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## IMPORTANT TERMS & FAQ's

**PHONE NUMBERS:** Each auction posted on Columbus Online Auctions is written or hosted by an independent contractor (Auction Manager). Each auction on the virtual shopping center site will have its own contact phone number and email address. Call, text or email the Auction Manager listed on the Auction site for any questions.

**ON DAY OF PICKUP:** Bring packing material and boxes for the items you have purchased. For oversized or heavier items you must provide your own tools and assistance for removal and loading of you items.

**"I DIDN'T GET AN INVOICE":** Invoices are sent before midnight of the day the auctions end, however on occasion it could be as late as 10am the following day. Columbus Online Auctions sends thousands of emails weekly. Please check your Spam File. Your ISP (Internet Service Provider), will at times put email into your 'Spam or Trash' box. Your ISP does this at random, forcing you to agree that our notices are not spam. If you feel the invoice is delayed call the AUCTION MANAGER at the number provided. NOTE: It is incumbent upon you to locate your invoice, find the location, or contact us prior to the end of the auction pick up time, in order to retain your bidding privileges. A copy of the invoice will be available at the Pick-Up location.

**LOSS OF BIDDING PRIVILEGES:** If you have failed to pay for an item, or failed to timely pick-up items, your bidding privileges may have been revoked. If acceptable to Gary Grizzle, Owner, your privileges may be restored by paying for the purchase in full or paying a 35% re-

stocking fee for the loss of revenue due to the items not having been sold.

**'BREAD BOX' TRANSPORTATION:** Only available on auctions offering this service. Bread Box Transportation to (7500 East Main Street, Reynoldsburg, Ohio 43068) is available on items purchased from applicable catalogs, only if the items are paid for by phone (along with applicable charges) within the pickup times posted. The window of time to pick up your items if "Bread Boxed" is 7 days. After 7 days, items not picked up will be considered abandoned and resold or disposed of. (You must notify the auction manager to make sure Bread Box is offered on this auction).

**BREAD BOX DEFINITION AND FEES:** Only available on auction catalogs offering this service. (If a particular auction catalog does not offer "Bread Box" transportation, there will be no opportunities for Pick-Up, other than the scheduled posted times and dates. ) A fee of \$5 Dollars can be assessed to your invoice for each 'Bread Box' sized item or group of items that may be brought back to our main warehouse (The Reynoldsburg Depot). This fee is estimated by the size of the old standard of measure, a 'bread box'. Larger items are impossible, but if it will fit into a 'bread box or smaller, or at least in a front seat of a car (multiple bread box's,) we can bring it back with us (please allow 24 hours for processing). The estimate is in the opinion of the Cashier or the Auction Manager. The actual size of a bread Box is 16" x 10" x 7", but it is up to our opinion to gauge the size of your purchase.. Examples; (How many 'bread boxes' is a lamp?) maybe two. A watch, a purse, 3 rings, 3 fishing lures and a contractors hard hat?.. All together, its only one breadbox.) If we agree to transport a slightly larger item, the fee would be multiplied by how many bread boxes would fit into that item (or vise-verse). **NOTE:** Bread Box items will only be transported if items are paid-in-full with a credit card before the end of the described pick-up time.

**SHIPPING AND HANDLING:** Prior to bidding, Please contact the Auction Manager for the availability of this service, If you are bidding on Glass, Pottery, China, or any delicate items we recommend you make arrangements to pick those items up. We do not typically ship these items and cannot guarantee the items arriving in tact.