



Machinery & Vintage Auctions

Registration

How do I register/create an account?

If you already have an account, make sure you are on ['machinerysales.cheffins.co.uk'](http://machinerysales.cheffins.co.uk) and click 'Login/logout' at the top of the page.

Enter the email address and password that you registered with. If you have forgotten your password, click on 'Forgot password?' below the Login button.

The screenshot shows the Cheffins website's Register/Login page. The top navigation bar includes the Cheffins logo, 'Machinery & Vintage Auctions', and links for 'Machinery & vintage home', 'Auctions', 'Register', 'Profile', 'Login/Logout' (circled in red), 'My items', and 'Search'. The main content area is titled 'Register / Login' and is split into two columns. The left column, 'New to Cheffins?', contains a 'Register now' button. The right column contains a login form with 'Email address' and 'Password' input fields, a 'Login' button, and a 'Forgot password?' link with a red arrow pointing to it.

If you have not bid online with Cheffins before, you will need to create an account.

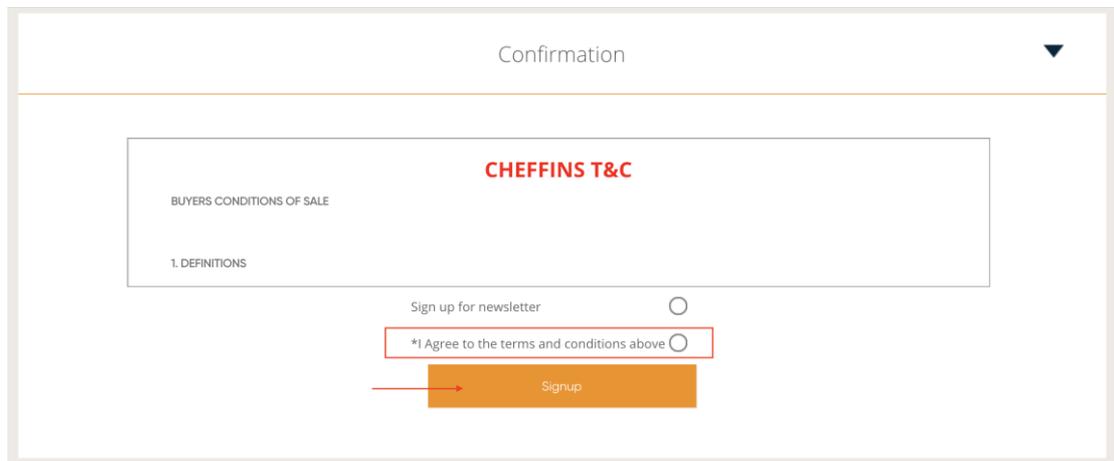
Click on 'Register' at the top of the page or on the Login page as shown in the screenshot below.

This screenshot is similar to the previous one, showing the Cheffins Register/Login page. In this version, the 'Register' link in the top navigation bar is circled in red. The main content area is titled 'Register / Login'. The left column, 'New to Cheffins?', has a red arrow pointing to the 'Register now' button. The right column contains the login form with 'Email address' and 'Password' input fields, a 'Login' button, and a 'Forgot password?' link.

You will need to enter contact details and card information – payment will not be taken at this stage; we just do a check to make sure the card is valid.

Make a note of your password, you will need it to login in future.

Please ensure you read through the terms and conditions and click to agree before clicking on the 'Signup' button at the bottom of the page.



The image shows a 'Confirmation' page with a header and a main content area. The main content area contains a box titled 'CHEFFINS T&C' with the sub-heading 'BUYERS CONDITIONS OF SALE' and '1. DEFINITIONS'. Below this box, there is a 'Sign up for newsletter' checkbox, a '*I Agree to the terms and conditions above' checkbox, and an orange 'Signup' button. A red arrow points to the 'Signup' button.

Once you have an account you will be able to Register for auctions. To view upcoming auctions, click 'Auctions' at the top of the page.



How do I register to bid in an auction?

To register for an auction, you will need an account. If you do not have an account, please create one now. See instructions above.

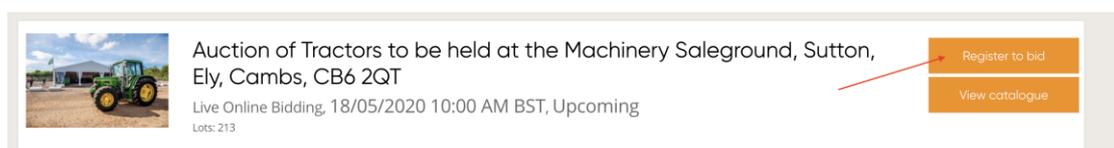
If you have an account, you need to login. Click 'Login' in the menu. Enter your email address and password on the login page.



Once you are logged in, find the auction you are interested in by clicking on 'Auctions' in the menu.



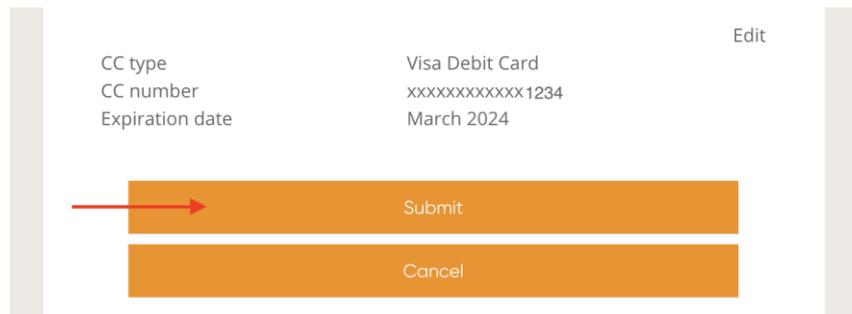
There will be a 'Register to Bid' button next to all active and upcoming auctions. Click on 'Register to bid' to register for the auction you want to bid in.



If this is your first time bidding with us you may need to pay a deposit for the auction. Please see the 'Deposit' section below for further information.

When you click on 'Register to bid' you will see a page with your billing info on. Please check the details are correct. The card listed on this page will have the deposit charged to it so make sure it has sufficient funds.

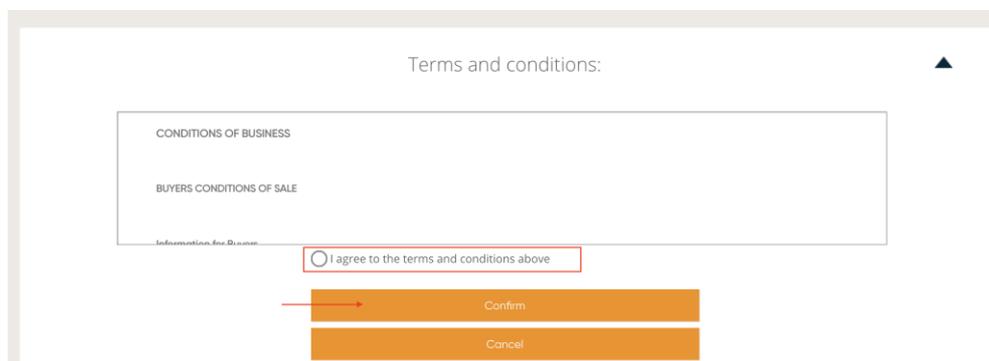
Click 'Submit' at the bottom of the page.



The screenshot shows a form for entering card details. On the right side, there is an 'Edit' link. The form fields are: 'CC type' with the value 'Visa Debit Card', 'CC number' with the value 'XXXXXXXXXXXX1234', and 'Expiration date' with the value 'March 2024'. At the bottom of the form, there are two orange buttons: 'Submit' and 'Cancel'. A red arrow points to the 'Submit' button.

You will now be taken to the auction terms and conditions.

Once you have read the t's and c's, tick to accept them and click 'Confirm'.



The screenshot shows a 'Terms and conditions' page. It features a scrollable area containing 'CONDITIONS OF BUSINESS' and 'BUYERS CONDITIONS OF SALE'. Below the scrollable area, there is a checkbox labeled 'I agree to the terms and conditions above'. At the bottom of the page, there are two orange buttons: 'Confirm' and 'Cancel'. A red arrow points to the 'Confirm' button.

You may be redirected to your banks 3D secure page at this stage.

Your bank may ask for a password or text you a code. **This process has to be completed for the deposit to be taken, do not exit this page.**

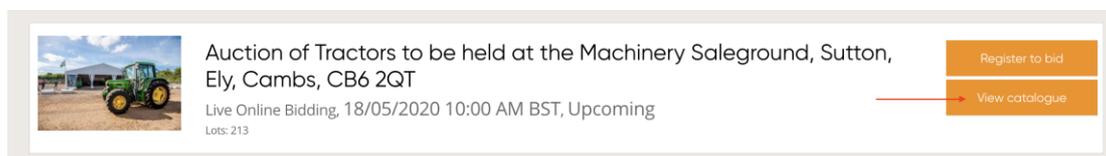
If the deposit is successful, you will be approved automatically.

If the deposit is unsuccessful, you will be 'pending' approval.

The Cheffins team might need further information from you or may ask you to try to register again with a different card. Email machinery@cheffins.co.uk or call us on +44(0) 1353 777767 if you need assistance at this stage.

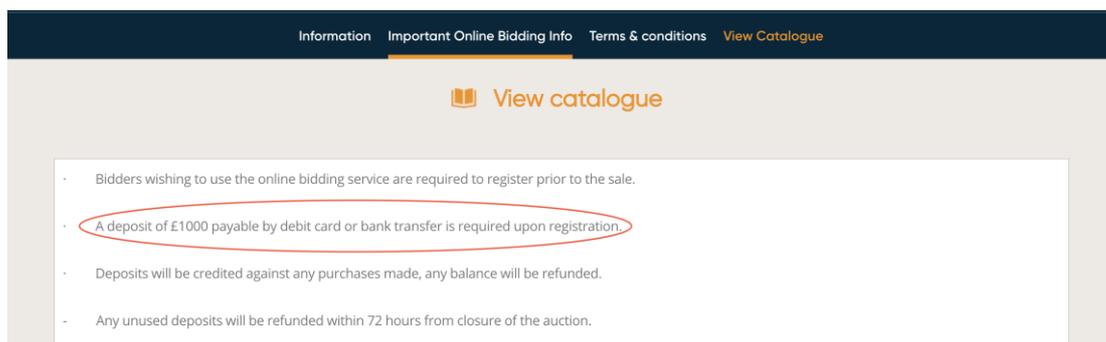
Do I need to pay a deposit?

For details on deposits, click 'View catalogue' next to the auction listing or 'Auction info' on any of the catalogue pages.



A screenshot of an auction listing. On the left is a small image of a green tractor. To its right, the text reads: "Auction of Tractors to be held at the Machinery Saleground, Sutton, Ely, Cambs, CB6 2QT". Below this, it says "Live Online Bidding, 18/05/2020 10:00 AM BST, Upcoming" and "Lots: 213". On the right side of the listing, there are two orange buttons: "Register to bid" and "View catalogue". A red arrow points from the "View catalogue" button to the left.

If a deposit is being charged, the amount will be clearly stated.



A screenshot of a website's "View catalogue" page. The page has a dark blue header with navigation links: "Information", "Important Online Bidding Info", "Terms & conditions", and "View Catalogue". Below the header, the text "View catalogue" is displayed with a small icon. A white box contains a list of bullet points. The second bullet point, "A deposit of £1000 payable by debit card or bank transfer is required upon registration.", is circled in red.

- Bidders wishing to use the online bidding service are required to register prior to the sale.
- A deposit of £1000 payable by debit card or bank transfer is required upon registration.
- Deposits will be credited against any purchases made, any balance will be refunded.
- Any unused deposits will be refunded within 72 hours from closure of the auction.

If you have bid in previous auctions and have made successful payments etc, you may not have to pay a deposit. Contact us if you are unsure.

Do I have to register for each sale individually?

If there are multiple auctions on the same day, these sales will be linked. This is so that you only have to pay the deposit once. If they are linked, when you register for one, you will be registered for all of them in that group.

If the auction is on a different day, then yes, you will need to register for the auction.

You will not automatically be registered for future auctions.

How do I update my details?

Have you moved house, got a new phone or need to change the card on file with us? You will need to update your details in your profile section.

If you are logged in, click 'Profile' in the menu at the top of the page.



Make the necessary changes and then click 'Save Changes' at the bottom of the page.

How do I reset my password?

If you are trying to Login but cannot remember your password, simply click the 'Forgot password' on the Login page and follow the prompts. You will need to enter your email address twice and click Submit.

You will receive an email from us with a link to reset your password.

Please double check your inbox and any junk folders in case it has been filed incorrectly.

Click on the link in the email. You will need to enter your new password twice.

Absentee Bidding

What is an absentee bid?

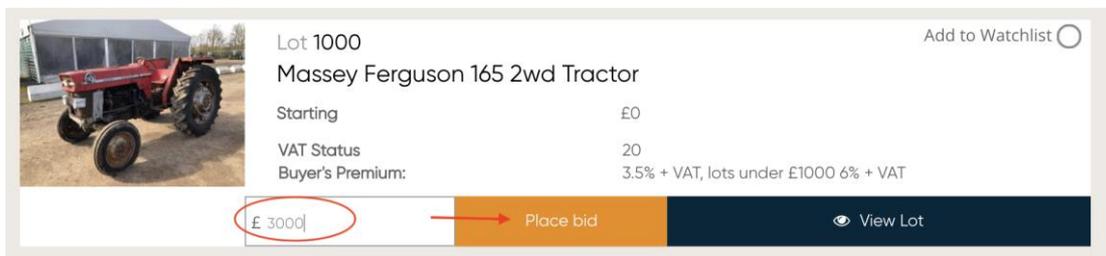
Absentee bids are bids that are placed in advance of the auction by a bidder. They can be left at any time prior to the auction or even during the live auction providing that lot is not currently being offered or already sold in the live auction.

Absentee bids left will then be automatically executed during the live auction.

How to Leave Absentee Bids Online.

To leave an absentee bid online, you will need to be logged in and registered for the auction.

Enter the amount you would like to bid and click 'Place bid'.



Lot 1000
Massey Ferguson 165 2wd Tractor

Starting £0
VAT Status 20
Buyer's Premium: 3.5% + VAT, lots under £1000 6% + VAT

£ 3000 Place bid View Lot

Add to Watchlist

You will be asked to confirm the bid.

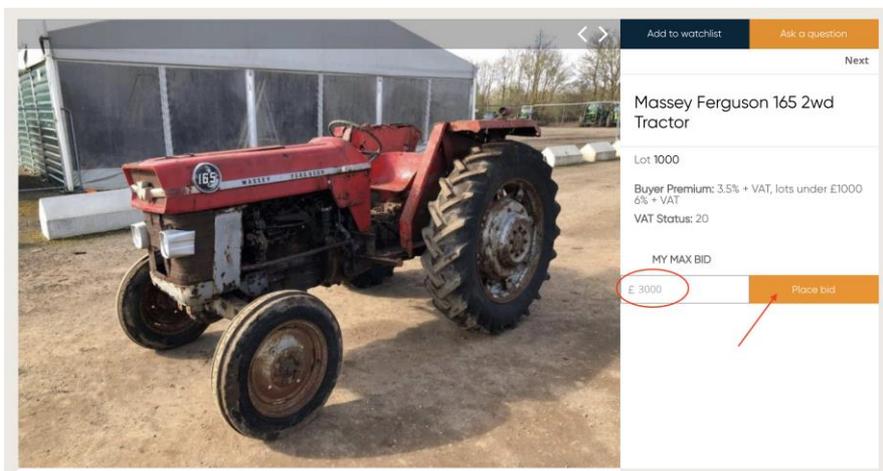
Are you sure you want to place this bid £3,000?

Confirm

Cancel

Click confirm and your bid will be placed.

You can also place a bid on the lot page. Click 'View lot' on the catalogue page to view more images and further information.



Massey Ferguson 165 2wd Tractor

Lot 1000

Buyer Premium: 3.5% + VAT, lots under £1000 6% + VAT
VAT Status: 20

MY MAX BID
£ 3000 Place bid

Add to watchlist Ask a question

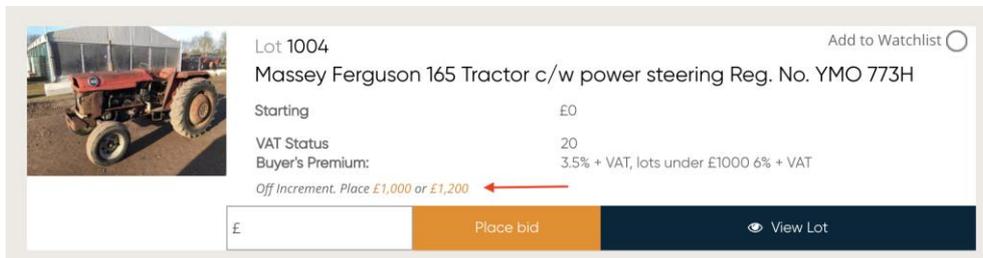
Next

If you want to increase your bid, enter the new amount and click 'change bid'.

Once the Live Auction has begun you can place further bids in real-time on the Live bidding page.

My bid is 'Off increment' what does this mean?

If you place a bid that does not align with the pre-set increments set by the auctioneer then you will be notified on screen.



You will be given two suggestions of the amount you can bid. Click on one of these suggested values and it will populate the bid box for you.

Click place bid to place this amount. You will then be taken to the bid confirmation page.

Our live bidding increments are set to 'London Bidding'. Eg. 100, 120, 150, 180, 200 and so on.

Please note: During the live auction the increments may change, check the amount shown on the bid button before placing a bid.

Keeping Track of Absentee Bids

You can keep track of your bids and at any time by clicking on the 'My items' link at the top of the page.



You can increase your bids from this page too.

Will I be charged extra for bidding online?

Yes, there is a small online surcharge of 1% for bidding online. This is charged on top of the hammer price. Please take this into account when placing a bid and when bidding live.

Bidding Live

What is a Live Auction?

Live auctions are traditional auctions held at our auction venue or on location if it is a farm sale.

Make sure to check the location, date and time of the auction so you don't miss out.

It is best to register a few days before an auction so that you are ready to bid.

How do I bid live?

To bid live you need:

- An online account.
- To be registered to bid and approved for the auction. You will know if you are not registered because you will see 'Register to Bid' or 'Pending approval' next to the lots.



Before the auction, we will display a link on our catalogue page and on all lot pages to take you through to the Live Auction. It will look like this:



Click on this to be taken to the auction.

The auction can be viewed on any device. Make sure you're using the latest version of Google Chrome or Firefox for the best bidding experience.

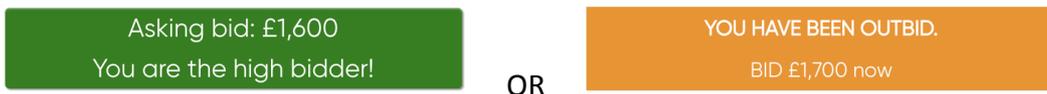
The live bidding page will update in real time as the auction progresses.

You will see the Images and Description of the lot being offered as well as the Current bid price and asking price.

To place a bid in the live Auction, make sure you are aware of the current asking price and then simply press the 'Bid £x now' button where the asking price is displayed.



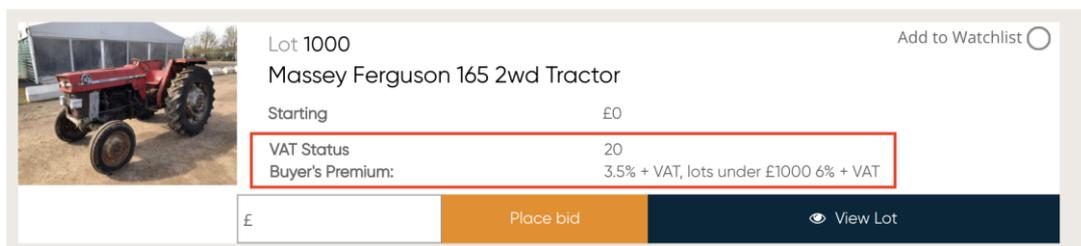
On-screen messages will inform you if you are the high bidder or if you are outbid.



Online bids are processed in real time so you need to be ready to click 'Bid Now' or you might miss out.

Live auctions will have Buyers premium applicable which is not included in the bid price so always make sure you double check the Buyer's Premium on your item so that there are no surprises when the invoice arrives.

This information is displayed next to every lot:

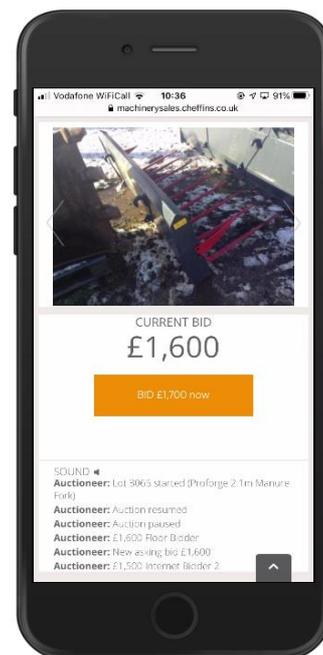


Can I bid in a live auction using my mobile device?

Our online bidding site is fully responsive so you can search, browse and bid using your mobile or tablet device.

You can bid live during the auction from your mobile device and will experience full audio and video.

Make sure you have a good 4G connection or are connected to Wi-Fi.



What happens if I am successful in buying in a live auction?

When bidding live you will see on screen confirmation:

Auctioneer: Lot 3066 started (Test - Proforge 2.4m Manure Grab)
Auctioneer: Lot 3065 sold to YOU at £1,700 ←
Auctioneer: Fair warning, this lot is about to close
Auctioneer: £1,700 Internet Bidder 2
Auctioneer: £1,700 YOUR BID

Results are subject to reconciliation. Please wait for your invoice for confirmation of any won lots.

An invoice will be emailed to you shortly after the completion of the auction.

Audio/Video

Why can't I see/hear the auction?

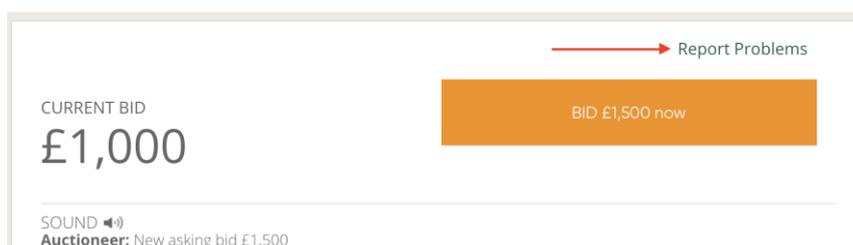
You should check that the device you're using has the sound turned on and working speakers available to broadcast sound.

If you can see the lot info but can't see/hear the auction, A firewall might be blocking you.

You will need to allow this IP address, 88.202.180.159 over port 10815 on your personal or corporate firewall.

You can then test that this has worked by clicking this <https://bp-prod-app-shared-663497.auctionserver.net:10815/ping> and it should return "ok".

If you are still having problems, click on 'Report Problem' on the live bidding page.



Please enter as much information as possible:

- What browser you are using (type and version)
- What device you are on
- What issue you are experiencing

Our tech support team will respond to you as soon as possible.