

JEWELLERY CONDITIONS OF AUCTION

**Online Luxury Seller’s Information**

As always, we will write up and prepare your items based on what we believe to be current market value and this list will be emailed to you once the jewellery has been catalogued for auction but prior to going live to the website so we can edit items as necessary or where required. This will also give you the lot number of your items so you can watch and follow the progression as the auction is open and live for 1 week prior to the final closing day, generally a Sunday and runs with 1 lot selling every 20 seconds.

We also have our important public viewing. This is always Thursday, Friday and Saturday prior to the closing auction date and we open 10am-4pm at our showrooms, we place and position all items in the auction so potential buyers can browse and feel items as they would in their own home. Our jewellery counters are very busy and staffed with a minimum of 2 professional team members who can allow buyers to try items, view valuations and discuss other items of interest or ask us directly about specific jewellery. We find these days to be the most productive and getting to talk to buyers allows feedback to be given to the seller.

# LISTS

If you supply a list, please separate each lot and place in either own bag with the number to your list or clearly marked on paper or tag/sticker if in a box.

As our jewellery is becoming more popular and in demand not only in Perth but also growing to buyers in the Eastern states so, please ensure items that you are presenting are good quality, cleaned where possible or in presentation box if you prefer, we will use our stands for display if we feel this will enhance your item/s.

It is also at our discretion to edit or remove information we may find to be an issue in the auction process, an example is with watches, working at catalogue is accepted but we will also place working condition unknown, this may be edited if we have valuation reports to support condition and/or current service history. This is also to safeguard yourself as a seller and to prevent unnecessary refunds.

All jewellery with valuations we must receive the original valuation, and a copy will be given to you to retain whilst we undertake the auction process, your name or private information will be removed online and marked out if purchased. If you intend to use a valuation price in your description, please make sure we have documents to support this.

If you know your item is of value but does not have a valuation, we can ask our independent gemmologist to prepare this for you, the fee is $100 for this service. Based on the valuation and salability of the item we will need to discuss a reserve price that is realistic as well.

# RESERVED AND CERTIFIED ITEMS

**1st auction reserve set must be reasonable to auction and only placed on items with an auction value over $1000 with valuation that supports the item/s. As a guide generally a reserve will be 1/5 – ¼ of the valuation, this is also something we will check to each individual item for uniqueness, size and quality of gemstones, antique factors etc.**

There have been on occasion errors in bidding where people have bid on an item that was reserved but it remains on the online program looking as if sold, we are working with IT but really it is also training new bidders on the auction platform. We do not easily remove a bid so if this does happen, they must state very clearly why, and we also will block accounts if we deem necessary. If this did happen to your item we will re-run if unsold without the reduction in the price.

# UNRESERVED

**All items unreserved will be sold in the first auction. In the event of an error in bidding or return of an item we will re-run in an additional auction.**

**We are also aiming to reach 1 lot with a value of $200 so items will be grouped where necessary if items fall below this range.**

We understand that sometimes this will be a difficult process, but we are trying to assist you in a realistic sale price to the market and the first auction is always your strongest chance to sell or negotiate with sales after the auction. We also know that quite often zero start bid can be a more attractive way to sell to the public and especially items such as gold where a value is determined based on weight it is better to allow us to run these items unreserved.

All values are discussed with Nancy and Mat we know that jewellery is very personal and that you will want to ensure your items are secure in the auction, so we will do our best to showcase, display and present all items to their best potential.

**INSURANCE**

Whilst items are in the care of Donelly Auctions Pty Ltd / t/a Online Luxury they are insured under our overall policy; however we recommend retaining your own personal insurance until the item/s are confirmed as sold.

If you do have questions or concerns, please speak directly with Nancy or Mat when delivering your items.

We thank you for your support and look forward to achieving some great jewellery results in our very popular online auctions.

Kind Regards

# NANCY HAMPTON

**Gemmologist and Valuer Donelly Auctions**