



GREAT NORTHERN **RAILWAYANA AUCTIONS**

FAQs // Auction Info

www.gnrauctions.co.uk

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FAQs // Auction Info

What are the auction start and end times?

=> All lots in the auction will go live on the start date of the auction @ 4pm.

=> The lots will end at the following times on the final day of the auction >

- > Lots 1 - 50 > 12pm
- > Lots 51 - 100 > 12:30pm
- > Lots 101 - 150 > 1pm
- > Lots 151 - 200 > 1:30pm
- > Lots 201 - 250 > 2pm
- > Lots 251 - 300 > 2:30pm
- > Lots 301 - 350 > 3pm
- > Lots 351 - 400 > 3:30pm
- > Lots 400 + > 4pm

How payments work?

=> You will be able to pay for lots you win via

- > Credit / Debit Card (This doesn't include Amex)
- > Cheque
- > Bank Transfer
- > Over The Phone

You will receive an email / invoice for any won lots 2-3 days after the auction has ended and there will be a link on that email to pay and you will also be able to pay from your account on the site.

Once clicked you will be taken to a page to add any billing information and choose your payment method.

How Does Shipping & Delivery Work?

Shipping => Any items that will fit in a Jiffy bag will have a postage option of £20 p&p which is tracked and insured, that can be applied during checkout if required.

Collection => All lots will be available for collection. Items can be collected from 40 Offerton Road, Hazel Grove, Stockport, SK7 4NL. By prior arrangement.

Courier => If this option is chosen, it will be up to you to arrange a courier for any winning lots that can't fit in a Jiffy bag or where the collection isn't arranged. Our recommended courier is => Pack and Send: 0161 393 5740

How do I set up an account?

View Guide => <https://bit.ly/41w5YvL>

How does bidding work?

View Guide => <https://bit.ly/40jWqTt>

How does the automatic bid work?

You can see your automatic bid on the individual lot page. Automatic bids won't show in the active bids in your account but you will receive a notification if you are outbid which will include links back to the lot if you wish to increase your bid.

Until your automatic bid, is out bid you will be able to see it next to your maximum bid and also a notification will show 'Your bid is on top'



**GREAT NORTHERN
RAILWAYANA AUCTIONS**

♡ Watch Lot 📄 Share

Lot No : 1 Next

Test - 1 (Copy)

Lot closes: April 19, 2023, 2:30 pm (Europe/London)

Your bid is on top!

Current bid: £10100
(1 Bids.)

Next Minimum Bid: £10300

Increment details

YOUR MAXIMUM BID IS : £10200 🔒 Secure

Quick bid

£10300

£10400

£10500

Bid directly

Place bid

Place an automatic bid!

Automatic bid

If you are outbid by another auto bid it will now show in your active bids but you will receive a notification from the site to say you have been outbid or you can check on the lot page.

Your maximum bid or the notification will no longer show:



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♥ Watched Lot 📄 Share

Lot No : 1 Next

Test – 1 (Copy)

Lot closes: April 19, 2023, 2:30 pm (Europe/London)

Current bid: £10100
(1 Bids,)

Next Minimum Bid: £10200
Increment details

SET YOUR MAXIMUM BID 🔒 Secure

Quick bid

£10200 £10300 £10400

Bid directly

£ Place bid

Place an automatic bid!

£ Automatic bid

What if I can't see the live auction or a lot I am bidding on doesn't seem up to date?

Please refresh your browser and this will update the lot or live auction you are viewing / trying to view.

What do if I see this error?

Gateway time-out

Error code 504

Visit cloudflare.com for more information.
2023-04-18 11:53:54 UTC

You	Browser Working	✓
London	Cloudflare Working	✓
gnrauctions.co.uk	Host Error	✗

Please wait 30 seconds to a minute and refresh your browser.

What do I do if I am not receiving notifications from the site, for example, if I have been outbid?

Please check your junk / spam folders and if the notification email hasn't been received, please email david@gnrauctions.co.uk with as much information as possible and we will look into it.

What is the difference between a 'reserve bid' not met notification and a 'minimum bid' not met notification?

The starting bid may differ from the reserve to mimic a live auction. This means the starting bid can be lower than the reserve, so if the lot has a reserve on it higher than the starting bid, the bid will register but it will show that the reserve hasn't been met.

What do I do if I am experiencing any issues with the site or my account?

Please email david@gnrauctions.co.uk with as much information as possible and we will look into the issue and provide support to help you resolve it.

THANK YOU

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