

## WARRANTY

TIP: Pay your warranty on time, preferably 24 hours before the closing of the Online Auction you want to participate in. Last minute payments may not be processed in time for you to participate in the Online Auction.

### 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.

All WARRANTIES are automatically refunded 60 days after payment. After the refund, you as a bidder can re-establish a WARRANTIES for a period of 60 days.

If you wish, you can notify us to hold the WARRANTY on an ongoing basis until you request a refund.

### How do I pay the WARRANTY?

To pay a WARRANTY, transfer 1.000 EURO 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 e-mail address" (only use the e-mail address of your registered Auctim account!) (the @ must be mentioned as "at").

If you want us to keep your WARRANTY on an ongoing basis, state in the notification: "WARRANTY ONGOING + your e-mail address" (use only the e-mail address of your registered Auctim account!) (the @ must be specified as "at").

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

If you wish to activate your account more quickly, please send an e-mail to [finance.moyersoan@auctim.be](mailto:finance.moyersoan@auctim.be) with your proof of payment. We will then immediately take the necessary steps to activate your account.

## How is the WARRANTY refunded?

The WARRANTY is automatically refunded 60 days after the date of payment.

If you wish to have your WARRANTY refunded more quickly, please send an email to [finance.moyersoen@auctim.be](mailto:finance.moyersoen@auctim.be) with a request 'refund of WARRANTY' mentioning the 'email address' of your registered Auctim account.

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 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.

After 60 days, your WARRANTY will be automatically refunded unless you have requested to hold it on an ongoing basis. The refund will be processed within 5 working days, provided you meet the conditions for refund.

## 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.