepared to bid.

### **Can I retract a bid?**

**YOUR BID IS A CONTRACT.** Place a bid only if you are serious about buying the item. If you are the successful and winning bidder, you have entered into a legally binding contract to purchase the property.

Bids left online (even bids left in "error") are legally binding and non-retractable.

The retraction of online bids causes confusion for all other bidders, and may cause a situation where someone who has received their 'outbid' notice has already allocated that part of their budget to another item.

If the retraction of bids becomes onerous or irresponsible you may be prohibited from participating in the auction.

### **What are bidding increments?**

Bidding increments are typically \$2 as the bidding increases so may the bidding increments. The details will be on each lot.

### **I live outside of Canada, can I still bid?**

Of course! We welcome the participation of all our international friends and will do all we can to assist with post-auction arrangements.

The auction is being conducted in CAD.

All auction items are located in, and will be shipped from Alberta, Canada.

### **How do I know when the auction is over?**

You will see no time left on the clock on a currently refreshed online auction page. You will also view a statement that the auction bidding is now closed.

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### **I am the highest bidder. What do I do?**

Congratulations! After the auction we will send you a notification by email and an electronic invoice.

### **How do I pay for my items?**

According to the terms and conditions of the auction, bids left online or through any other means of absentee bidding will be processed according to the credit card information provided at the time of bidding. If alternate payment arrangements are required you must contact the auctioneer. Generally speaking credit cards are charged for all winning bids, once the auction has concluded.

### **How do I pick up my purchases?**

The details for pick ups are listed on the auction details and important notices on the auction site. The pick up dates and times available will be listed, please ensure that you can pick up your items during the allotted dates and times. The address of pickups will be emailed to you and can be found on the details of your invoice for your winning bids.

If you have any questions please feel free to contact us at 780-554-7218 or [boxton@sunriseestateservices.ca](mailto:boxton@sunriseestateservices.ca)

Have fun and Happy Bidding!!!

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