

Frequently Asked Questions - Auction site

www.LestWeForgetAuction.ca

General Information - Getting Started

Who is the seller and proprietor of the painting “Lest We Forget...”?

The Lest We Forget auction website was created to provide a secure marketplace for the potential buyer of the work of art “Lest We Forget... N’oublions pas...” created by the artist Trebor. Trebor Art Gallery may provide facilities, contact locations, various information about the painting and is the facilitator for the sale of this painting. Trebor Art Gallery is the seller, vendor, co-seller, or co-vendor of the artwork “Lest We Forget...”. The artist Trebor is the sole proprietor of Trebor Art Gallery and all associated websites.

How do I contact Trebor Art Gallery?

Please contact us at the following email address info@lestweforgetauction.ca or use the contact form on the website www.LestWeForgetAuction.ca . When contacting us, please provide as much information as possible to help us answer your questions.

Is there a fee to get started?

At the present time, there is no fee to register as a bidder/buyer. You will be required, however, to enter a credit card upon registration. In order for Trebor Art Gallery to provide assurance that the auction winner with the highest bid is capable of meeting his or her obligations all credit cards must be properly verified.

What if my credit card is declined during registration?

Credit card validation is done by a third-party service. Occasionally credit cards are declined by the card issuer. In this case, please try another card or call your credit card issuer.

How to Begin the Bidding Process

How does bidding work?

The painting “Lest We Forget...” has an initial starting price of CDN \$7 500. To bid successfully you must enter an amount greater than current bid. The bidding increments are as follows and are based the last bid amount. The increment amount changes as the painting increases in value on the auction site.

<u>CURRENT PRICE</u>	<u>INCREMENT</u>
Below CAN\$ 10,000	CDN\$100
CDN\$10 001 to 19 999	CDN\$500
CDN\$20 000 to 49 999	CDN\$1 000
CDN\$50,000 to 99 999	CDN\$2 000
CDN\$100,000 to 499 999	CDN\$5 000
CDN\$499 999 to 999 999	CDN\$10 000
CDN\$1 000 000 plus	CDN\$25 000

Automatic bidding is available. Details are provided on the bidding page. You may place a maximum bid and the system will place them for you automatically as per the increment level. You will never exceed your maximum bid amount and when you attain it, you shall be notified by email for instructions.

Can I cancel or retract my bid?

All bids are binding and cannot be canceled or retracted on the website. Mistakes can occur, in which case, you must contact a member of our team via email at admin@lestweforgetauction.ca or call (+1) – 1-819-360-6677. A decision will be made at that time.

How do I manage “other bids” notifications feature?

Log in to your auctions account and go to your “Bidding Notification Alert” page. You will be able to select a type of alert that best meets your needs. This service is free of charge and we will do our best to provide all notification alerts in a timely and accurate manner.

I have a specific question about the painting and not about the auction itself, what can I do?

Trebor Art Gallery and the volunteers for this fundraiser are available to answer your questions. Simply click the "Contact Button" link on the website or at the footer section of each page and enter your message. Please be specific and we will attempt to answer all questions within a reasonable amount of time. The auction website functions on North America’s “Eastern Standard Time” zone.

What is your shipping policy?

Every buyer is required to post detailed billing and shipping information when registering prior to entering his or her bid. Typically, in online art auctions, buyers are responsible for paying all shipping packaging and insurance costs. The buyer or winning bid will be notified within a reasonable amount time that his bid has been successful and will be requested to pay using a valid credit card. These actual costs will be made available at that time and may in turn “not be applicable” depending on the final hammer price/final bid amount.

As the winning bidder, how do I pay for my purchase of the painting?

After the close of the auction and once we have confirmed your payment via your credit card, you will receive an automated email from Trebor Art Gallery, via www.LestWeForgetAuction.ca that you are the winning bidder. If the charges are declined by your credit card company, Trebor Art Gallery will contact you via email and then by telephone. Please make sure your email address and telephone number are accurate, as **they are** the primary means by which the Trebor Art Gallery auctions team can communicate with you.

If for whatever reason the charge is declined by your credit card company and we are unable to reach you within an acceptable amount of time from the closing time of the auction you will have deemed to have forfeited your purchase and the next closest bid will be declared to be the winning bid. This does not preclude or exonerate you that no legal action will be taken since an auction bid is considered by international law as a **binding** contract.

What will be the “post-sale process” prior to the shipping the painting?

Within the email identifying you as the winning bidder, there will be a telephone number to call and a link to log into so that we may begin the post-sale process. On this email, you will be asked to confirm your name or corporate information, location and shipping address. As well, if applicable, you will be asked to provide any required tax information that we must consider, such as a resale certificate or VAT number. Based on this information, Trebor Art Gallery will then send you the total cost, which includes the hammer price plus any applicable taxes. In addition, on this page, you may request quotes from Trebor Art Gallery's preferred art shipper.

Is there a buyer's fee?

No, Trebor Art Gallery does not collect a Buyer's Premium on the sale of this painting. A buyer's fee is considered as a commission that the buyer pays on his winning bid during an online art auction. In this case, Trebor Art Gallery has waived any buyer's premium fee since this is a fundraising effort for Doctors Without Borders.

Should you have any questions, contact us via email info@lestweforgetauction.ca or call (+1) -1-819-360-6677.