

# Online Only Auctions Bidding Guide

2020

PHILLIPS

# How to register for a sale

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1

## Submit Form

Complete the online form with your contact details.

We will request identification documents from you for KYC requirements.

2

## Identity Check

We run automated checks on all clients to comply with “know your client” (KYC) legal requirements.

3

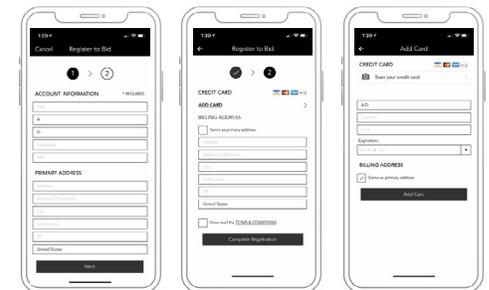
## Confirmation

You will receive an email notification once your registration is approved.



The screenshot shows the 'REGISTER TO BID' form on the PHILLIPS website. The form is divided into several sections: 'ACCOUNT INFORMATION' with fields for Name, Address, City, State, and ZIP; 'PRIMARY ADDRESS' with fields for Address, City, State, and ZIP; 'EXISTING CREDIT CARDS' with a section for 'ADD NEW CREDIT CARDS' containing fields for Card Number, Expiration, and Cardholder Name; and 'BILLING ADDRESS' with a checkbox for 'Use Billing Address as same as Primary Address' and a checkbox for 'I have read and agree to the Phillips Bid System Terms & Conditions'.

Website



The three screenshots show the mobile app registration process. The first screenshot shows the 'Register to Bid' screen with 'ACCOUNT INFORMATION' and 'PRIMARY ADDRESS' sections. The second screenshot shows the 'CREDIT CARD' section with 'ADD NEW CREDIT CARDS' and 'BILLING ADDRESS' sections. The third screenshot shows the 'BILLING ADDRESS' section with a checkbox for 'Use Billing Address as same as Primary Address' and a checkbox for 'I have read and agree to the Phillips Bid System Terms & Conditions'.

Mobile app

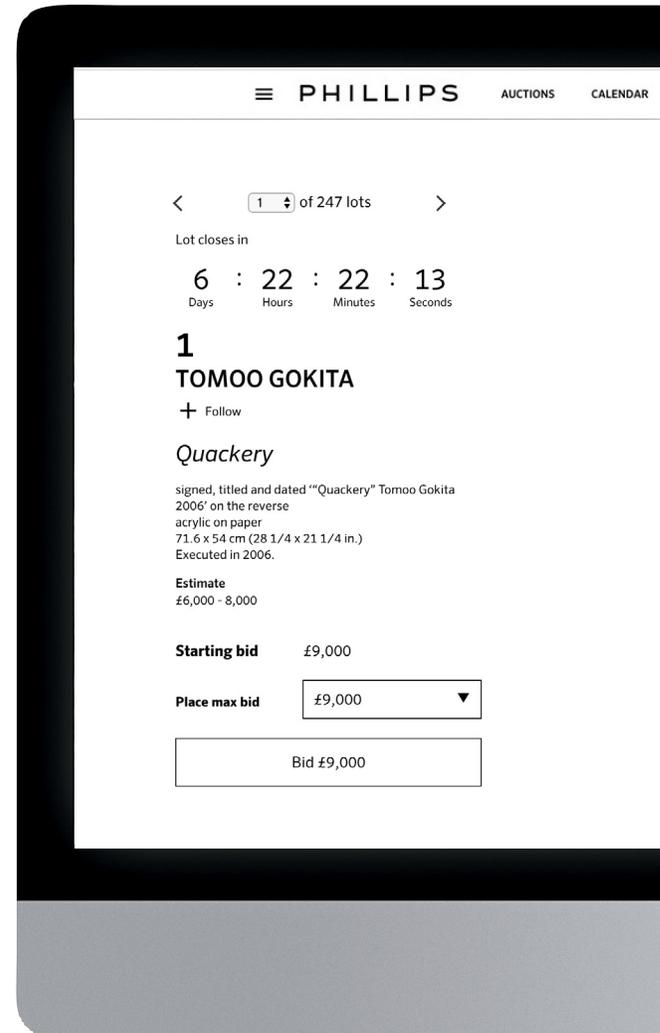
If we have any questions, a member of our Bids team will contact you.

# How to bid in an online only auction

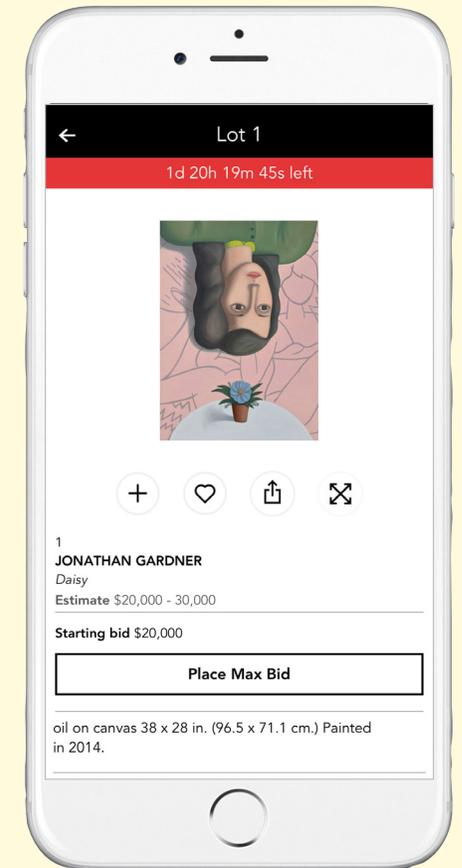
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## 1. Go to Lot Page

- You will be prompted to login or create an account if you are not already logged into your account.
- A countdown will appear at the top of the page/screen indicating the time remaining before bidding closes on the lot/sale.



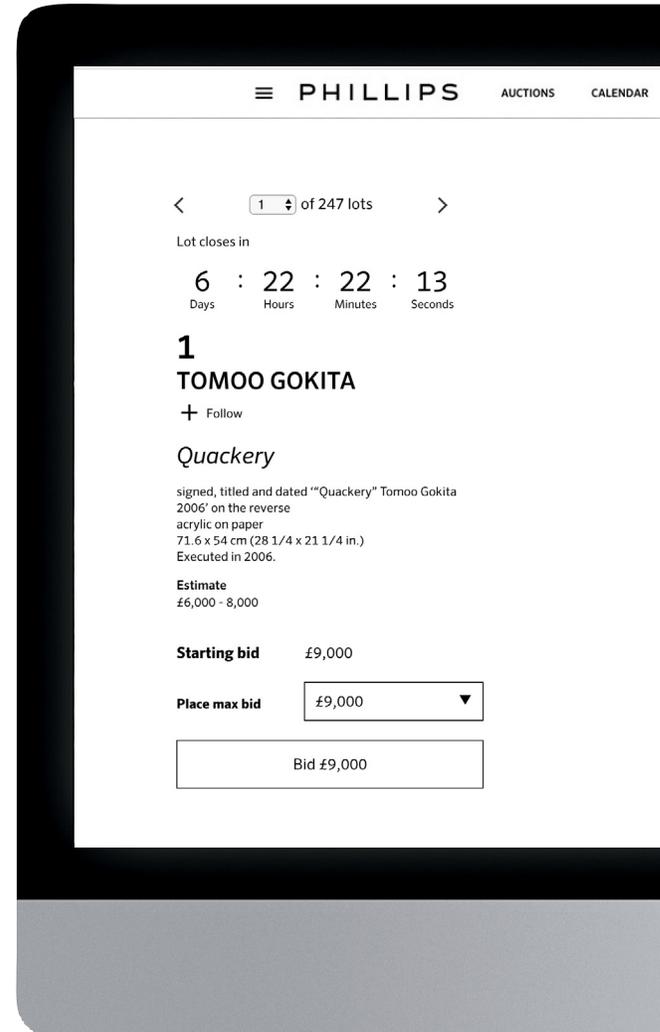
Website



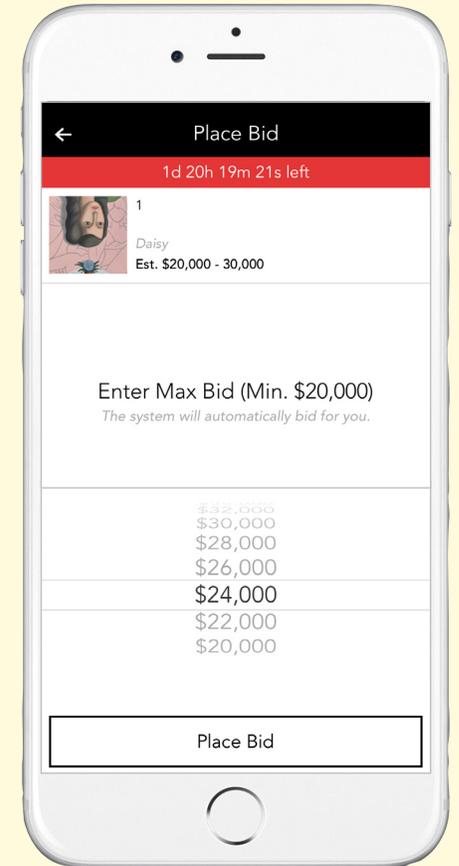
Mobile app

## 2. Place Your Bid

- You may place a single bid at the next increment (or at the Starting Bid, if no other bids have been placed) by clicking the 'Bid'/'Place Max Bid' button.
- Alternatively, you place a maximum bid, which will be executed on your behalf by the system against competing bids, by using the 'Place max bid' drop down menu (website) or 'Place Max Bid' button (app).
- Once you have placed your bid, it cannot be cancelled or reduced.
- Max bids may be increased at any time.



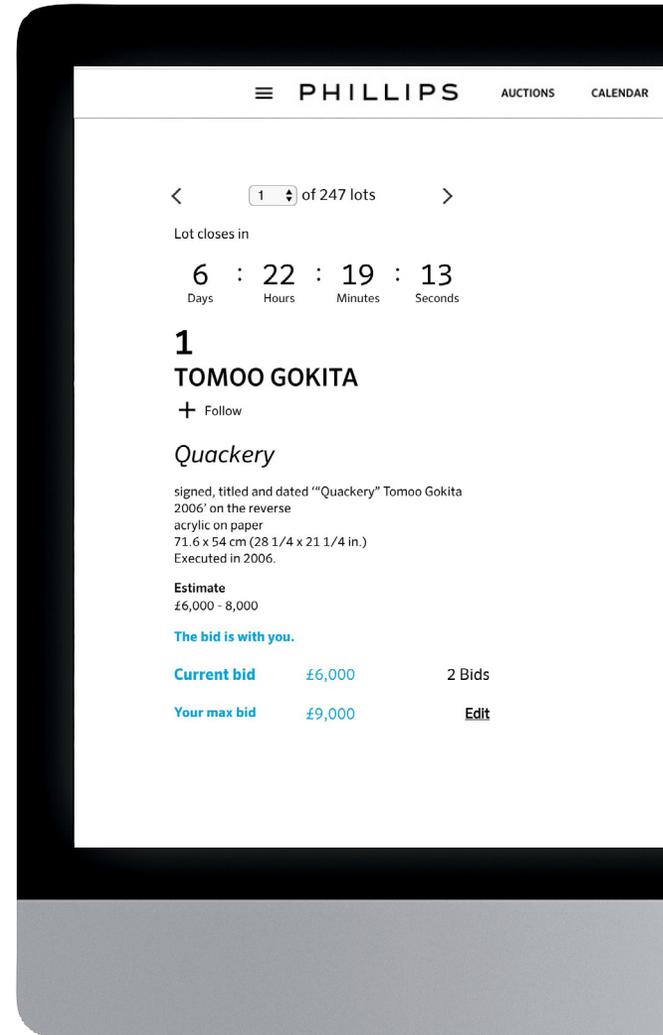
Website



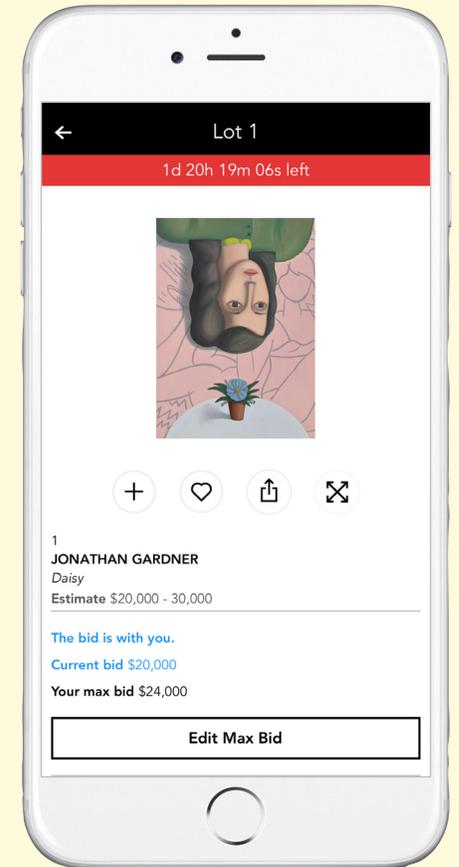
Mobile app

## 3. Receive Confirmation

- You will receive an email confirming your bid has been placed and the lot page will display “The bid is with you”.
- All current and past bids can be seen in ‘My Bids’ via the website or mobile app.



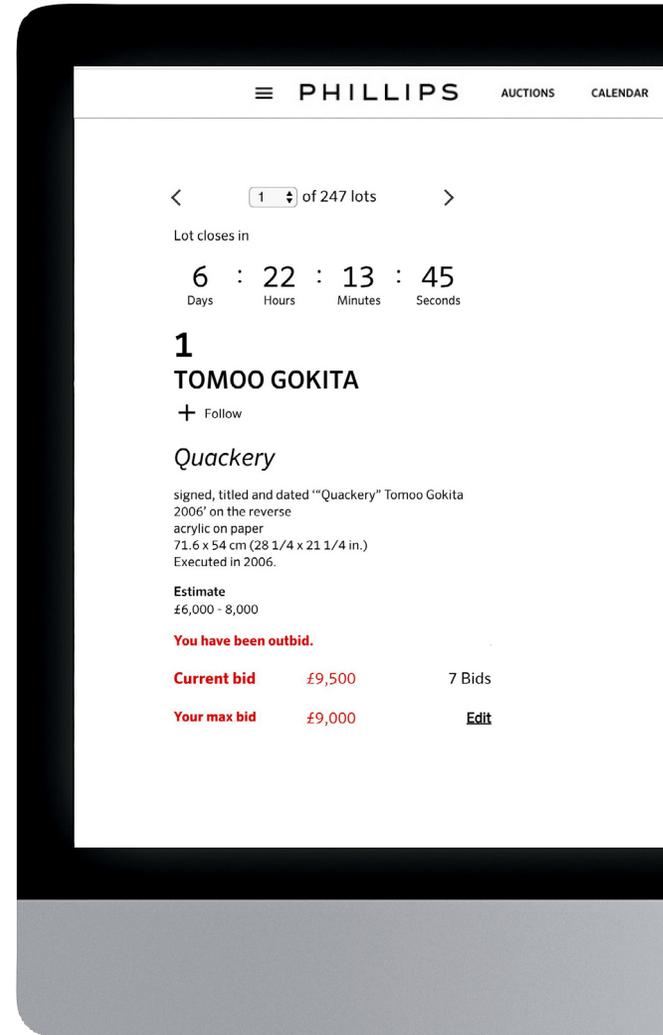
Website



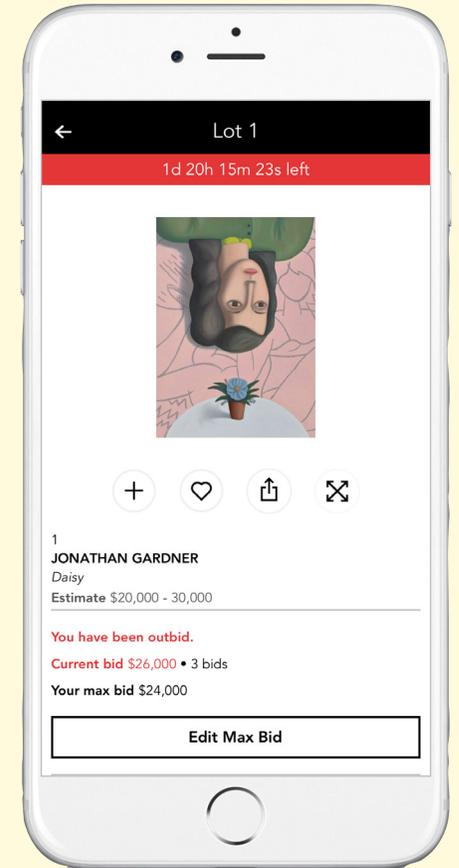
Mobile app

## 4. Competing Bids

- If your single bid or maximum bid amount is exceeded, you will receive an email notification.
- The lot page will display “You have been outbid”.
- You will then be able to place another single bid or increase the amount of your maximum bid using the ‘Edit’ link/‘Edit Max Bid’ button.



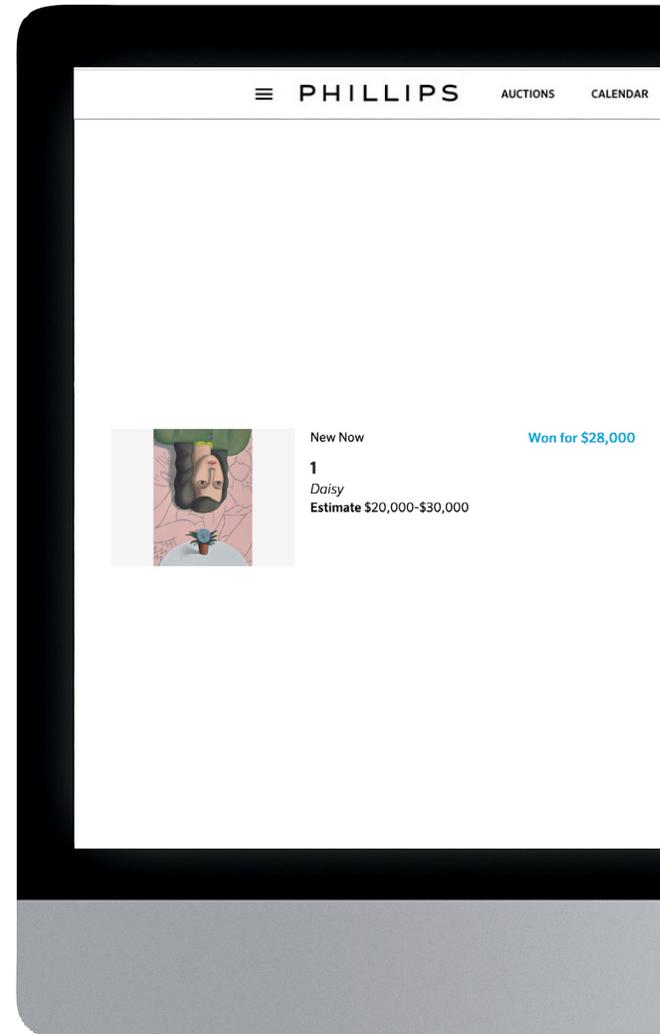
Website



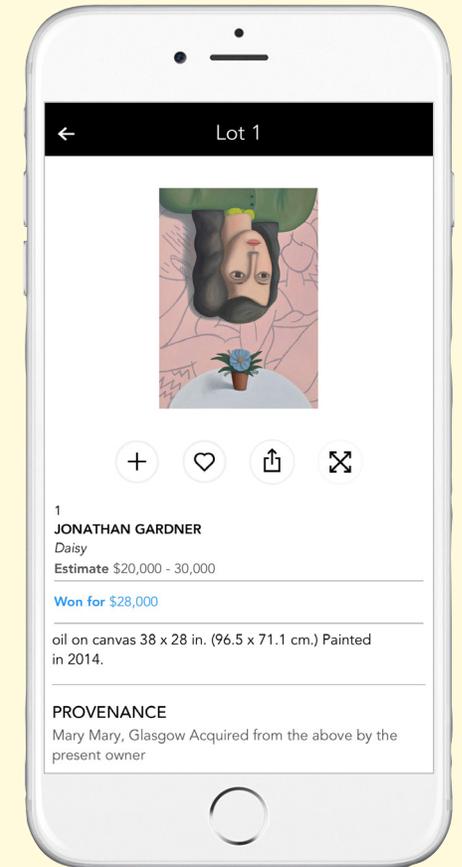
Mobile app

## 5. Successful Bidders

- Successful bidders will receive a confirmation via email immediately following the close of the entire auction.
- Successful bids will be reflected in 'My Bids' on the website and mobile app.
- You will receive an invoice via email together with shipping and payment instructions on the first business day following the auction



Website



Mobile app

## **Can I leave my bid at an amount that is not on the 'PLACE MAX BID' drop down menu?**

No. All bidding in an Online-Only Auction must be done on our standard bidding increments, as shown on the drop-down menu.

## **Can I cancel or reduce my bid if I change my mind?**

No. All bids placed in a Timed Online-Only Auction are final and cannot be removed or reduced to a lower amount once placed. You may, however, increase your bid at any time.

## **When does the bidding close?**

A countdown clock is displayed for the auction on the Digital Saleroom page, the main auction page, and the main bidding page. Some auctions may have a rolling close, with each lot closing a minute after the previous lot. For these auctions, the countdown clock on the main auction page will be counting down to the close of the first lot. Individual lot pages will have their own countdown clocks, indicating the specific closing time for that lot.

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**For a full list of online auction related questions, please visit our website:  
[phillips.com/buysell/online-only/faq](https://phillips.com/buysell/online-only/faq)**

# Questions?

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